



Client:

Clinical Intelligence (CI) was founded in 2001 by healthcare executives and clinicians with first-hand expertise and an in-depth understanding of care management, performance and quality improvement, and hospital operations.

Supported by its direct healthcare experience and clinical analytics capabilities through ClinView®, CI offers clinical performance services that improve clinical, financial, and operational performance with an emphasis on clinical outcomes. CI has worked with more than 150 hospitals to improve their quality of care and business processes, decrease clinical variation and costs, meet compliance standards, and enhance revenue streams.

Obstacle:

The idea was there, but Clinical Intelligence wanted assistance with the execution. CI had a business intelligence platform to build and create clinical performance reports; however, CI lacked the secure delivery method it desired in transferring PHI and HIPAA-related information to its hospital system/network clients. They had been looking at existing platforms to see what options were out there, but decided to engage Progressive Technology for guidance/design of the delivery platform. Whatever direction was chosen, it would need to be secure and scalable with growth.

Resolution:

Upon engagement from Clinical Intelligence, a group of Progressive Technology consultants began the research process in finding the best delivery method. Ultimately, Progressive Technology thought it best to transfer CI's platform to a hosted platform (which would be set-up and supported by Progressive Technology) and build a custom web-based portal and process to showcase reports/deliverables to CI clients. Following the several-month consulting phase, the project transitioned to implementation over a three month period. Progressive Technology led the process of building the platform on a private cloud-hosted virtual server infrastructure and then building the custom web-based portal with dashboards and processes. Furthermore, Progressive Technology helped bolster scalability, security, and internal/external communication by transitioning CI to Hosted Exchange and PBX telephony, as well as Egnyte cloud-based document management and sharing (i.e. secure delivery of multiple graphics). Progressive Technology also helped CI optimize its licensing model to increase its profitability. Following project completion, Progressive Technology took on the responsibility of maintaining the platform and providing user support, which it has continued through present day.

Outcome:

"Working with Progressive Technology and their consultants provided us the out-of-the-box innovation we were looking for. Their team is very professional and knowledgeable; but moreover, they design solutions which drive business outcomes. Our organization has grown immensely and provides insight to hundreds of hospital networks using platforms and applications Progressive Technology has either designed, bolstered, or currently supports."

- Laurie Jaccard, Founder and President