

Fostering seamless care management

Overview

With the shift to value-based payment models, it's important to address the social determinants of health as a way of reaching effective population health management. Connecting patients to community resources in real time enables timely interventions to improve outcomes for at-risk populations and helps organisations reduce costs.

Elevate Health—an Accountable Community for Health (ACH) organisation based in Washington state—sought to streamline care coordination for its partners across practice sites. It was challenged to integrate data from disparate sources and close gaps for hundreds of patient records. With the Innovaccer Health Cloud, Elevate Health saved £5 million in care costs and redefined its care management model with valuable outreach strategies and interventions by implementing evidence-based workflows on Innovaccer's platform to automate routine tasks.

At a glance

Elevate Health is a leading nonprofit AHC working in partnership with community, governmental and healthcare stakeholders.

Challenges

- A dependence on redundant technology
- The lack of an integrated data platform
- Decentralised care coordination
- Limited visibility on processes across the system

Solutions

- Automated workflows
- Integrated community data resource
- Customisable dashboards
- Point-of-care insights

Results



Savings of £5 million in care costs



13% increase in referral success rates



Access to actionable insights on network performance



Seamless coordination across the care continuum

Hurdles in fashioning a wraparound care management model

With the increasing size of at-risk and aging populations, it's difficult for all patients to receive proper care in traditional care management models. Elevate Health recognised the need to automate its care management processes to support better health outcomes and reduce care costs. It faced challenges along the way:

- The lack of a common standard for storing and sharing patient data from disparate sources, including EHRs, ADT feeds, health information exchange (HIE) feeds, claims files, X12 835/837 files, and CCDA documents resulted in data silos and operational inefficiency.

- Decentralised care coordination between staff and complicated workflows made care transitions difficult and kept referral loops open.

Since patient data was distributed across the system, primary care providers had a limited view of the entire care program and its impacts.

Care management in the modern-day healthcare ecosystem

As healthcare undergoes a digital transformation, more and more organisations are employing the triple aim framework to deliver accessible, affordable, high-quality care. As care teams continue to evolve with time, they need more effective, comprehensive care management solutions.

Elevate Health partnered with Innovaccer for its care and population health management initiative to streamline the care delivery process. Using the Innovaccer Health Cloud's integrated application suite and developer toolkit, the ACH created interoperable applications that allowed it to leverage unified patient records to track patient journeys and analyse patient needs.

The ACH leveraged more than 100 integrations to digital health services and the largest collection of intelligent APIs with cost, quality, and utilisation metrics to gain insights into its network performance and lower care costs. It empowered its care teams with smart worklists for a collaborative workflow. This enabled teams to coordinate their daily schedules and obtain an overview of patients' health conditions to determine the need for screening, treatment, and follow-up.

Outcomes achieved

- Patients were matched with community resources in real time, and Elevate Health helped its partners address critical medical and social service needs for patients.
- Elevate Health streamlined communication with community health resources and gained insights into its network performance.
- Elevate Health unified patient records from multiple data sources and used them to track patient outcomes while measuring and analyzing patient needs.
- Seamless coordination of providers and numerous community resources enhanced care delivery across the Elevate Health system.

About Innovaccer

Innovaccer Inc. is a leading San Francisco-based healthcare technology company committed to helping healthcare care as one. The Innovaccer Health Cloud unifies member data across systems and care settings and empowers healthcare organisations to rapidly develop scalable, modern applications that improve clinical, operational, and financial outcomes. Innovaccer's solutions have been deployed across over 1,000 care settings in the U.S., enabling more than 37,000 caregivers to transform care delivery and work collaboratively with commissions, payers and life sciences companies. Innovaccer has helped organisations integrate medical records for more than 24 million people and generate more than £500 million in savings. Innovaccer is recognised as a Best in KLAS vendor for 2021 in population health management and a No. 1 customer-rated vendor by Black Book.

For more information, please visit <https://uk.innovaccer.com>



“Innovaccer plays a central role in how we support our provider network. It delivers coordinated care for the residents of Pierce County and helps us measure health outcomes in our region.”



Alisha Fehrenbacher, FACHE
CEO, Elevate Health