Healthy Data, Healthy Communities:

Improving Provider Data and Patient Privacy
at L.A. Care Health Plan

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from Informatica is making a difference in our
data governance program – because you cannot
manage what you cannot see."*

Paul Keller
Senior Director Enterprise Data Governance
L.A. Care Health Plan

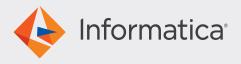| Goals	Solution	Results
Strengthen security and privacy by improving the governance of personal health information (PHI) and personally identifiable information (PII)	Use Informatica Enterprise Data Catalog to discover PHI/PII across the enterprise and catalog additional data as the governance program matures. Also, use Informatica Axon Data Governance to establish traceability of regulations to policies to data rules, thus enabling rapid change management, instant auditability, and monitoring of data use for regulatory and policy compliance	Improves security and compliance while helping the organization manage 8x growth driven by the Affordable Care Act (ACA)
Increase the quality of healthcare provider data coming into the organization and help care providers clean up their own data	Validate provider data quality at the source automatically using more than 2,200 Informatica Data Quality rules, across nine dimensions of data quality, and report errors back to providers for remediation	Increases the quality of Managed Care Organization (MCO) data coming into the company from less than 30 percent to 95 percent
Understand healthcare provider data in business context across its lineage, from intake until its destination for reporting and analytics	Gain visibility into the data lifecycle by integrating Informatica's Axon Data Governance, Enterprise Data Catalog, and Data Quality to link the enterprise data glossary with a stewardship network, who manages data governance and quality tasks and issues through pre-defined workflows	Provides trusted data for operations as well as reporting and analytics

Informatica Success Story: L.A. Care Health Plan

L.A. Care Health Plan is one of the largest publicly operated health plans in the United States, offering Medi-Cal and Medicare plans to California's most vulnerable residents in Los Angeles County. It began operations in 1997, and within a decade was serving several hundred thousand members.

After the Affordable Care Act (ACA) was signed into law in 2010, demand for health insurance coverage soared, and the company grew eight-fold. Today, L.A. Care serves nearly 2.2 million members. As such, it has vast amounts of patient information to protect, govern, manage, and ultimately leverage for analytics efforts to help improve population health.

IT silos were organized with no end-to-end perspective across data coming in from healthcare providers and managed care organizations. The quality of some incoming provider data could hover below the 30 percent mark in terms of format, accuracy, and completeness. L.A. Care wanted to clean up that data at the source, as well as help providers remediate and enrich their own data. The enormous growth required a new approach to information technology, security, and data management.

However, at first data governance was placed organizationally at the end of L.A. Care's digital supply chain—i.e. data warehouse—rather than the beginning, where the data is first ingested. As a result, data scientists spend much of their time trying to remediate the quality of the data they were analyzing. This reactive approach consumed business, analytical, and IT resources. For example, without a comprehensive enterprise reference data or metadata management approach, reference tables are not updated regularly. Regulations and policies are not linked to data rules, which create the potential for compliance challenges and change management issues when regulations change.

In order to increase data governance maturity, L.A. Care chose Informatica to help it keep data semantics consistent across the enterprise, agree on enterprise-wide definitions and terms, and develop business context around data from intake to its final destination for reporting and analytics. L.A. Care kick started its data governance program by first focusing on data quality in the provider domain, and then, within the security domain by governing PHI and PII to ensure data security and patient privacy.

"We need to make sure that we are in full compliance with the HIPAA Security Rule and other industry regulations," says Paul Keller, Senior Director Enterprise Data Governance at L.A. Care Health Plan. "It's critical that we're able to trace PHI and PII data, as well as linking healthcare regulations to business policies to data rules."

Building a sustainable data governance program

To kickoff the initiative, L.A. Care governance team established a data governance council within the provider domain utilizing a cross-functional program team within the MDM software development lifecycle

(SDLC). Based on strong market analyst ratings, the team chose an integrated solution from Informatica to improve data quality, collect enterprise terms and definitions, catalog reference data, metadata, and business rules. L.A. Care leveraged the integrated capabilities between Informatica's data management software suite (PowerCenter, MDM, Axon, Data Quality, and Data Catalog).

"As we modernize our infrastructure and clean up our data stores, Informatica makes it much easier for us to determine which data to retain, cleanse, and classify, as well as how we need to protect that data," says Gary Georges, Data Governance Program Manager at L.A. Care Health Plan.

When ingesting healthcare provider records, L.A. Care uses Informatica Data Quality to identity and remediate errors in order to continuously improve data quality. So far, more than 2,200 data rules operate across nine intrinsic and contextual dimensions of quality. Any errors, inconsistencies, or missing data are reported back to Managed Care Organizations (MCOs), helping them clean up their own data as a service, thus improving the quality and integrity of the entire provider data supply chain.

Informatica Axon provides the business a visualization of data quality within all data stores across the entire lineage and lifecycle, and acts as a central repository for governing all facets of data management.

For instance, when regulations change, instead of spending time to determine which processes and rules the change will affect, L.A. Care can easily trace the impact down to each individual data element, saving weeks of change management time for each regulatory change. And with high-quality data coming in from care providers, the business can run more efficiently.

"Soon, business users can see how data comes in, how it gets transformed, and where it goes to," says Keller. "Having an automated, integrated solution from Informatica has made a big difference in our effort to visualize the current ecosystem, because trying to trace data lineage manually was incredibly time consuming and error prone making the entire manual effort untenable. Again, you cannot manage what you cannot see."

Improving security, compliance, and accuracy

With increased visibility and enhanced control over its data, L.A. Care will be able to comply with HIPAA and other regulations. L.A. Care uses Informatica Enterprise Data Catalog, a machine learning-based data catalog and metadata system of record, to discover where PHI and PII exists and how it moves across the enterprise. Once the data is scanned, cataloged, and curated, L.A. Care uses Informatica Axon Data Governance to link business metadata with technical and operational metadata. All the information provided by the catalog informs the architecture and implementation of security zones, entitlements, user roles, access management, and data asset handling.
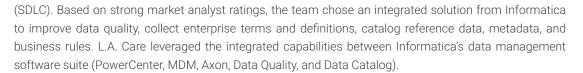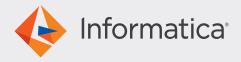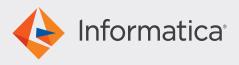
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Gary Georges
Data Governance Program Manager
L.A. Care Health Plan

"By improving our data quality, we're avoiding a myriad of other problems. When data quality is lacking, additional non-value added workflows are put into place to bolster other processes that aren't working," says Keller. "For managed care organization provider data, we utilized Informatica Data Quality to improve our data quality from a low of 30 percent to above 95 percent across nine dimensions of data quality, which include: accuracy, semantics, and structure as well as completeness, uniqueness, timeliness, and reasonableness."

Moving into a data-driven future

As its data governance program matures, L.A. Care will move beyond PHI, PII, and provider data to include major initiatives in member, health services, financial, and employee domains to drive continuous improvement and innovation in healthcare. By providing trusted data to operations and analytics, L.A. Care will better understand how social determinants such as socioeconomic status, education, neighborhood and physical environment, employment, and social support networks impact overall health, helping to enable better patient outcomes and future advancements in population health.

"Informatica Data Quality, Enterprise Data Catalog, and Axon Data Governance will empower us to improve our population health information efforts with governed, high quality data providing us with invaluable insight into L.A. Counties most vulnerable residents," says Gary Georges.

Next on the company's agenda is establishing a formal reference data management program using Informatica Enterprise Data Catalog to centralize reference data and metadata management. This will help break down silos between provider data, member data, and other data domains, making integration easier for more efficient operations and impactful analytics.

"Informatica cares about our success with data governance, and it shows in our relationship," says Gary Georges.

Inside The Solution:

- Informatica Axon Data Governance
- Informatica Data Quality
- Informatica Enterprise Data Catalog

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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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