

# MarkLogic Integrated Care Solution Improves Client Outcomes for Merative

CASE STUDY



**INDUSTRY**  
Technology & Software

**PRODUCT**  
Progress MarkLogic

**COUNTRY**  
United States

**SUMMARY**  
Merative's social services solutions connect at risk populations with needed government and healthcare resources. With siloed data sources across government agencies, providers and other key resources, Merative needed an agile, integrated data management solution. It found the answer in Progress® MarkLogic®.

## Challenge

Fragmented episodes of care and siloed data sources across governments, providers, life sciences, health plans and employers create a narrow, incomplete view of a person. This creates a number of problems for care providers like Merative, working to improve outcomes for individuals and families.

Caseworkers struggle to achieve cross-program client insights due to program-specific silos that proliferate across systems. At the same time, lack of data governance affects support and buy-in with data sharing across program areas, potentially compromising data security, privacy, quality and timeliness.

Merative, a trusted provider of social services solutions, needed an agile, integrated data management solution to connect at risk populations with needed government and healthcare resources. They needed tools to help them gain a holistic view across multiple touchpoints and systems to empower caseworkers and agencies with complete client profiles to develop a personalized approach to care delivery.

## Solution

Merative's integrated care solutions working with Progress MarkLogic empowers care workers, providers, families and caregivers to collaborate and support the needs of individuals in high-risk, high-need populations, through configurable, responsive, mobile-enabled solutions. Integrating with MarkLogic, Merative solutions enable you to connect multiple data sources to your platform and achieve a holistic view of individual records.

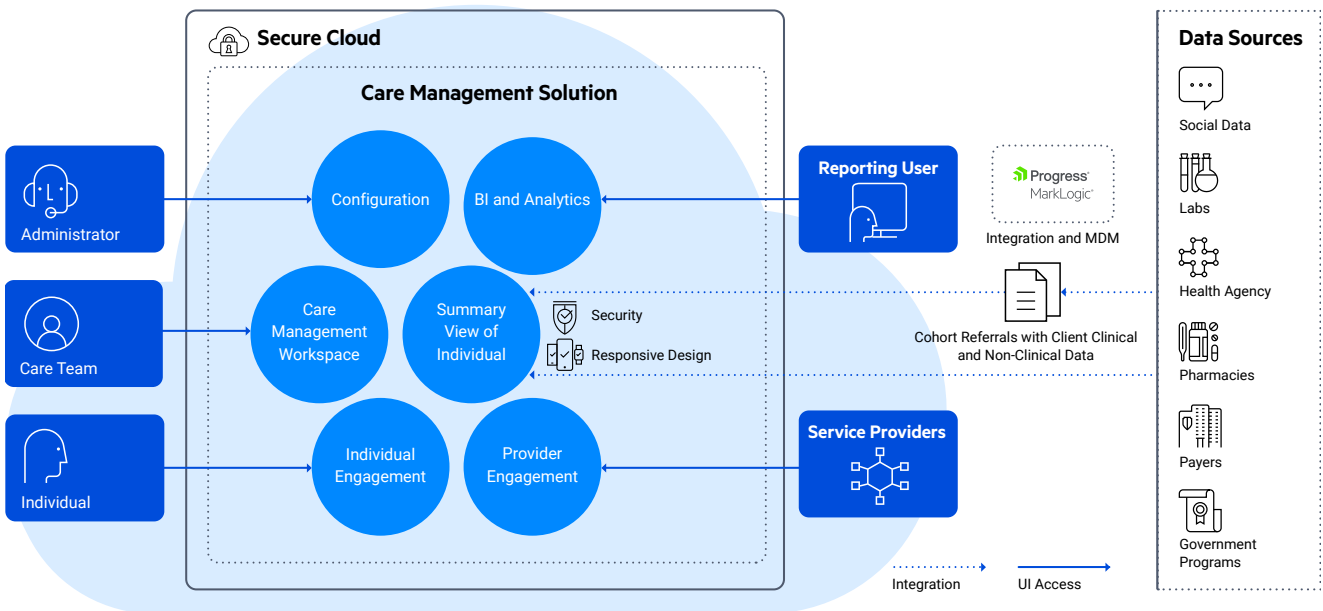
All elements of Merative's social program solutions are securely hosted. Permissions-based access gives all five main users of the platform—administrators, care teams, reporting users, service providers and individuals—the flexibility to manage your team's access. The platform also connects with third-party services for provider registries, mapping and location and payment transactions.


# Results

MarkLogic provided an actionable, 360-degree client view across all key program areas, stored in a single, enterprise-grade Data Hub for Social Programs, powered by the enterprise multi-model database with built-in smart mastering. The MarkLogic Data Hub empowered Merative to find, combine and search data across silos, achieving a high-quality, consolidated view of programs and people. Unprecedented agility enables changes at the source data to be reflected in a current, unified record and facilitates evolving policy changes.

The new Merative solution helps agencies automate and scale the care management process.



With the help of MarkLogic Integrated Care, Sonoma County, California, tackled and improved upon a series of community health challenges. They saw a significant increase in patient engagement, out of which 85% received the needed social services and 72% were housed. Ultimately, enhanced care resulted in 32% decrease in hospital costs for high emergency department users.



 **Need an integrated data platform that delivers results? Talk to us.**

## About Progress

Dedicated to propelling business forward in a technology-driven world, [Progress](https://www.progress.com) (NASDAQ: PRGS) helps businesses drive faster cycles of innovation, fuel momentum and accelerate their path to success. As the trusted provider of the best products to develop, deploy and manage high-impact applications, Progress enables customers to build the applications and experiences they need, deploy where and how they want and manage it all safely and securely. Hundreds of thousands of enterprises, including 1,700 software companies and 3.5 million developers, depend on Progress to achieve their goals—with confidence. Learn more at [www.progress.com](https://www.progress.com)

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