The Shanghai Health Bureau Information Center has been engaged in the study and development of middle- and long-term plans for the Shanghai health information system since its founding in 1998. The Center mainly creates and regulating application management rules, technical specifications, and standards of information classification for constructing the health information system. The other basic functions include developing the health system’s information network for effective networking for Medicare information, disease prevention, technologies, intelligence and administrative decisions; providing and maintaining public service information; organizing, coordinating, and guiding subordinate bodies to build up their information resources; carrying out training of modern management and computer management skills for the administrative officials and professionals in Shanghai’s health sector; and providing information and services for the Health Department, the municipal government, and the bureaus under the government.

**CHALLENGES**

- **Limitation of traditional database system.** As the Shanghai health information system grows, the traditional database system cannot handle the massive amount of data, huge concurrent access, and great scalability. A new data processing model is needed.

**SOLUTIONS**

- **Hadoop*-based system for data processing.** With the assistance of Wonders Group, the Shanghai Health Authority built a big data cluster with Apache Hadoop* and Intel® Xeon® processor E5-2640-based servers.

**IMPACTS**

- **Improved healthcare for the public.** The big data solution helps doctors to get quick access to health information of their patients, and drops the rate of medical re-exams from 80 to 30 percent.

- **Highly efficient health information system.** Shanghai Health Bureau System Information Center now runs a cloud-based, highly efficient and concurrent health information search and intelligent system, and delivers a retrieval service model that covers all the public medical institutions.

“Shanghai’s health system has continued to lead the country in its use of information technology. We are dedicated to developing a point-line-plane integrated information platform for the community, region and city—namely, a three-level healthcare organization which will gradually support all public medical institutions over time. We will also use this system to cover all other medical institutions as part of this strategy. In achieving this goal, Intel and Wonders Group have given us a great deal of assistance. Not only have they introduced to us many advanced methods of big data analytics, they have also helped us deploy a reliable solution based on data center software products.”

*Xie Wei
Deputy Director
Shanghai Health Bureau Information Center*

“Over 20 years, Shanghai has been developing a health information platform to streamline the access and delivery of healthcare information in the city,” explained Xie Wei, deputy director of Shanghai Health Bureau Information Center. “Shanghai has a very clear roadmap for its health information system. We retrieve health information from three levels: from points such as the hospital information system (HIS) and the radiology information system (RIS), to the lines such as the tumor report system or the diabetic management information system that link all the institutions, and lastly, to a regional healthcare information system that covers all the regions of the city.”

In such a developing process, managing and processing data, rather than collecting and obtaining data, has become a great challenge for Xie Wei and his team. As of today, 16 million data records swarm the backend of the database.
Developing a health information search and intelligent alert system that delivers highly efficient service to the public medical institutions in Shanghai

Robust platform to address the challenges of big data

The Hadoop Distributed File System* (HDFS*) distributes data blocks across the cluster. Expanding the system’s capacity only requires adding servers to the cluster. The distribution algorithm of the files can transfer the data blocks to the new servers without manual intervention. And the file system automatically expands to use the additional capacity. The distributed database (HBase) stores records in a flexible columnar database that also scales by simply increasing the number of the servers,” explained Wang Xiaodong, Intel engineer. The MapReduce framework can conveniently process different kinds of data that enter the medical system, including structured, semi-structured, and unstructured data.

The Shanghai Health Bureau Information Center has a data center with more than 300 servers. Of these, 50 servers based on the Intel Xeon processor E5-2640 comprise the Hadoop cluster today, processing 5,000 concurrent access requests in one second. This data serves the entire health information search and intelligent alert system in Shanghai. This greatly helps the doctors in all the medical institutions in Shanghai to get quick access in the health information system, and make the rate of medical re-exams has also dropped from 80 to 30 percent. And the system has become an important component for Shanghai’s smart city initiative.

Looking ahead, Shanghai Health Bureau Information Center plans to rely even more on big data technologies to seek breakthroughs in data analysis, data mining, and statistical analysis to provide better healthcare services for all its residents.

High scalability addresses ever-growing amounts of medical data

Doctors in Shanghai often have to serve several hundred patients every day. The time allocated for each patient may be only a few minutes. A health information search and intelligent alert system that can quickly retrieve the patient’s medical history will help doctors work more efficiently and spend more time helping patients.

“Shanghai has nearly 120,000 doctor workstations sending data to the center’s database every day, and this data volume is bound to increase due to urbanization,” Xie said. “In fact, the pressure caused by the massive amount of data the Shanghai Health Bureau Information Center is facing is also a problem for every city’s information center. It demands a scalable data platform that traditional databases cannot provide.”

To cope with increasing data pressure, the Shanghai Health Bureau Information Center adopted a platform based on the Intel Xeon processor E5-2640 and Apache Hadoop to build a health information search and intelligent alert system. The distributed system provides highly concurrent access to the data from thousands of doctor workstations.

Lessons Learned

• Traditional health information systems are challenged by the massive amount of data produced and stored every day. A big data solution turns such data pressure into advantages by making the data easily accessible by doctors for patient diagnosis and treatment, effectively improving diagnosis and treatment efficiency.

• Adopting a flexible platform architecture and using highly efficient Intel® Xeon® processors, the new solution has helped the Shanghai Health Bureau Information Center build a platform providing efficient and convenient medical information services for 120,000 doctor workstations, which was not achievable in the traditional health system.

• Ability for doctors to quickly access health information using a big-data based system at Shanghai Health Information Bureau contributed to significantly reducing the number of patients needing re-exams from 80 percent to 30 percent.