

# Integration Services

## Our Market Prospective

The driving force behind changes taking place in the healthcare marketplace is focused on improving health outcomes through improved data sharing and enhanced harmonization between platforms. Medicaid directors are focused on employing a 360-degree view of the patient which expands into social determinates data such as access to transportation, employment, housing, and proper nutrition. Studies have shown these factors are key influencers into someone's overall wellbeing and the ability to incorporate data from multiple platforms is a key aspect of the 360-degree goal.

The impact of taking an all-encompassing view of an individual is supported through improved interoperability for both the systems in use and the data being shared. The amount of data and platforms that require interoperability and integration is exponentially greater than it was just a few years ago; with this focus on analytics, new data and sources will continue to surface which will need to be incorporated.

State and federal government agencies have a greater need for system and data interoperability than ever before. There will

be multiple modules in each state that will house unique data in their systems that will need to be shared and integrated with both modern and legacy platforms. Collaboration between agencies, vendors and systems is of vital importance and the quality of the data must remain consistent as it travels between modules and/or agencies. CMS understands this and has incorporated requirements for data/system integration into the MECT Checklist.

## Potential Impact on Your Organization

The Medicaid modularity initiative is being tailored to the individual needs of each program; however, the consistent driver for each program is to create a platform environment that works in a singular fashion to improve the overall wellbeing of the member population being served. The benefits of modularity include a coordination of both data and process through multiple modules that are connected by architectures that promote interoperability. Beyond the technical architecture that allows data and processes to be readily exchanged between modules, there is also the business and functional focus of making the platforms act in unison that requires program and functional knowledge beyond just the technology. Poor data quality can negatively impact projects in several areas such as:

In a modular environment, data can corrode rapidly due to the frequency of system transfers, whereas previously it was maintained and stored in a single system. Anytime there is duplication of data, there is an increased risk for data synchronization between modules. System interoperability offers greater access to more data and allows users to retrieve any/all information at once; while this makes it easier for the user, behind the scenes it is infinitely more complex.

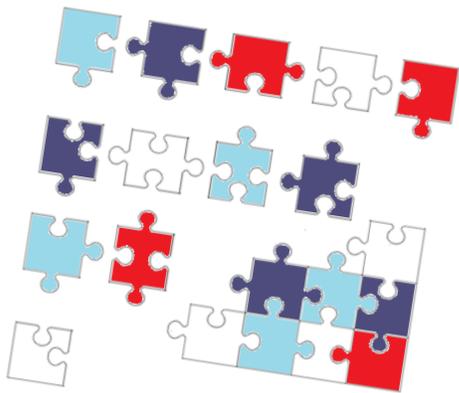
### Poor data quality can negatively impact projects in several areas such as:

- Limited System Functionality/Incomplete Capability
  - ⇒ Automated processes may stall or fail to function
- Integration Challenges
  - ⇒ Data elements require set rules and missing data can compromise those rules causing lack of functionality
- Compromised Patient Care
  - ⇒ If data is not maintained and integrated properly, the ability to obtain a comprehensive view of the member will be compromised or lost
- Lose Ability to Analyze Trends
  - ⇒ Population needs are evaluated based on member trends, which are then analyzed to identify population needs, treatments, or staff training needs
- Challenge Maintaining Regulatory Compliance
  - ⇒ Corroded data means that there is no way to ensure regulatory compliance or poor data quality will no longer be in compliance with regulations



## How We Can Help

**Data Governance allows us to fill in the gaps and bring the puzzle of modules from multiple vendors together!**



S2Tech, in its 23 years of serving government and private healthcare, has been involved in supporting a number of data integration projects. These projects have spanned across different approaches, administration changes, and technological advances and S2Tech has smoothly adapted to each of them. The valuable experience gained by supporting these projects has allowed us to understand how data is set to play a key role in modularity and the processes being supported behind the data.

Many companies are only experienced with a singular aspect or module. S2Tech not only has technical capabilities with data integration, but we also have familiarity with the functional/business side that will prove to be increasingly important during the transition to modularity. Our broad knowledgebase and whole system experience affords us a greater understanding of the flow of data and the business/functional goal of the data.

S2Tech appreciates the challenges associated with data coordination and data quality associated with a modular solution supported by various vendors and platforms. We also understand the value Medicaid programs place on their data and the importance of accurate data to make critical policy and program decisions. As a result, S2Tech plans to help our clients by providing a Data Governance solution to help solve the challenge. Expanding from our current data conversion and QA capabilities, the S2Tech Data Governance solution will allow for expanded data governance services across the Medicaid enterprise. The model will help in standardizing data across modules and provide a methodology to support the efforts of the organizations for continuous data quality improvement in the acquisition, creation, maintenance, storage, and application of data. To learn more about our Data Governance solution and our timeline to bring it to the market, reach out to us at [business@s2tech.com](mailto:business@s2tech.com).

## Want to Discuss How We Can Help?

S2Tech aligns our incentives with our clients' objectives and works to maintain positive client relationships by adhering to our mission statement of "delighting the client".

*Did you know* that S2Tech received a rating of 4.8/5 on a recent customer satisfaction survey? Are you as satisfied with your current partners?

S2Tech has assisted on many healthcare projects and would be honored to help make your project a success. Contact Matt Moreau today to share your project details and find out how we can meet your needs.