



Clarity from Complexity— Rapid Implementation with Ursa Health

Overview

Our client, a national leader in delivering home-based primary care, faced a significant operational transformation. The organization switched its **electronic medical record (EMR)** system and **quality registry**, while ***simultaneously*** integrating multiple new data sources. Each of these efforts alone could derail data integrity and program reporting compliance. Doing them all at once — and at speed — presented a uniquely high-stakes challenge.

Such a shift often takes 6–12 months and risks ***substantial*** operational disruption, data degradation, and loss of reporting continuity. Yet, within **three months**, our client was fully operational on Ursa Health's platform — with high-trust, high-quality data powering their quality programs and performance reporting.

The key to this success? **Not just the right technology — but a dedicated partner who combines deep expertise with rigorous, hands on collaboration to keep client priorities at the center and execution tightly aligned.**

The Challenge

Our client's legacy data infrastructure was both outdated and inflexible, unable to deliver a complete and accurate view of true measure performance. Facing ambitious growth goals, they undertook a high-stakes transformation:

- A **major EMR implementation**
- Plus a **quality registry transition**
- Combined with the integration of **multiple new data sources**
- All while still meeting **reporting deadlines and maintaining trust in the data** throughout the process

The Starting Point: Legacy Constraints and a Vision for More

Our client had outgrown their existing data infrastructure. Their prior vendors lacked transparency and flexibility. Frustrated, our client described them as black-box systems that generated outputs but offered little insight into the "how" behind them. Without clear attribution logic, customizable measure definitions, or usable registries, their team struggled to make operational decisions confidently.

What they needed wasn't just a tool but rather a strategically vital enterprise-level solution that included:

- A unified, trusted data platform
- An NCQA-certified HEDIS engine
- Transparent and auditable measure logic
- The flexibility to support payer-specific metric definitions
- A partner who understood the nuances of value-based care and complex attribution logic

Implementation in Action: 3 Months to a New Foundation

Ursa Health's implementation team moved rapidly but strategically, applying our healthcare and data engineering expertise to minimize risk and maximize early wins. Rather than simply delivering dashboards, Ursa Health engages as a true partner — offering a co-development model grounded in shared goals, deep collaboration, and long-term success.

1. Consultative Design from the Beginning

Ursa's team brought more than implementation experience — we delivered diagnostic and consultative guidance that helped our client proactively align their long-term goals with the immediate realities of an EMR transition. While many vendors treat EMR migrations as a technical checklist, we recognized the broader stakes: how data definitions and logic impact downstream analytics, clinical workflows, and performance reporting.

We worked side by side with client teams to anticipate and navigate high-risk transition areas — especially in mapping foundational data elements like patient visits, diagnoses, and encounter types. By embedding ourselves

in both the business context and the technical build, we helped ensure that future-facing performance strategies weren't derailed by legacy inconsistencies. This approach turned a moment of operational risk into an opportunity to realign our client's analytics infrastructure with evolving strategic priorities.

2. Multi-Source Integration & Rapid Onboarding

Within weeks, Ursa was ingesting and standardizing data from our client's new EMR system and multiple supplemental data sources. Despite complexities in the source data, the Ursa team applied robust transformation logic and leveraged our modular data model to harmonize formats, resolve inconsistencies, and ensure clinical concepts were accurately mapped to support reliable downstream analytics.

3. Defining What Matters: Cohort and Measure Logic

One of the earliest hurdles was determining patient cohort definitions across a fragmented landscape. Attribution logic differed by Medicare Advantage (MA), MSSP, and other payors — but our work extended beyond reconciling technical rules. Together with our client, we led a foundational effort to design cohort definitions that met their distinct business and operational needs across payor contracts, value-based care programs, and internal organizational structures. This was a level of partnership and precision few vendors can offer — resulting in a durable framework that serves both external reporting and day-to-day performance improvement workflows.

4. Quality Program Continuity Despite Registry Migration

In addition to switching EMRs, our client was transitioning to a new quality registry. These transitions risk causing reporting delays, data mismatches, and loss of operational continuity. Ursa's HEDIS engine made it seamless by:

- Mapping registry-specific logic alongside custom metrics
- Providing uninterrupted visibility into historical trends throughout the transition
- Supporting QRDA file generation and validation
- Packaging HEDIS results for submission to each contracted health plan
- Ensuring downstream point-of-care tools (EMR and Navina) received accurate, patient-level gaps-in-care data

5. Avoiding Pitfalls with Embedded Expertise

Ursa didn't just build pipelines — we helped our client avoid the common mistakes that routinely plague fast implementations:

- Preempted issues in encounter mapping and visit type classification
- Built logic to distinguish active vs. inactive patients across complex attribution definitions
- Provided version control and measure documentation traceability for full auditability

Results and Impact

- **3 months** from kickoff to full-scale operational use
- **Seamless transition between EMR and quality registry environments**
- **Custom metric tooling** deployed for multiple quality programs
- **Increased confidence** across leadership, analytics, and quality teams
- Established a **scalable framework** for ongoing analytics use cases and future performance improvement initiatives

The result? Our client didn't just weather the transition — they emerged stronger, with more clarity, insight, and agility across their data ecosystem. And while implementations of this scale often take up to a year, with Ursa's expert guidance, the entire deployment was completed in just 3 months.

Conclusion: Expertise Meets Execution

This implementation wasn't just fast. It was careful, collaborative, and future-focused. Our client now has a modern, extensible analytics environment built on clean, transparent logic and strengthened by high-trust partnerships. With this foundation in place, they're not only equipped to manage today's performance demands, but also positioned to scale confidently in support of future growth, new market entry, and expanding value-based care initiatives.

For organizations considering complex data migrations or quality transformations, this case study proves that with Ursa Health, speed and sophistication can go hand in hand.

Ursa Health is a data analytics software and professional services company that is reinventing how organizations use data to practice, make decisions, and innovate in healthcare.

To learn more, reach out to us at info@ursahealth.com.