

California Health & Human Services Agency Unifies Data with MarkLogic, Enhancing Services to Constituents

CASE STUDY



INDUSTRY
Healthcare, Public Sector

PRODUCT
Progress® MarkLogic®

COUNTRY
United States

SUMMARY
Serving more than 26 million Californians, the California Health & Human Services Agency (CalHHS) administers state and federal programs for healthcare, public assistance and social services. It requires safe, effective and real-time sharing of health data and information among California's vast network of health and human services providers. It implemented the Progress® MarkLogic® data platform to break down data silos to speed the decision-making process and subsequently speed delivery of services to constituents. It deployed the Progress® MarkLogic® data platform to break down data silos to promote collaboration and speed decision making among its members.

Challenge

As America's largest Health & Human Services Agency, the California Health & Human Services Agency is tasked with the administration and oversight of state and federal programs for healthcare, social services, public assistance and rehabilitation. It requires safe, effective and real-time sharing of health data and information among California's vast network of health and human services providers.

The organization relies on its data to establish transparency, bolster compliance of external organizations and services and more effectively aid and protect citizens. The agency faced many challenges when it came to data integration, breaking down data silos and achieving data consistency with its structured, semi-structured and unstructured data sources to reach its goal of providing a comprehensive view of relevant information.

Solution

To achieve its ultimate goal of improving client services, CalHHS required a single platform that could integrate multi-structured data across the agency, create metadata to better interpret data and its meaning and the ability to deliver data for multiple users and use cases.

Two agencies within CalHHS have implemented the MarkLogic data platform. First is the California Department of Managed Health Care (DMHC) that protects consumer healthcare rights in California and ensures a stable healthcare delivery system that serves 26 million people. Second, the California Office of Statewide Planning and Development (OSHPD) that manages the construction and financing of hospitals, ensures safe facilities and serves the healthcare workforce.

Both agencies selected MarkLogic for its flexible data model, "Ask Anything" Universal Index and enterprise reliability and security.

“MarkLogic is able to make sense of information by ingesting it into a data hub. Then it applies indexing, organization, ontology and taxonomy so now the data makes sense and is searchable.”

Scott Christman,
CIO of the Office of Statewide Health
Planning & Development

Results

By providing a single source of truth and improving data discovery, efficiency and accuracy, CalHHS achieved a number of benefits from the MarkLogic data platform including:

Transparency: With data residing in MarkLogic, OSHPD and DMHC can provide accurate and comprehensive information to users.

Data Discoverability: DMHC analysts can quickly find and review all information relevant to healthcare plans to determine compliance and effectiveness.

Open Data: CalHHS fulfilled its mission to establish open data and continually innovate based on customer needs and user-focused goals.

As Scott Christman, CIO of the Office of Statewide Health Planning & Development said, “MarkLogic is able to make sense of information by ingesting it into a data hub. Then it applies indexing, organization, ontology and taxonomy so now the data makes sense and is searchable.”

About CalHHS

As America’s largest Health & Human Services Agency, the California Health & Human Services Agency is tasked with the administration and oversight of state and federal programs for healthcare, social services, public assistance and rehabilitation. It serves more than 26 million people.








Contact us If you need to simplify complex data to speed decision-making and delivery of services.

About Progress

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