Jefferson

> "We don't look at any of our vendor-vendee relationships as just relationships. We look at them as partnerships, very close partnerships. We've had that with Domo. We have a lot of confidence in what Domo can do for us."

Neil Gomes
Vice President for Technology Innovation and Consumer Experience | Thomas Jefferson University and Jefferson Health

Before Domo

As a rapidly growing university and health system, Jefferson has seen tremendous growth with a strong focus on four pillars: academic, clinical, philanthropy and innovation. As part of the organization's Blueprint for Strategic Action (BSA), the Technology Innovation and Consumer Experience group within the Information Services & Technology team, is tasked with leveraging technology to optimize operations, enhance the consumer experience and deliver business value to the organization.

- Needed a way to capture metrics to measure the success of the BSA initiatives

- Sought to operationalize the BSA in a way that executive team received continuous updates on progress

"We needed a platform that would provide some analytics and allow us to build something really quickly visually."

After Domo

Optimize Clinical Processes
"Domo helps us look at clinical processes to see how we can optimize them. If you reduce latencies, you can also reduce costs, further enhance quality, and improve the patient experience. There's tremendous value to the organization in that."

Faster Appointments
"We developed a latency detection application for the medical oncology appointment system because it was taking some time to get an appointment. We plugged the data into Domo and immediately began to see insights into where there were opportunities to improve the process. The average time it took to get an appointment went from 22 days at one point down to two or three days. When patients are waiting for treatment for challenging illnesses like cancer, that's a tremendous benefit."

Improved Patient Satisfaction
"Domo served really well as a prototyping and administrative business intelligence platform for a major workflow change in the emergency department. The goal was to get people to a physician really rapidly.. The 'left without being seen rate' for 60,000 patients that access our ED each year went from 4.6% to 1.2%, and now it's at 0.8%. Patient satisfaction has gone up markedly. The Domo prototype and administrative dashboard still plays a really important role to continually update hospital administrators on progress."

Actionable Insights
"The best part of Domo is the actionable aspect of the data. We all know that data is helpful, but until you contextualize it and put it in front of the person who can take some action that could result in a better outcome, you don't realize the value. There's also the aspect of data lethargy. If you don't have to pour through two hours of data, and you can do something in real time, the chances that you will take action suddenly quadruples."

Organization:
Jefferson

Location:
Philadelphia, PA

Website:
www.jefferson.edu

Industry:
Healthcare/Education

Thomas Jefferson University and Jefferson Health provide excellent clinical and compassionate care to patients in the Philadelphia region, educating the health profession- als of tomorrow in a variety of disciplines and discovering new knowledge that will define the future of clinical care.

Notable Data Sources:

Google Docs

Microsoft SQL Server

ORACLE