HEALTH CARE

RESEARCH REPORT HIGHLIGHT

Cleveland Clinic's Centralized Data Store Helps Build Trust in Analytics

Chris Donovan,
executive director of
enterprise information
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The leaders of Cleveland Clinic's 4-year-old enterprise analytics initiative are focused on building trust in the data the organization makes available to support decisions. Creating a central platform is one strategy to advance those efforts.

Before the effort began, Cleveland Clinic had a very decentralized approach, with teams building their own data stores and developing their own analytics projects with inconsistent results.

A centralized analytics platform was also about establishing one set of data for the organization, says Chris Donovan, executive director of enterprise information management and analytics. "If we make that platform compelling enough in terms of performance, and really partner with them and educate them in terms of the data that we have available, we eliminate that need to copy data all over the place and people begin to trust that central data store," Donovan says.

The approach is working. Teams from around the clinic are moving some of their work into the platform, which is designed to enable them to have administrative rights to the data in a dedicated area of what Donovan calls a data lab. A team needs approval to create its space in the lab but not to do analytics work there.

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There are some big benefits. First, teams that use the centralized platform are no longer asking Donovan's group for copies of clinic data sets to experiment with. Second, the platform improves the quality of the data because people accessing it don't have to worry whether they are getting the most up-to-date version of the data — that's known. And third, the platform enhances the culture for analytics.

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Because people are using the central data store, Donovan's team now has insight into updates and modifications that are made to the data. "We can have a conversation about, 'Is this really the data that's wrong? Is this an interpretation issue?'" he says. That kind of awareness can help clear up confusion about differing uses of terminology and lead to agreement about data definitions. By winning trust in a central data store, the clinic enabled a feedback loop that can lead to another benefit: better data management.

Download the full 2019 custom research report,
"Data, Analytics, and AI: How Trust Delivers Value," at www.sas.com/research