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CHESS reduces 30-day readmissions and generates $3+ million in value with Innovaccer

"One of the things we appreciate about Innovaccer is its ability to identify and ingest multiple data sources. We have completed an extensive validation process and have worked through quality measures, cost and utilization, and risk to verify the data. We must be certain that when we put data in front of physicians, it is accurate and reliable so we do not lose engagement."

Dr. Yates Lennon
President & Chief Transformation Officer, CHESS Health Solutions

With 30-day hospital readmissions estimated to cost more than $15,000 each, according to the Agency for Healthcare Research and Quality (AHRQ), healthcare providers have a tremendous incentive to lower costs and increase value by finding ways to better manage their patients to reduce readmissions.

That's why CHESS Health Solutions, a North Carolina-based healthcare services organization, enlisted Innovaccer for help in reducing hospital readmissions. Supporting more than 20,000

patients discharged each year, CHESS wanted to transform the way it managed transitions of care to identify higher-risk patients sooner, engage with them more often, avoid costly inpatient treatment, and achieve better health outcomes.

Results by the Numbers

$3M	23%	3,000+
Value Generated	Reduction in 30-Day Readmission Rates	Providers

Automating and Standardizing Transitional Care Management

CHESS faced several challenges, including the need to implement standardized transitional care management practices across provider locations and to unify data from disparate sources into a longitudinal patient record. This unified record serves as a single source of truth for its care managers to automate the care management process for recently discharged patients, helping eliminate the need for manual intervention and costly administrative overhead. In addition, CHESS needed a solution that would work equally well for Medicare Advantage plans, MSSP plans, NextGen ACOs, and other value-based contracts.

CHESS found the answer by moving to the Innovaccer® Health Cloud. The healthcare organization used several products in Innovaccer's suite of solutions, including those that allow CHESS to automatically generate a care management protocol whenever a patient is discharged from a hospital or other acute or post-acute care setting. Care coordinators now receive automated alerts and automated engagements instead of manually tracking discharges and developing care management plans on their own.

Since 2020, CHESS has reduced the rate of 30-day all-cause readmissions by 23% among patients managed by Innovaccer's TCM protocols. This has led to over $3 million in value across MSSP, Next Gen, and Medicare Advantage patient populations. These results are expected to increase as CHESS implements Innovaccer's TCM protocols across the practices it supports and includes more patients in its transformed care management process.

At-a-glance
- Physician-led healthcare services company that helps providers transition to value-based medicine
- Based in Winston-Salem, NC
- 3,000+ providers
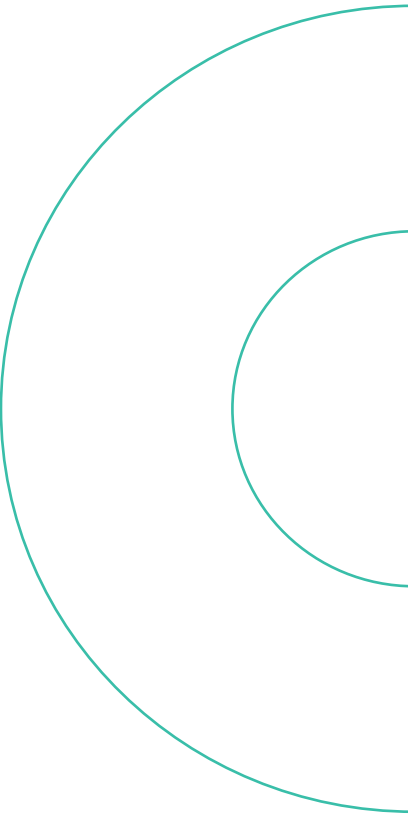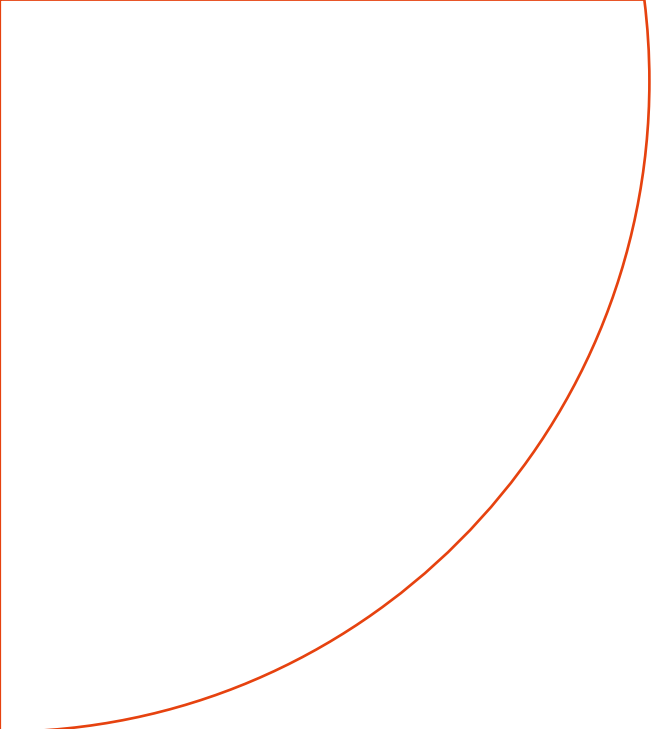- 200,000+ patients

Challenges
- High readmission rates
- Manual care management processes
- Disparate data sources
- Decentralized care coordination

Solutions
- Innovaccer® Health Cloud and Data Activation Platform
- Automated care delivery
- Transition care management

Results
- 23% reduction in 30-day readmissions among intervened populations
- $3+ million in generated value
- Similar value for Medicare Advantage, NextGen ACOs, and MSSP plans
- Automated TCM process that begins when patients are released from the hospital

Innovaccer Inc., the Health Cloud company, is dedicated to accelerating innovation in healthcare. The Innovaccer® Health Cloud unifies patient data across systems and care settings, and empowers healthcare organizations to develop scalable, modern applications that improve clinical, financial, and operational outcomes. Innovaccer's solutions have been deployed across more than 1,600 care settings in the U.S., enabling more than 96,000 providers to transform care delivery and work collaboratively with payers and life sciences companies. Innovaccer has helped its customers unify health records for more than 39 million people and generate over $1B in cumulative cost savings. Innovaccer is the #1 rated Data and Analytics Platform by KLAS, and the #1 rated population health technology platform by Black Book.

For more information, please visit innovaccer.com