

## Client Success Story

### Database Re-design and Data Cleansing Project

#### The Client

Our client is a major health plan provider offering health care plans for customers in the Northeast and parts of the Midwest.

#### The Challenge

The client maintains a database of over 15,000 health care providers. Provider information in the database includes demographic information such as contact information and practice locations, billing information, credentialing information, licensing, etc. Due to a lack of data validation in the data entry screens, the integrity and quality of the data in the database has been compromised over several years of use.

#### The Solution

Kennett Systems was asked to help get the database back to a state where the data would be reliable and data entry screens would help keep it that way. We worked with an outside vendor that specializes in health care data quality to cleanse the data, removing obsolete records, filling out data for incomplete records, and correcting inaccurate health care provider data.

We then redesigned parts of the database and reworked all of the existing data entry screens. The database was designed to allow for better data validation through database relationships and lookup tables, and the screens were modified to enforce data validation rules. We also redesigned the screens to make them more efficient by removing obsolete fields, revising the process flow, and consolidating similar screens.

Finally, we loaded the cleansed data from a flat file into the revised database, delivering a new database system designed to maintain the integrity of the cleansed data, and easier and more efficient to use.

#### The Result

As a result of the work performed by Kennett Systems, our client now has a health care provider database that they can rely on both for daily operations and management reporting. In addition, data entry screens have been improved to allow for quicker data entry as well as greatly reducing the likelihood that corrupt data will be reintroduced to the database.

*“Thanks for your great work so far. We’re all very impressed with the quality of the database and your response time for all of our requests!”*

- Director of IT

#### Benefits

- *Data is clean and reliable.*
- *Data entry process streamlined to be more efficient.*
- *Data validation greatly improved to prevent bad data from getting into the database.*