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North Carolina-based healthcare provider leverages the Innovaccer Health Cloud's Data Activation Platform (DAP) to support value-based, whole-person care delivery for older patients and people living with chronic conditions

Overview

The healthcare provider is one of the fastest growing primary healthcare solution providers in the country and provides quality improvement and performance management services to its next-gen providers. To best serve its clients, they partnered with Innovaccer, a leading healthcare data and analytics platform provider, to improve the quality and performance of each of its next-gen providers' practices. This aligns with the organization's mission to transform U.S. healthcare by driving better outcomes for patients and improving financial outcomes for providers.

The organization has partnered with Innovaccer to quickly and easily collect data from various sources. This data will be standardized and organized, making it easier to track progress and identify areas of improvement. With this information readily available, they will be able to provide their next-gen providers with actionable insights that can help them improve their care quality and performance.

Impact to be Achieved

Unified patient data on a centralized platform	Alerts on coding and care gaps
Curated outreach models for effective patient engagement	Point-of-care insights

Empowering physicians with unified patient records and actionable insights

The provider's unique approach to whole-person care connects the entire healthcare ecosystem—doctors, pharmacists, registered nurses, concierges, social workers, behavioral health case managers, and support staff—into unified, specifically dedicated care teams for every patient. By leveraging Innovaccer's [2022 Best in KLAS data and analytics platform](), they will be able to equip these unified care teams with unified patient records that provide a centralized, longitudinal view of the patient.

They were working with multiple providers across different EHRs and needed a solution that could address their needs across systems and platforms. Working on different EHRs, they were looking for a centralized platform like Innovaccer's DAP, to standardize and scale the operational practices that would enable the care teams to work efficiently.

The organization moved to the Innovaccer® Health Cloud's Data Activation Platform to connect their disparate EHRs to create a unified patient record and set up integrated clinical, operational, and financial data from clients with a universal master patient index and longitudinal patient 360-degree views.

These 360-degree patient views—available to every member of the health system's care teams at every stage of every patient's journey—will be woven into custom chronic care workflows that provide actionable insights at the point of care to help improve outcomes; that employ machine learning and advanced analytics to assess and predict health risks to help keep patients out of the hospital, and use clinically contextual patient engagement throughout the care continuum to help improve chronic care management and enhance the patient's experience.

Innovaccer's DAP will be used to set up a data quality measurement infrastructure to provide transparency in data quality across different source systems on common data standards such as procedure codes, diagnosis codes, etc.

At-a-glance

- One of the fastest-growing primary healthcare solution providers
- Headquartered in Greensboro, North Carolina
- 270+ physicians contracted
- 100K+ seniors supported

Challenges

- Working with multiple EMR providers
- Manual processes
- Disparate data sources
- Siloed, fragmented patient data

Solutions

- The Innovaccer Health Cloud
- Innovaccer's Data Activation Platform (DAP)
- Innovaccer's Population Health and Network Analytics Solution
- Innovaccer's Comprehensive Care Management Solution
- Innovaccer's Patient Engagement Solution
- Innovaccer's EHR-agnostic Physician Engagement solution
- Innovaccer's Experience Center

Results to be Achieved

- Point-of-care insights
- Longitudinal patient record
- Automated care journeys
- Call workflows for patients
- Unified patient data on a centralized platform
- Curated outreach models for effective patient engagement
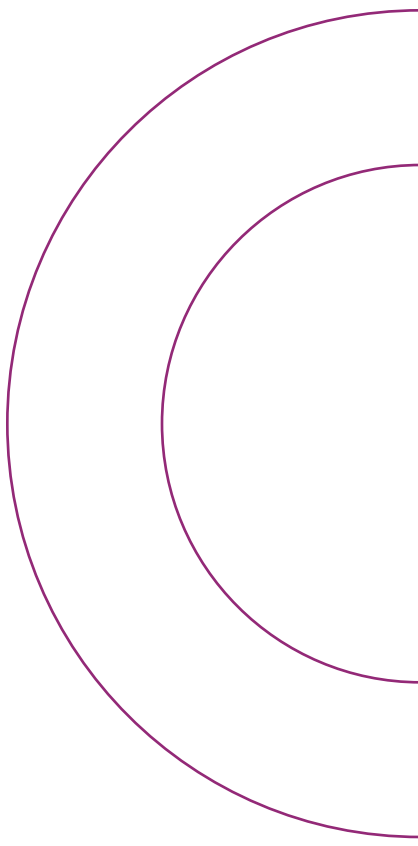- Alerts on coding and care gaps

The organization will also leverage Innovaccer's Population Health and Analytics Solution to create new dashboards to support population health with measures and risk models. The health system seeks to create automated work queues, customizable care protocols, and create ad-hoc tasks using Innovaccer's Comprehensive Care Management Solution to support care teams with protocols, care plans, assessments, and automation strategies.

To receive alerts on ED utilization, care, and coding gaps, the organization will deploy Innovaccer's EHR-agnostic Physician Engagement Solution. The application runs with all browser-accessible EHRs and integrates with any third-party data source to deliver rich, consolidated information for the management of coding and quality gaps closure at the provider point of care.

The organization will also enable physicians to build a client outreach module and a mobile-based client-facing application for effective patient engagement using Innovaccer's Patient Engagement Solution. This outreach will be empowered by the ability to support and initiate inbound/outbound call workflows for the patients using Innovaccer's Experience Center.