



QUISITIVE CLIENT

Ontario Workers Network (OWN)

INDUSTRY

Healthcare

LOCATION

Canada

IN THIS CASE STUDY

- Microsoft Fabric
- MazikCare

It's more than just a technological advancement; it's about real people regaining their ability to work and support their loved ones."

MIKE REINHART
CEO, Qusitive

Transforming Worker Healthcare in Ontario: A Data-Driven Approach with Microsoft Fabric

Introduction

In today's fast-paced healthcare world, the well-being of patients and their ability to return to their everyday lives is paramount. The Ontario Workers Network (OWN), a Canadian provincial initiative, faced significant challenges in managing and leveraging vast amounts of disconnected data to provide timely and coordinated care for over 5,000 patients annually.

This case study explores how OWN, with the leadership of Arthur Health and the support of Qusitive and Microsoft, harnessed advanced data, analytics, and intelligence solutions to revolutionize its healthcare delivery and positively impact people's lives.

Supporting Worker Health in Ontario

OWN is dedicated to offering quality treatment and support for workplace injuries through a network of 20 hospitals and 90 rehabilitation centers across Ontario, Canada. The Workplace Safety and Insurance Board (WSIB) provides essential insurance support for injured workers. Ensuring quick and effective treatment is crucial because prolonged recovery times delay workers' return to their jobs, disrupt their lives, and increase compensation costs for WSIB.

Like many other healthcare providers and networks, OWN struggled with the inefficiencies of handling fragmented data from various sources, leading to prolonged treatment times and suboptimal patient outcomes. These delays meant that workers couldn't return to their jobs, impacting their ability to support their families and maintain their livelihoods.

OWN needed a solution to integrate and analyze data seamlessly to optimize care coordination, reduce patient wait times and unnecessary testing, and ultimately help people get back to their lives, their work, and their families more quickly.

“The healthcare data solutions in Microsoft Fabric enable organizations to unify and harmonize the wealth of data that exists within their systems. With Fabric, OWN is empowered to alleviate clinical administrative burden, decrease wait times, and ultimately improve the quality-of-care delivery to patients in the communities it serves.”

UMESH RUSTOGI
General Manager,
Microsoft Cloud for Healthcare

Building on the Success of Integrated Care

Arthur Health, a healthcare solutions company based in Canada has been reimagining traditionally compartmentalized models of care through a clinically integrated network approach. In 2019, Arthur Health teamed up with Qusitive, the Ontario Ministry of Health and Long-Term Care, and University Health Network to scale a rapid-access clinic model of care for low-back pain. Building on this success, Arthur Health led the transformation initiative for OWN, bringing its expertise in integrated care and innovative healthcare solutions to the forefront of the project.

Microsoft’s Answer to Healthcare Data Challenges

In 2023, Microsoft selected Qusitive to deliver new healthcare data solutions in Microsoft Fabric. Qusitive partnered with Arthur Health to help OWN achieve its goals of unified data and seamless care coordination.

Qusitive leveraged its deep expertise in Microsoft cloud solutions and industry-leading MazikCare platform to demonstrate the transformative power of Microsoft Fabric for Healthcare and Qusitive’s Data and AI solutions. Qusitive’s proven expertise in healthcare data and system deliver, coupled with Arthur Health’s vision and Microsoft’s latest innovations in cloud analytics, OWN couldn’t have been in better hands

Implementation

Qusitive’s MazikCare IP facilitated the migration and integration of over 35,000 patient files from OWN’s legacy EMR system and thousands of scanned documents from multiple providers. By utilizing Microsoft Fabric, Azure Open AI, and the MazikCare platform, Qusitive constructed a robust framework to streamline data transformation and analytics.

Key components of the solution included:

- **Data Transfer:** Migrating data from legacy EMR to Microsoft Dataverse using Azure Synapse.
- **Data Transformation:** Converting Dataverse data to Azure FHIR Service using LogicApps.
- **Generative AI:** Summarizing documents to enhance data accessibility.
- **Power BI Dashboards:** Providing analytical insights through dashboards allowing the ability to extract insights about care plans, patient-reported outcomes, provider services, and leading care performance indicators.

Impact on Healthcare Delivery

The partnership between OWN, Arthur Health, Qusitive, and Microsoft showcases the transformative potential of advanced data solutions in healthcare. By integrating and analyzing disparate data sources, the project significantly improved patient outcomes, operational efficiency, and cost-effectiveness. This case study serves as a testament to the power of collaboration and innovation in addressing complex healthcare challenges.

Building a Decentralized Network of Care Across Canada and the US

Qusitive and Arthur Health remain committed to working with OWN to further enhance the potential of Microsoft data and AI solutions through transformational predictive analytics. The aim is to establish a decentralized network of connected care across Canada and the US, enabling providers to deliver better, faster, and more cost-effective care.

“At Qusitive, we believe in the profound impact of technology on people’s lives. Our ongoing collaboration with Arthur Health and our work with OWN and Microsoft Fabric has shown how data and AI can transform patient care, reduce wait times, and help individuals get back to their lives and families more swiftly.”

MIKE REINHART – CEO, Qusitive