

HOSPITALS & HEALTH SYSTEMS

User

Inland Empire Health Plan

Challenge

Find the nearest primary care and specialty physicians across sixteen specialties for each IEHP member

Solution

Use the ArcGIS® platform to analyze enterprise-scale data

Results

- Gained a greater understanding of membership's access to the network
- Achieved compliance with a complex regulatory request
- Identified areas of opportunity to improve members' access to care
- Leveraged intelligence from network adequacy reporting to plan enhancements to the IEHP network

Mapping a Better Health Plan

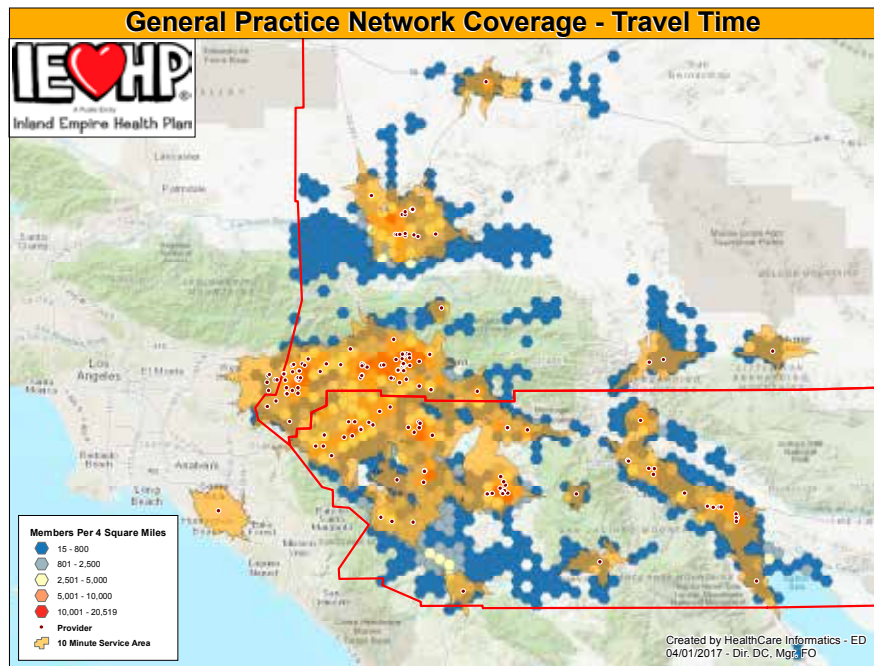
Inland Empire Health Plan (IEHP) is a not-for-profit, rapidly growing Medi-Cal and Medicare health plan in California that serves members primarily in San Bernardino and Riverside Counties. The location of IEHP and its members presents unique obstacles. Operating in two of the most populous counties in the United States, IEHP's services must span more than 12 million square miles. With so much ground to cover, IEHP relies on geographic information system (GIS) technology to optimize provider networks and connect members quickly to the services they need.

The Challenge

IEHP faced a deadline to create a comprehensive survey of more than one million members to comply with a California Department of Health Care Services (DHCS) network adequacy review. Specifically, IEHP needed to map and report on member access to primary and specialty care. While IEHP regularly analyzes data on the ratios of members to providers or on the distance between members' homes and health facilities, it had never completed a request of such complexity or size. Traditional reporting processes could not be used to fulfill the DHCS request in time.

“Without GIS, IEHP couldn’t have handled a request with so many variables. Beyond just the automation, GIS is needed to improve the efficiency of where we place providers so our members are better served. IEHP can add providers in the areas that will make the most impact. These insights are best represented with geographic visualization.”

Eric Dick, IEHP Geoinformaticist



The Solution

The geoinformatics team at IEHP used Esri® technology and professional services to map more than three billion data points. With enterprise GIS, IEHP could locate providers by specialty and determine the ones that were closest to each member’s residence. Working with Esri Professional Services, IEHP’s GIS team employed a custom model that allowed it to accelerate the process and meet the request in a matter of days.

The Results

IEHP completed the DHCS network adequacy report and submitted it to the agency within a 48-hour turnaround time. Now, all the members in the IEHP network are geographically linked to 2,500 specialists. The data can be easily reconfigured when a member moves or is impacted by other life events. GIS gave IEHP the ability to see beyond the data and visualize gaps in its network to identify potential areas for expansion.



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