



Provider Data Repository (PDR) FAQs



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Establishing a repository of healthcare provider data as a “single source of truth” is important to remaining compliant with current and future interoperability mandates. Health plans must also be able to guide their members toward the best care and help providers deliver that care efficiently. When payers and providers do this for the patients, the quality and outcomes of care are improved, and the costs are significantly reduced.

The necessity for a lightweight approach to Master Data Management (MDM) often arises out of the need many clients have in realizing the value of MDM, such as having a “golden record” and keeping changes in sync across multiple systems without initially locking into a specific MDM tool. Eliminating the requirement for specific technology allows organizations to realize value quicker, without a large, up-front investment, and without having to pay a vendor every year for their technology.

IQVIA’s lightweight solution to address these challenges, a Provider Data Repository (PDR), is designed for rapid deployment into the clients’ existing data platform and is owned by the client for a small, one-time investment.



Provider Data Repository (PDR) FAQ

What is the first thing I need to do with profile source data to achieve data quality?

The first step to establishing a PDR, is to understand all the systems that produce or consume provider data, the business processes they support, and the impacts provider data has on the business processes.

Unlocking the data involves getting extracts from the systems, which are usually the same files being distributed to multiple systems. Once the data has landed into a database, you can profile the attributes and map them based on a common provider business glossary.

Having the data mapped to common terminology enables organizations to measure the quality of the data by leveraging their existing library of data quality rules. Where those data quality rules haven't been defined, organizations can begin to establish a library with checks such things as:

1. **Completeness:** Are required attributes populated?
2. **Validity:** Is data in the correct format such as a 10-digit phone number?
3. **Accuracy:** Does the data reflect what is known to be best?
4. **Integrity:** Do any of the business key fields have missing or duplicate values?
5. **Consistency:** Do the same values exist across sources?
6. **Timeliness:** Is the last provided system date equal to the last known update?



Provider Data Repository (PDR) FAQ

How do I mobilize data governance and document business rules?

- To document business rules and mobilize data governance requires an understanding of where, when, and how provider data is mapped across multiple sources. Doing this creates an opportunity to stand up lightweight data governance — something that should be a part of every PDR implementation — and establish a culture of stewardship if it doesn't already exist.
- A workgroup of data owners and data stewards are needed to approve the glossary, business rules, support upstream process changes, and address questions from consumers if there are changes in the data they receive. This workgroup can later evolve into a data governance council once the PDR is established and extend it to other domains as the organization matures.
- Matching rules must identify providers across systems. National provider identifiers (NPIs) alone aren't enough; there are often 10 or more different combinations of provider attributes that need to *accurately* match an organization's providers in the PDR. Next, you'll want to create business rules to handle differences in sources where the organization wants to integrate the provider attributes into a "golden record." The business glossary and data quality rules library can accelerate source mapping of each provider attributes.



Provider Data Repository (PDR) FAQ

How do I integrate provider data across sources into a common provider model?

- Establishing a model for providers that is easily extensible to support new systems and processes is at the core of the PDR. Adopting a role model provides flexibility in modeling different types of providers, understanding provider attributes in various contexts, or extending into other domains, such as patients.
- Determining where to build and deploy a PDR is important and depends on what the organization's data strategy looks like. Organizations looking to quickly unlock their provider data should consider deploying a PDR with the key attributes needed across a subset of systems. This minimum viable product approach allows the organization to demonstrate the immediate value of a PDR.

How do we make our data accessible?

- Delivering on the promised value of a PDR requires more than just exposing the data for downstream system use. Systems will need a directory of providers available through both FHIR-based APIs, as well as being able to subscribe the changes in provider data through an event hub. Making sure the data is consumed by downstream systems saves time in maintaining provider data in multiple systems and minimizes the risk of data being out of sync.