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ChristianaCare®

ChristianaCare Health System: Part 1

How an IT team is building a stronger information ecosystem and taking on innovative healthcare through data-driven decision making

Revolutionizing Innovative Healthcare

Headquartered in Wilmington, Delaware, ChristianaCare Health System is one of the country's most dynamic health care organizations, focused on improving health outcomes, making high-quality care more accessible and lowering health care costs.

ChristianaCare consists of a sweeping network of primary care and outpatient services, home health care, urgent care centers, three hospitals, a freestanding emergency department, a Level I trauma center, a Level III neonatal intensive care unit, a comprehensive stroke and heart center, cancer care, women's health, and a Gene Editing Institute.

To manage this extensive network and achieve these goals, ChristianaCare created an Enterprise Project Management Office (EPMO) and a Strategy Realization Office (SRO) to align the organization's strategy with its project portfolio. In July, the IT team launched a new five-year plan.

Overcoming Data Challenges

Upon launching iServer365, the IT team faced a significant challenge in representing their five-year plan and turning the objects and relationships into actionable information.

To solve this problem, the team is working on creating additional reports and integrating a portfolio management system with iServer365 to create a larger information ecosystem.

Currently, the team is learning how to query relationships, add additional attributes, and surface that information to different stakeholders in a timely and accurate manner. While Christiana Care's approach to enterprise architecture involves a phased plan, the team has made great initial progress by bringing data into iServer365 from ServiceNow.

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"iServer365 allows us to show the potential impact of a particular decision or suite of decisions."

Dave Keifer
Manager IT Strategic Services and Business Process Group, ChristianaCare Health System

From Data to Action

Though the team faced challenges in representing its five-year plan and turning relationships into actionable information, they are making progress by bringing data into the platform with help from its native integrations.

The IT team's current focus is on creating deliverables that are timely, accurate, and easy to understand visually, as well as optimizing iServer365 across the organization and improving its enterprise architecture to support the organization's long-term goals.

As ChristianaCare continues to grow, the organization must maintain familiarity with its systems and create an information ecosystem that supports its long-term goals.

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