

From data to insights: How CentraCare is using analytics to drive organizational performance

The vision

CentraCare, one of Minnesota's largest health systems, needed to turn its rich data store into actionable insights. With 10 hospitals, 30+ clinics, and a new medical school partnership, CentraCare's scale positioned it to offer the latest clinical advancements in its service area. A robust analytics program would enable it to also reach its clinical, operating, and business goals.

Co-creating the solution

CentraCare had advanced its data and analytics capabilities in many areas of the organization but lacked enterprise-wide consistency. Leaders found it challenging to meet key performance indicators (KPIs) for which they were accountable. They saw opportunities to centralize, strengthen leadership, and increase end-user training and satisfaction.

CentraCare partnered with Chartis to rapidly advance its program. This included establishing program governing bodies and processes, developing a revised staffing model, and supporting recruitment of key analytics leaders and staff.

Believe in better

Within 18 months of implementing this infrastructure, CentraCare was exceeding its goals. The health system had hired its first vice president of analytics. It had met or surpassed each of its first-year maturity goals for data management, analytics services, and oversight and structure. And where enterprise leaders had met less than half of their KPIs previously, the new analytics program enabled them to meet every single one.

Meaningful outcomes

After one year, the centralized analytics program enabled:

2x

the maturity across analytics program measurements

Greater

customer satisfaction in quality and service measures

110%

of inbound requests completed each month, up from 93%

Building to better

Laying a strong foundation for analytics programs requires:

DATA MANAGEMENT

to ensure data integrity, availability, and usability.

OVERSIGHT AND STRUCTURE

to align resources with clinical, operational, and strategic initiatives.

ANALYTICS SERVICES

to deliver usable insights.

Authors



Parrish Aharam

Senior Partner, Digital & Technology Transformation
paharam@chartis.com



Adam Baker

Partner, Digital & Technology Transformation
abaker@chartis.com



Mike Schwob

Associate Partner, Digital & Technology Transformation
mschwob@chartis.com



The challenges facing US healthcare are longstanding and all too familiar. We are Chartis, and we believe in better. We work with over 900 clients annually to develop and activate transformative strategies, operating models, and organizational enterprises that make US healthcare more affordable, accessible, safe, and human. With over 1,000 professionals, we help providers, payers, technology innovators, retail companies, and investors create and embrace solutions that tangibly and materially reshape healthcare for the better. Our family of brands—Chartis, Jarrard, Greeley, and HealthScape Advisors—is 100% focused on healthcare and each has a longstanding commitment to helping transform healthcare in big and small ways.

© 2024 The Chartis Group, LLC. All rights reserved. This content draws on the research and experience of Chartis consultants and other sources. It is for general information purposes only and should not be used as a substitute for consultation with professional advisors.