



Partnering with Health Care Experts to Optimize Data Quality, Consistency, and Security

Client Profile

Arkos Health is an Arizona-based health care technology company specializing in integrated care systems and value-based care solutions. With a mission to be a trusted platform for payers, physicians, and patients, Arkos is committed to driving the transition toward value-based care. The company was formed in 2020 through the merger of Curavi Health, CarePointe, and U.S. Health Systems (USHS).



Challenge

In 2020, Arkos committed to launching a new customer initiative that required real-time ingestion of Health Level Seven (HL7) clinical messages, the industry standard for sharing health care data from different sources. To ensure a smooth launch of the initiative, Arkos wanted to improve its internal processes for handling and documenting HL7 messages. Additionally, the company saw an opportunity to develop a more robust and streamlined approach, including how it processed non-standardized data feeds, provided support for real-time data ingestion and integration from various endpoints, and optimized its existing data ingestion processes.



Solution

Arkos turned to the Data Engineering Advisory team at UPMC Enterprises to help it meet this new customer's expectations within a two-month deadline. The UPMC Enterprises team prioritized Arkos' data engineering tasks, standardized and enhanced data ingestion functionalities, and developed comprehensive documentation of Arkos' data management infrastructure and business logic. The team worked to reverse-engineer the company's business logic to create the necessary documentation and a detailed roadmap for building new, standardized, and fully scalable data ingestion capabilities. The solution met the needs of Arkos' new customers while incorporating best practices, cost optimization, robust monitoring, secure protocols, and thorough documentation. These actions contributed to Arkos' long-term success by developing new business logic for a future Salesforce implementation, providing strategic advice on integrating clinical data streams, improving logging, monitoring and alerting, standardizing data cleansing practices and training Arkos' team. The result ensured that Arkos would become self-sufficient in managing its data systems.



Arkos Health's ability to securely and efficiently transfer real-time data between providers and payers is integral to its value proposition. With the expert support of UPMC Enterprises and its Data Engineering Advisory team, Arkos was able to fulfill its commitment to its customers and advance its mission to facilitate the transition to value-based care for health care providers and payers. Moreover, the tailored, white-glove service provided by the Data Engineering team positioned Arkos for long-term success. At the conclusion of the engagement, Arkos achieved data standardization, established robust documentation, and implemented reliable alerting and redundancy protocols. These enhancements enabled Arkos to operate independently without the need for ongoing external support, setting the stage for future growth and innovation in the value-based health care market.



Within two months, the Data Engineering Advisory team was able to leverage more than 100 years of collective health care data engineering experience to build Arkos' HL7 data ingestion pipelines and improve their data management practices.

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