

## Case Study

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## An Efficient Patient Experience? It's Possible, Care Logistics Says

As Care Logistic's healthcare platform gained traction over the years, the company remained focused on patient experience. Learn about the platform's development.

[Karen D. Schwartz](#) | Jan 09, 2023



If you have ever been a hospital patient (and who hasn't?), you know how elusive true efficiency can be. Chances are that you have often waited hours to get the exams, scans, and care you needed during your last hospital stay. Hospitals know how frustrating – and expensive – this inefficiency can be, and many are working hard to improve patient flow, patient progression, and care coordination.

These complex factors sparked an idea that Care Logistics, a healthcare software provider based in Alpharetta, Ga., came up with in 2008. The goal was to improve patient throughput and flow in ways that would benefit hospitals' operations. This meant focusing on patient experience and considering everything that affects a patient's journey through the hospital, from intake to tests to transports to release. For example, if a patient needed three procedures, the system would coordinate those procedures so the patient doesn't have to be transported three different times.

Related: [How Healthcare Giant Uses Data Storage Tiers for PBs of Data](#)

Crystal Reports behind the scenes.

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By [COMMENTS](#) The development team had added TIBCO Jaspersoft to the analytics suite, essentially replacing Crystal Reports. At the time, Jaspersoft was primarily used for historical ad-hoc reporting. It was also around

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At first, the team investigated additional data management tools before realizing new capabilities available in Jaspersoft.

### How-to

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## 10 Tips for Developing a Data Governance Strategy

“Now we can give them the ability to drill down.”



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unit, which nurse was in charge, etc., Smith said.

Karen D. Schwartz | Feb 10, 2023

## Looking Ahead



While the upgraded system has greatly improved patient flow and care coordination, Smith said the company now has the technology and expertise to make even more changes. Care Logistics would like address further and impediments to patient flow. Smith's team is beginning to capture data about those barriers and produce reports and dashboards that show them in real time.

With the right processes, people, and tools, organizations hope to address all their [data challenges](#) and more. Additionally, Care Logistics has plans to expand its data lake with other customer information, such as financial information, which would enable the Hospital Operating System to track customers' financial performance. The data lake would also house data from Care Logistics' applications, which would provide multitenant visibility to all its customers.

Related: [The Case for a Strong Data Governance Program in 2023](#)

### About the author

Plenty of factors can cause data governance programs to fall flat. Among them are confusion over who's in charge, a lack of clear objectives, an outsized reliance on tools, and failure to change the internal culture.

*Karen D. Schwartz is a technology and business writer with more than 20 years of experience. She has written on a broad range of technology topics for publications including CIO, InformationWeek, GCN, FCW, FedTech, BizTech, eWeek and Government Executive.*

Here are 10 ways to mature your data governance strategy and avoid common pitfalls.

### 1. Understand why you're developing a data governance strategy, then communicate the benefits companywide.

Just doing it because you have been told to or for compliance reasons isn't motivating. If you pinpoint the benefits of developing a data governance strategy, you'll motivate your team to do a great job.

Top benefits for strong data governance include the following:

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