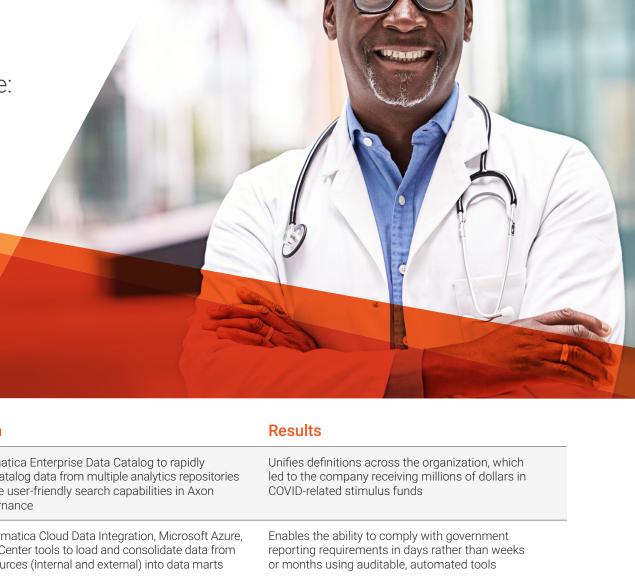# Enhancing Data Management Capabilities with Data Governance:

Franciscan Alliance Delivers Trusted Analytics to Improve Decision Making

"Informatica solutions allow us to deliver rapid data marts—a single source of truth—to meet business needs during the COVID-19 pandemic. Specifically, our SMEs can standardize metrics definitions across the enterprise, helping our business users make informed decisions."

Mohamed Humaidi
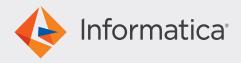Vice President, Healthcare Data and Analytics,
Franciscan Alliance

Goals	Solution	Results
Enable informed decision making by providing a foundation of trusted data	Use Informatica Enterprise Data Catalog to rapidly scan and catalog data from multiple analytics repositories and provide user-friendly search capabilities in Axon Data Governance	Unifies definitions across the organization, which led to the company receiving millions of dollars in COVID-related stimulus funds
Meet emergent organization needs, including COVID-19 reporting and patient satisfaction analytics	Utilize Informatica Cloud Data Integration, Microsoft Azure, and PowerCenter tools to load and consolidate data from multiple sources (internal and external) into data marts	Enables the ability to comply with government reporting requirements in days rather than weeks or months using auditable, automated tools
Gain visibility into the data lifecycle and ensure approval of metrics and measures	Integrate Informatica Data Quality, Axon Data Governance, and Enterprise Data Catalog to link the enterprise data glossary with a stewardship network, managing data governance, quality tasks, and issues through pre-defined workflows	Provides a data "backbone" the data governance team can use to deliver trusted data—single source of truth—for staff, operational leaders, and executives, as well as reporting and analytics enablement

Informatica Success Story: Franciscan Alliance

Franciscan Alliance is a rapidly growing healthcare system in northern and central Indiana, as well as eastern Illinois. A mission-driven healthcare system with a strong focus on patient outcomes, Franciscan has invested heavily in their healthcare IT tools, technology, and services. The organization standardized on a single electronic medical record not only for patient care and tracking revenue, but also for population health and care management. In a drive to deliver the highest quality care, Franciscan is also a participant in several Medicare Accountable Care Organizations and has substantial incentives around the quality-of-care delivery.

To support value-based care, Franciscan leadership needs to know what is happening with their patient populations before it receives their insurance claims. This means building complex analytics frameworks that integrate paid claims with current patient encounters to show potential areas for concern before they become areas for remediation. In addition to planned development, emerging situations such as the COVID-19 pandemic and CARES Act reporting requirements have been opportunities for the Franciscan Alliance Data and Analytics team to rapidly develop and deploy internal data solutions; such as COVID-19 capacity monitoring, readmissions, mortality, ACO, etc. The mentioned data models were using many new data sources, at a pace faster than their electronic medical record (EMR) vendor could provide. Additionally, the improved data management capabilities allowed Franciscan to receive millions of dollars in COVID-related stimulus funds.

With an increased reliance on data, Franciscan has built an enterprise data governance framework for stakeholders across the organization to use to validate and build trust in their data. "It doesn't matter how fast you deliver it if the users don't trust it," says Scott Smiley, Manager of Data Management at Franciscan. "What we needed was a way to move and integrate the data, to govern it, and to build end user's comfort in the accuracy of our dashboards and reports."

Managing Data Movement and Integration Using PowerCenter and Informatica Cloud Data Management

While Franciscan's primary vendors have robust integrated reporting tools, the need to integrate government, payer, and third-party patient data has proven a challenge in the clinical domain, while combining clinical and non-clinical financial and budget data is simply not possible using a single vendor strategy.

Franciscan selected PowerCenter for its flexible data routing and integration rules and detailed audit trail, which has helped with recovery and troubleshooting, and is essential when working with third-party data sets over which there is limited control. As Franciscan has migrated and upgraded systems, it is a

simple matter to update the transformations in PowerCenter so that analytics users don't miss a beat. "We needed to build a new data mart around Press-Ganey patient satisfaction data," said Mariann Fischer, Data Management Lead at Franciscan. "With PowerCenter, we were able to build our data mart in half the time we had been quoted from our EMR vendor."

Using cloud-based services, including Microsoft Azure Synapse Analytics for data analytics, Salesforce for CRM, and Workday for ERP, Franciscan has begun the migration to Informatica Cloud Data Integration to keep the processing closer to the sources and targets of data. The cloud also provides on-demand scalability for large jobs without impacting production.

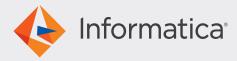## Managing Data in Multiple Places Using Enterprise Data Catalog

Systems for EMR, CRM, and ERP come with robust reporting tools integrated directly into end-user workflows in a way that can be difficult to match with a traditional integrated enterprise data warehouse. "We wanted to make the most of what each system could offer, without reinventing the wheel, and make sure users can trust what they've been given," said Mohamed Humaidi, VP of Data and Analytics at Franciscan. "EDC [Enterprise Data Catalog] helps us keep metrics straight across multiple analytics systems."

Franciscan has implemented EDC system scanners for their EMR and core analytics and presentation layer toolsets (SQL Server, Tableau, and Business Objects), as well as indexing all flat file data loads processed via PowerCenter and Informatica Cloud Data Integration. They are in the process of implementing additional scanners for Workday ERP, Salesforce CRM, and third-party analytics tools, so that even in cases where a third party has enriched data and added benchmark or comparative information, it is still searchable and documented in Enterprise Data Catalog.

Supercharging Data Governance with Axon

"We had built a great data governance process and team but were still living in Excel spreadsheets for documentation," said Jim Balabuszko-Reay, Manager of Data Governance for Franciscan. "We were at an inflection point where we needed to act or we would risk losing ground with our stakeholders." Franciscan evaluated a number of data governance tools and selected Informatica Axon Data Governance, which features tight integration with Enterprise Data Catalog.
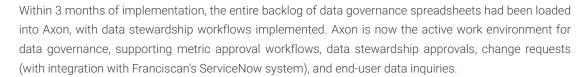
Franciscan used Informatica's professional services for the initial implementation and first use case development. "There was no substitute for having that experienced team there to guide us as we made our first decisions," said Wes Licholat, Technical Architect at Franciscan.

Within 3 months of implementation, the entire backlog of data governance spreadsheets had been loaded into Axon, with data stewardship workflows implemented. Axon is now the active work environment for data governance, supporting metric approval workflows, data stewardship approvals, change requests (with integration with Franciscan's ServiceNow system), and end-user data inquiries.

"Axon was the missing piece in our data governance flow," said Jim Balabuszko-Reay. "With Axon, we've supercharged our data governance process."

Continuing the Journey with Informatica

Franciscan continues to expand their use of Informatica solutions. The organization is in the process of implementing Informatica Data Quality to help reinforce trust in data by proactively identifying potential data issues and offering a path to resolution prior to any end user being impacted.

They are also implementing the Informatica Master Data Management tools to provide a "golden record" for key clinical data, including providers (employed and affiliated), patients (and ACO members), locations and facilities, and reference code data crosswalks. In a final phase, they plan to implement Informatica Data Privacy Management to safeguard personally identifiable information (PII), discover and classify data, and assess overall risks.

"Each Informatica product we add builds our capabilities in an integrated way and will support our data lake strategy. We're very happy with what these tools have delivered," concluded Mohamed Humaidi, VP of Data and Analytics at Franciscan. "We're excited to continue to build on our successes around data movement, transformation, quality, and governance with Informatica as our partner."

Inside The Solution:

- Informatica Axon Data Governance
- Informatica Enterprise Data Catalog
- Informatica Cloud Data Integration
- Informatica Data Quality
- Informatica PowerCenter
- Microsoft Azure

Digital transformation is changing our world. As the leader in enterprise cloud data management, we're prepared to help you intelligently lead the way. To provide you with the foresight to become more agile, realize new growth opportunities or even invent new things. We invite you to explore all that Informatica has to offer—and unleash the power of data to drive your next intelligent disruption. Not just once, but again and again.

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