

# Reducing 30-day readmission rates at scale

## Overview

As one of the largest PHSOs in the Midwest with more than 400 service locations, the organization currently manages more than 310,000 patient lives in various value-based arrangements. With a network of six regional chapters and more than 3,500 providers, the PHSO sought to provide coordinated, patient-centered care across the care continuum through innovation. The organization sought to develop data-driven strategies to improve care coordination, manage resources, monitor performance, and engage patients. To accomplish these goals, its leadership team began executing an aggressive data integration strategy with Innovaccer to connect hundreds of disparate systems across its participant organizations and develop a customized and integrated care management solution on a single data platform.

### Innovaccer by the Numbers

**\$600M**

Total Medical Expense Reduction

**12M**

Value-based Care Lives Managed

**7M**

Commercial

**3M**

Medicare

**2M**

Medicaid

**37,000**

Providers



## Big data challenges on the horizon

The PHSO network serves six major urban areas and affiliated rural regions across two-thirds of Iowa's 99 Counties as well as neighboring communities in Illinois, Wisconsin, and Nebraska. Its combined information technology network comprises more than 100 varying clinical and financial systems. With a complex web of EHRs from 15 different vendors, billing systems and standalone databases, the PHSO struggled to gain a comprehensive view of costs, quality, and outcomes at a population level.

The organization faced three key challenges to integrating data and technology across sites:

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Participant sites did not have a common standard for data collection from various sources, and gaining insights into data was nearly impossible.

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The PHSO struggled to connect with the electronic health records of its rural ambulatory sites.

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Decentralized care coordination and complicated workflows made it difficult to collaborate across the care continuum.

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### At-a-glance

- 310,000+ patients across more than 20 value-based contracts
- More than 3,500 providers
- 196 participating organizations

### Challenges

- Data feeds from more than 100
- Decentralized care coordinators and complicated workflows
- No common data standards
- Multiple EHRs and disparate billing systems contributing to data silos

### Solutions

- Single, integrated and standardized data source
- Dynamic workflows and collaborative worklists
- Patient-centric care protocols
- Tailored productivity dashboards

## Results

**7.14%**

reduction in the 30-day

**6.65%**

reduction in ED  
utilization

**31%**

increase in the annual  
wellness visit rate

**14.26%**

increase in the primary  
provider service

**3x**

increase in health  
coach interventions



## Solutions "best-fit" tailored to the PHSO's needs

The PHSO network partnered with Innovaccer to develop a strategy to improve its patient engagement capabilities. It aimed to drive high-performing valuebased care with a broad suite of population health management solutions on the Innovaccer Health Cloud. With the Innovaccer Health Cloud, the organization was able to:

Integrate all clinical and financial data, including payer claims data, internal billing files, EHRs, event-based data, scheduling information, and several third-party data sources to develop a 360-degree view of each patient

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Provide health coaching to patients to drive behavioral changes

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Quickly identify and close gaps in care by increasing annual wellness visits

Coordinate community-based patient engagement through local agencies, community care coalitions, and other community services

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Improve communication across the network via a patient care timeline and notification system

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Easily identify risk and stratify patients to assign them to treatments available at the PHSO

## Outcomes achieved to date

With Innovaccer Health Cloud and its suite of patientcentric solutions, the PHSO was able to:

Realize a 7.14% reduction in its 30-day readmission rate and a 6.65% reduction in ED utilization

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Achieve a 3x increase in health coach interventions with 95.7 new monthly engagements per health coach

Reach a 31% increase in its annual wellness visit rate, with some sites registering completion rates of 70% or more

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Experience a 14.26% increase in primary provider services and a 6.65% reduction in ED utilization

Innovaccer Inc., the Health Cloud company, is a leading San Francisco-based healthcare technology company committed to helping healthcare care as one. The Innovaccer® Health Cloud unifies patient data across systems and settings, and empowers healthcare organizations to rapidly develop scalable, modern applications that improve clinical, operational, and financial outcomes. Innovaccer's solutions have been deployed across more than 1,000 care settings in the U.S., enabling more than 37,000 providers to transform care delivery and work collaboratively with payers and life sciences companies. Innovaccer has helped organizations unify health records for more than 24 million people and generate more than \$600 million in savings.

For more information, please visit [innovaccer.com](https://www.innovaccer.com)