

The Power of Analytics: Advancing Quality, Rankings, and Operational Excellence

ORLANDO HEALTH®

RESULTS

- **Orlando Health is recognized among the nation's "Best Children's Hospitals" by U.S. News & World Report for the 16th consecutive year.**
- **40 percent relative increase in the number of ranked pediatric specialties.**

PRODUCTS

- **Health Catalyst® Data Platform**

EXECUTIVE SUMMARY

Collecting, aggregating, and reporting clinical quality metrics can be a manual, costly process for many healthcare organizations, but it is critical for continuous quality improvement efforts. Orlando Health invested significant time and resources in manually collecting and validating data across multiple EHRs. By leveraging the Health Catalyst® Data Platform, the organization improved its clinical and quality data reporting efficiency, automating data aggregation and standardizing reporting workflows. Orlando Health can now focus on using data insights to drive quality initiatives rather than just meeting reporting requirements, positively impacting patient care across specialties.

STREAMLINING REPORTING TO ENHANCE CONTINUOUS QUALITY IMPROVEMENT

The burden of quality data reporting frequently diverts precious time from continuous quality improvement work to paperwork. U.S. hospitals can easily spend more than 100,000 manual labor hours and over five million dollars annually collecting, aggregating, and reporting data for just 160 quality metrics.¹

THE NEED FOR A STANDARDIZED, AUTOMATED APPROACH

Orlando Health has a long history of being focused on quality improvement. As part of its commitment to providing high-quality care, the organization tracked and submitted data to external organizations, allowing it to benchmark performance.

While external benchmarking was helpful, the processes for collecting and submitting data involved manual data collection and validation across multiple EHRs, with little consistency in data sources, queries, or methods. The lack of standardization and data integration caused delays,

rework, and limited ability to use the data for continuous quality improvement.

Orlando Health needed a standardized, automated approach that could deliver trusted, real-time performance insight and support care teams in moving from reactive data management to leveraging insights to enable continuous performance improvement.

TRANSFORMING CLINICAL AND QUALITY DATA INTO ACTIONABLE INSIGHTS

Orlando Health used the Health Catalyst® Data Platform to transform how it handled clinical and quality data reporting, turning a manual burden into actionable insight. It replaced manual data pulls and spreadsheets with automation, transitioning from manual, survey-driven data pulls to automated, standardized data pipelines in the data platform. Data from Orlando Health's EHRs and clinical systems are aggregated and visualized in an analytics application, streamlining data validation and reporting workflows. The analytics application is aligned with external benchmarking requirements, enabling quality teams to move from manual reconciliation to automated validation logic.

Quality teams can easily identify, validate, and submit performance data, and continuously monitor compliance and performance metrics across specialties. With the reporting burden reduced, clinical and quality leaders shifted resources that had been needed for reporting performance to using insights to identify and understand variation, track trends, and implement continuous improvement initiatives.

The organization implemented improvement initiatives in key service lines and specialties, including neurosurgery, neurology, and orthopedics, focusing on using its resources to impact outcomes positively. Rather than waiting for annual ranking results, leaders and improvement teams use the analytics application to monitor and improve performance and accurately forecast ranking outcomes across specialties.



ABOUT ORLANDO HEALTH

Orlando Health is a private, not-for-profit healthcare organization with a long tradition of serving its many and varied communities across Florida, Puerto Rico, and Alabama. With physicians in more than 105 specialties, the healthcare system attracts patients from across the state, region, and nation.

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Health Catalyst has helped us move from data reaction to prediction and continuous quality performance improvement. We've empowered our teams to invest in what matters most—improving care, outcomes, and our competitive standing.

Jill Dykstra-Nykanen, RN, MSN, CPHQ,
Assistant Vice President, System Quality,
Regulatory, and Safety Performance,
Orlando Health

RESULTS

By using the Health Catalyst® Data Platform, Orlando Health transformed quality data workflows, freed up valuable resources, and unlocked the ability to use data continuously—not just retrospectively. The organization meaningfully improved performance, resulting in:

- ▶ **Recognition among the nation's "Best Children's Hospitals" by U.S. News & World Report for the 16th consecutive year.**
- ▶ **40 percent relative increase in the number of ranked pediatric specialties – ranked among the top 50 for seven pediatric specialties and two adult service lines.**



Orlando Health now spends significantly fewer staff hours on manual collection, aggregation, and reporting of clinical and quality data, accelerating cycle times and reducing the risk of error.

WHAT'S NEXT

Orlando Health plans to expand analytics further and use its data for deeper, continuous process improvement.

REFERENCES

1. Saraswathula, A., et al. (2023). The Volume and Cost of Quality Metric Reporting. *JAMA*. 2023;329(21):1840–1847. Retrieved from <https://jamanetwork.com/journals/jama/fullarticle/2805705>

ABOUT HEALTH CATALYST

Health Catalyst is a leading provider of data and analytics technology and services that ignite smarter healthcare, lighting the path to measurable clinical, financial, and operational improvement. More than 1,000 organizations worldwide rely on Health Catalyst's offerings, including our cloud-based technology ecosystem Health Catalyst Ignite™, AI-enabled data and analytics solutions, and expert services to drive meaningful outcomes across hundreds of millions of patient records. Powered by high-value data, standardized measures and registries, and deep healthcare domain expertise, Ignite helps organizations transform complex information into actionable insights. Backed by a multi-decade mission and a proven track record of delivering billions of dollars in measurable results, Health Catalyst continues to serve as the catalyst for massive, measurable, data-informed healthcare improvement and innovation.

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