

The Advisory Board Company Helps Healthcare Professionals Securely Unlock Data Through Effective API Management



CLIENT PROFILE

Industry: Healthcare

Company: The Advisory Board Company

Employees: 2,500

BUSINESS

The Advisory Board Company helps 180,000 healthcare professionals in 3,900 healthcare organizations improve the quality and efficiency of patient care. It provides strategic guidance alongside implementation services.

CHALLENGE

The free flow of information throughout the healthcare ecosystem is essential for effective health management and care efficiency. Providers and payers' inability to share and integrate data within new and existing systems is inhibiting healthcare outcome improvements.

SOLUTION

Healthcare organizations are using APIs to seamlessly integrate their existing assets into one cohesive healthcare system. The Advisory Board Company uses CA API Management to publish more than 20 APIs between internal and external application integrations.

BENEFIT

CA API Management enables developer communities amongst The Advisory Board Company to make full use of APIs and data insights in a secure and flexible way.

Business

Improving the quality and efficiency of patient care

For more than three decades healthcare leaders have relied on The Advisory Board Company to help them improve the quality, efficiency and cost of patient care.

The global research, consulting, and technology firm is a trusted partner for 180,000 healthcare professionals in more than 3,900 hospitals and healthcare organizations around the world.

Founded in 1979, The Advisory Board Company has become a global think tank with 2,800 staff and nine offices in the US, as well as a presence in London and Chennai, India.

Headquartered in Washington, its analysts and consultants study the most pressing issues in healthcare to provide strategic guidance and actionable insights around topics such as patient satisfaction, infection control and emerging and disruptive technologies.

The Advisory Board Company also provides a range of IT managed services and has developed its own healthcare solutions.

Challenge

Opening up insightful data securely

“The explosion of data in hospitals can provide insights in how to achieve greater efficiency and quality.”

Ivan Sager

Director of Product Development,
The Advisory Board Company

The US population is aging and ailing, while the cost of healthcare is rising. Spending on healthcare now amounts to 18.7 percent of gross domestic product. Healthcare organizations need to drive the health management that will improve outcomes and the efficient care that will lower costs.

The free flow of healthcare information throughout the healthcare ecosystem – which comprises patients, payers and providers – is essential for effective health management and care efficiency. “The explosion of data in hospitals can provide insights in how to achieve greater efficiency and quality,” reveals Ivan Sager, Director of Product Development at The Advisory Board Company.

But the healthcare IT landscape is becoming more complicated. With data stored in numerous diverse systems, healthcare organizations find it difficult to use that data to its full potential.

The Advisory Board Company has developed a number of products to help healthcare organizations tap into that data. It initially deployed individual products into separate environments with flexibility to meet the diverse needs of each of its products.

“As our products transformed into an integrated solution to solve broader healthcare challenges it was obvious we needed a way to orchestrate these integrations in a secure, reliable and flexible way,” comments Sager.

Solution

API management simplifies development and data sharing

The global performance improvement organization developed a range of Application Programming Interfaces (APIs) to simplify the sharing of its data – both internally and externally.

“APIs provide a very rapid, scalable, robust and secure means of enabling members to access data that is outside of their four walls,” notes Sager.

The Advisory Board Company needed an effective solution for supporting and scaling those APIs. When the CA Technologies team demonstrated CA API Management to The Advisory Board Company, it was clear the solution aligned very closely with the company’s requirements: a robust security model yet flexible configurations, scalability and a very responsive support team. “CA API Management’s runtime configuration policies provide us with flexibility and a robust security model,” adds Sager.

Engineers designated as integration agents work with product teams and integration partners to author policies, publish services and help advance the APIs to deliver greater value to members.

As Sager reveals, “With CA API Management we can share API components across multiple projects and teams, which helps to accelerate the development of new integrations without duplication of effort.”

For The Advisory Board Company, solving broader healthcare challenges also required a cultural change. Sager explains how the CA Technologies solution helps: “CA API Management brings the structure and best practice to our integrations that has enabled us, for example, to build our API Fabric Certified Developer Program.”

Benefit

Improving healthcare through greater insight

The API Management solution from CA Technologies enables The Advisory Board Company to open up a wealth of data to its members, securely and effectively.

“By improving how we manage our APIs, we can provide healthcare organizations with faster access to smarter data, which will help them improve the services they offer to patients,” comments Sager.

Members are using the APIs to bring together and orchestrate their existing assets into one cohesive healthcare system; a system that provides both real-time and retrospective data.

With access to deeper insight, healthcare organizations can achieve greater efficiency and quality. As Sager confirms, “Members can aggregate metrics for a specific physician – such as the number of patients who fail to visit a PCP after their discharge – to build continuum of care measures.”

“The CA Technologies solution will enable us to scale our APIs to ensure our members stay informed.”

Ivan Sager

Director of Product Development,
The Advisory Board Company

The CA Technologies solution enables The Advisory Board Company to:

- Reduce the cost and complexity of exposing data
- Enhance member value and the quality of healthcare
- Develop new services to meet the changing needs of providers.

“As more healthcare data is generated from different care settings and different devices, the CA Technologies solution will enable us to scale our APIs to ensure our members stay informed,” comments Sager.



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