



Multi-Year Data Strategy Pays off for Flagler Hospital

Flagler Hospital is a regional hospital in St. Augustine, Florida, with 316 beds and 12,000-15,000 annual admissions. They implemented an **Allscripts** initiative that brought many changes to the organization, in particular the need for an enterprise data warehouse. While they had elements of BI tools and processes, **they needed strategic alignment and a BI strategy to better support the newly formed decision support department.**



“We had a healthcare consultant on site last week who said what we’ve done is amazing. We were able to answer 100% of his questions about our business while he was sitting there, most from the data warehouse. Now, that’s efficient!”

BILLY BURNS
DIRECTOR,
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FLAGLER HOSPITAL

THE PROBLEM

Reporting and analytical studies for multiple in-house departments weren’t standardized, and data access was inadequate, requiring time-consuming manual processes. Legacy EMR systems bogged down resources and contributed to inefficiencies. To help their technology better support their mission, Flagler engaged Resultant to work with its decision support team to develop a multi-year data strategy.

APPROACH

Working closely with Flagler’s decision support team, we evaluated their current technology state and identified critical steps to a desired future state in line with the organization’s mission and goals. We initiated a **five-year roadmap** that included establishing an architectural foundation, data warehouse development and tool selection, training and mentoring internal team members, and communicating the vision to hospital executives.

OUTCOMES AND IMPACT

The hospital now has insights into its operations that far surpass what their previous technology could provide.

- Key metrics track progress in finance, human resources, operations, and supply chains.
- Patients have improved experiences and customer satisfaction.
- Fewer patients leave the emergency room without being seen, resulting in tens of thousands of dollars additional revenue every month.
- Caregivers identify patients at risk for later readmission, part of Medicare compliance.
- High-level data visibility facilitates better executive decision making.
- The hospital now has an organizational culture in which data visualization and analysis are mission-critical.

