

## CUSTOMER SUCCESS STORY

# Mount Sinai Health System sees millions in value with self-service analytics

With more than 200+ community locations, and 3,500 beds, New York-based Mount Sinai Health System recognized the importance of using their data to drive decisions. But their data had become increasingly complex, with information from 120+ clinical sources and 7 EMR systems—making it difficult for IT to create reports in a timely manner. Average reporting time was 3-6 weeks, leading to a backlog of requests. Leaders realized they needed to move towards a self-service model. They chose Tableau to allow employees to query the data on the fly, and to help drive a culture of self-service analytics. IT created governed data sources for users, allowing employees to access relevant data and encouraging collaboration between departments.

In 2-3 hours using Tableau, analysts created a strategic planning dashboard, identifying underserved opportunities for hospital locations—an effort that previously took 3 days. The population health management team created multiple disease registries, saving hundreds of hours and cutting reporting effort by 1/10th. An Emergency Department physician working after hours identified over \$100 million in revenue opportunity from optimal denials management. A nurse with no prior experience with Tableau, crafted a patient satisfaction dashboard that has now been institutionalized. Dashboards to identify X-Ray usage across departments has helped identify opportunities for cost savings. Mount Sinai plans to scale enterprise adoption of Tableau and extend licenses to more departments in the near future, including its Delivery System Report Incentive Payment (DSRIP) initiatives for population health management.

“It’s been less than 12 months since we’ve started this journey. We have proven our value—over \$100 million in savings with Tableau.”

—Deepesh Chandra, Director of Centralized IT Services, DSRIP, Mount Sinai Health System



Mount Sinai Health System  
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Reduced analysis time from 3 days to 3 hours

Cut redundant testing by 15-20% with variance reduction tool

Discovered \$100M revenue opportunity with denials management data analyses