



## Case Study: **RANDOLPH HOSPITAL**

**Finding Hospital and Ambulatory Success**  
with Diver® Platform's Healthcare Framework

### Quick Facts:

**Organization:** Randolph Hospital

**Industry:** Healthcare

**Location:** Asheboro, NC

**Customer since:** 2010

**Number of Beds:** 145

**EMR:** MEDITECH

**Solution:** Diver Platform®

**Website:** [randolphhospital.org](http://randolphhospital.org)

### Challenges:

- Inadequate understanding and management of clinical, financial, and operational data
- Need to transform MEDITECH data into actionable information

### Results:

- Adoption of ambulatory & hospital framework for creating executive dashboards
- Faster dissemination of information across management

Randolph Hospital, based in central North Carolina, is a nationally recognized facility for the quality care it provides to patients. The hospital has been named a top performer by the Joint Commission on four quality measures: heart attack, heart failure, pneumonia, and surgical care.

Randolph Hospital began using Dimensional Insight®'s Diver Platform (Diver) in 2009 as a way to give its senior leadership executive dashboards so they could see the information they needed to make decisions and to do their jobs efficiently.

While Diver was more intuitive and interactive than what Randolph had been using previously, the organization felt it could further up its game in terms of how it was using analytics. When Dimensional Insight included its healthcare framework with Spectre®, its newest version of Diver Platform, Randolph Hospital used it as an opportunity to rethink how it was using business intelligence, and more tightly link it to better care and improved patient outcomes.

## USING THE FRAMEWORK TO BETTER UNDERSTAND DATA

As new analytic tools emerged on the market, including MEDITECH's Business and Clinical Analytics tools, Randolph evaluated their options of what tool would best meet their needs. Since Diver was a proven product with the functionality to quickly and easily look at data to support decision making, Randolph Hospital decided to relaunch its Diver implementation to greater tie it to the organization's broader goals.

"If it's not a strategic initiative, if it's not supporting our lean initiatives, if it's not related to quality or value based purchasing,

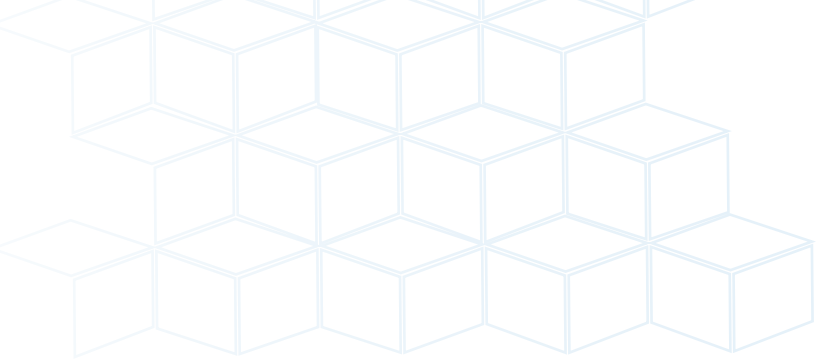
then it's not necessarily something we should focus our time on," says Angela Burgess, chief information officer at Randolph Hospital.

Randolph Hospital set up a multi-disciplinary core team, with representation from departments including technology, finance, and quality, and worked closely with Dimensional Insight to define metrics. "Our team from Dimensional Insight was extremely knowledgeable and very creative and they helped us fine tune things to our environment very quickly," says Burgess.

## BENEFITS OF THE HEALTHCARE AND AMBULATORY FRAMEWORKS

Randolph Hospital started with the healthcare framework from Dimensional Insight, which was delivered in about three months. Dimensional Insight took what Randolph had in its MEDITECH system, and in addition to what it offered 'out of the box,' customized dashboards for other data Randolph wanted. The healthcare framework was so successful that the hospital quickly decided to use the ambulatory operations framework as well.

One thing that was important to Randolph Hospital was that data governance was integral to Diver Platform. "It's critical that you understand your data, that you all agree what the source of truth is with your data, and that you focus on what's going to make the most difference to you to achieve your goals," says Burgess.

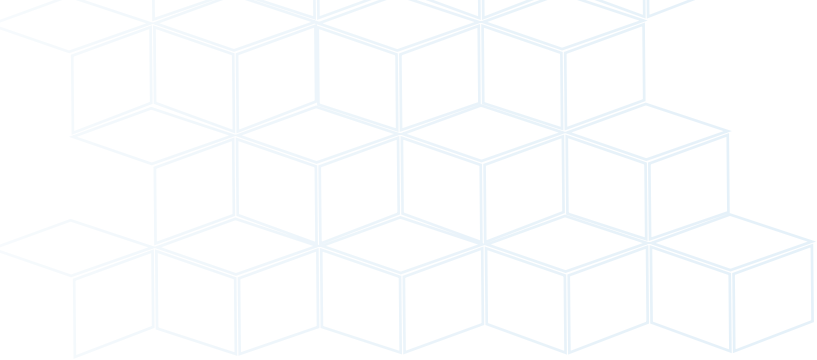
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Randolph has its dashboard set up in the hospital's intranet. Some of the benefits Randolph Hospital has found through the frameworks have been the fact that users can dive into the data to get what they need directly, and the information that the organization's leadership has access to is data they've never had before. Burgess says the training was easy because of the look and feel of all of the dashboards. Once users got used to navigating one area of the dashboard, they found it easy to figure out the rest because everything was set up in a similar fashion.

"It's very easy to use, it's intuitive, and the speed is excellent," says Burgess. "I'm really excited because people are coming to us and asking if we can add fields that aren't currently there, which means they're really using it and they also realize the value." Randolph Hospital is already thinking about its next steps, thanks to the success of the framework. The hospital

would like to bring even more MEDITECH data into the system, and integrate that data with Kronos, which it uses for time and attendance; Mosaiq, a database that is used at the cancer center; and data supporting the bundled payment initiatives. Burgess says business intelligence is important to keep up with changes in the industry.

"In healthcare, our payment models are changing quickly," she says. "It's going to be critical to survive to be able to truly see a patient's experience throughout the entire enterprise. So having a business intelligence solution that can tap into all of your data across various platforms that you use is critical in order to see what those true outcomes are and they helped us fine tune things to our environment very quickly," says Burgess.



### About Dimensional Insight

Dimensional Insight® is a leading provider of analytics, data management, and performance management solutions, offering a complete portfolio of capabilities ranging from data integration and modeling to sophisticated reporting, analytics, and dashboards. The company is an eight-time Best in KLAS winner in healthcare business intelligence and analytics, most recently ranking #1 in 2021. Founded in 1989, Dimensional Insight has thousands of customer organizations worldwide. Dimensional Insight consistently ranks as a top performing analytics organization by customers and industry analysts in its core market segments including healthcare, manufacturing, and beverage alcohol. For more information, please visit <https://www.dimins.com/>.



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