SDG GROUP
SUCCESS STORY

Turning Hospital Data Into a Real-Time Business Asset





In three months, an outpatient healthcare provider transformed how it uses information from its hospital partners. The result: real-time visibility into every admission, discharge, and transfer; six figures cut from annual software costs; and a foundation ready to power the next generation of clinical and financial workflows - including some of the highest-value use cases already on the company's strategic roadmap.

Background



Client Snapshot

The client is a growing outpatient healthcare provider that delivers rehabilitation and recovery services across a national network of clinics. The organization partners with hospitals and health systems to support patients from post-surgical recovery through long-term functional improvement, coordinating closely with referring surgeons and care teams to keep care aligned with the broader clinical picture.

As the network has expanded, so has the complexity of working across dozens of different hospital electronic medical records systems - making timely, trusted access to referral and clinical data a strategic priority for the business.

The Business Problem

Hospital partners run a mix of electronic medical records systems, and they share patient information using HL7, a decades-old healthcare data standard. HL7 works like a running feed of updates. Each time something happens at the hospital, such as a patient being registered or an appointment being booked, the hospital's system sends a short message describing that one event. On its own, any single message tells only a small part of the story. The full picture of a patient's journey comes from capturing those updates as they arrive and assembling them in the right order. Each hospital also decides which events and details it sends, so no two feeds look quite the same.

Under the previous arrangement, that information reached the company's analytics teams through a third-party vendor. A steady stream of updates was bundled into a single overnight refresh, structured on the vendor's terms.

Four Fronts

The business impact was significant on four fronts.

01

Decisions ran on yesterday's data.

Because clinical events showed up a day late, clinical, operational, and revenue-cycle teams were always working with a stale picture of the business.

02

The company didn't own its own definitions.

When analysts needed to change how a field was measured, they had to go back to the vendor and pay for the change, which meant slow answers to fast-moving business questions.

03

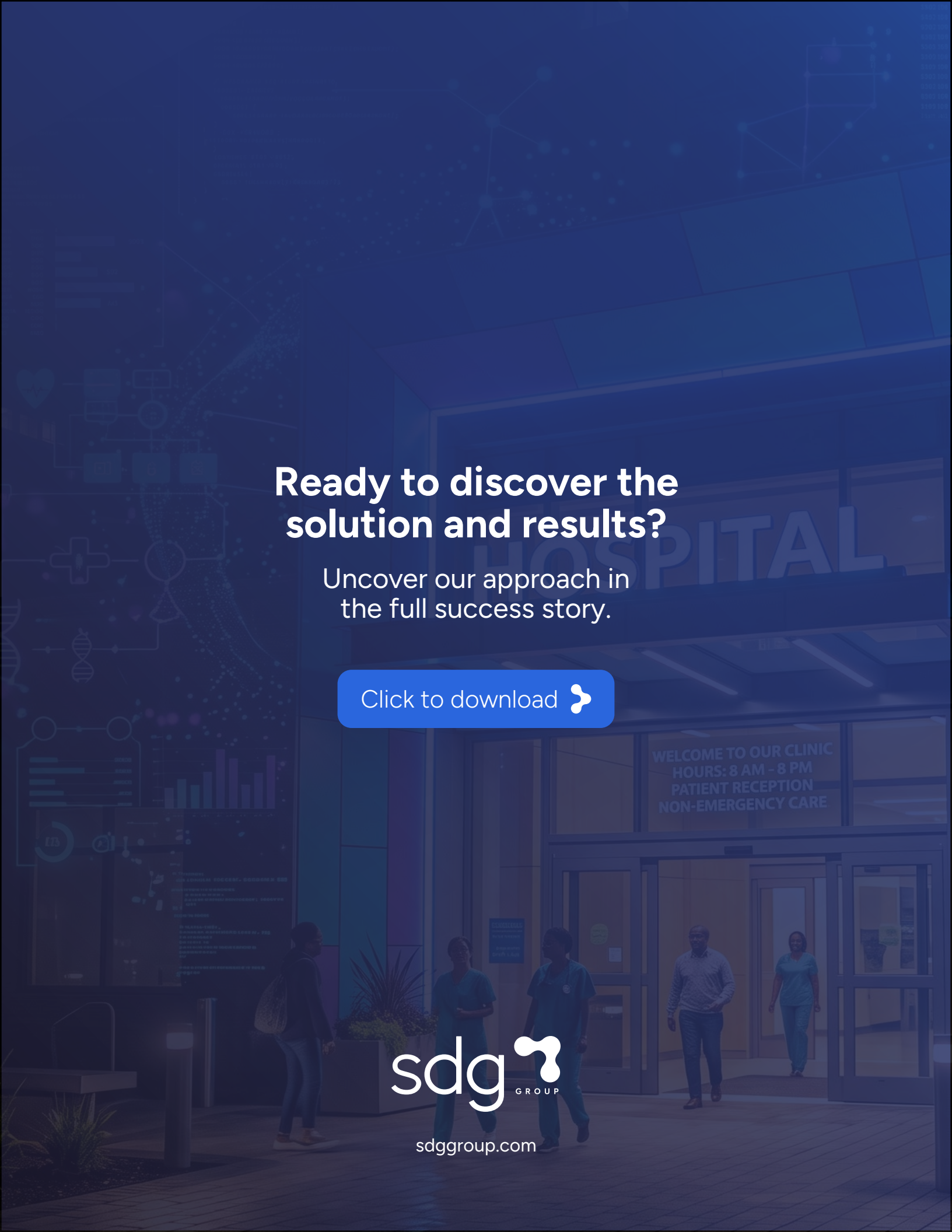
Costs grew with every new partner.

Every additional hospital feed added to the vendor bill, so the growing partner network was on track to pay more each year for a pipeline it didn't control.

04

Some of the highest-value workflows simply weren't possible.

Same-day outreach on a missed follow-up. Automated therapist incentive payouts. Early warning on readmission risk. All of these workflows needed data faster than an overnight refresh could deliver.



Ready to discover the solution and results?

Uncover our approach in the full success story.

Click to download

sdg GROUP

sdggroup.com