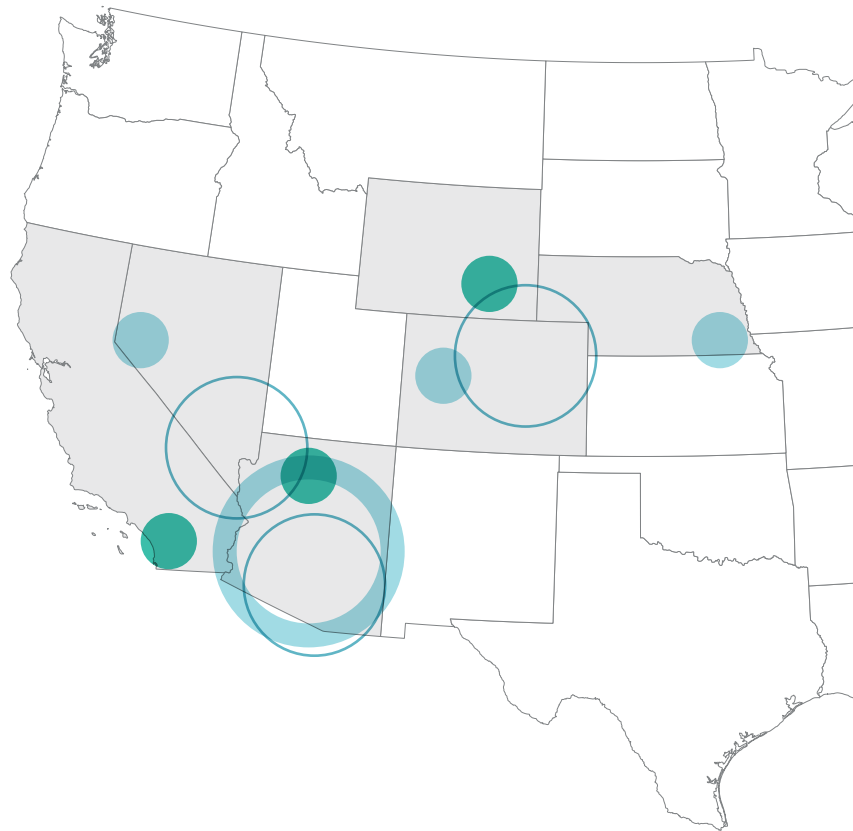


CUSTOMER SUCCESS

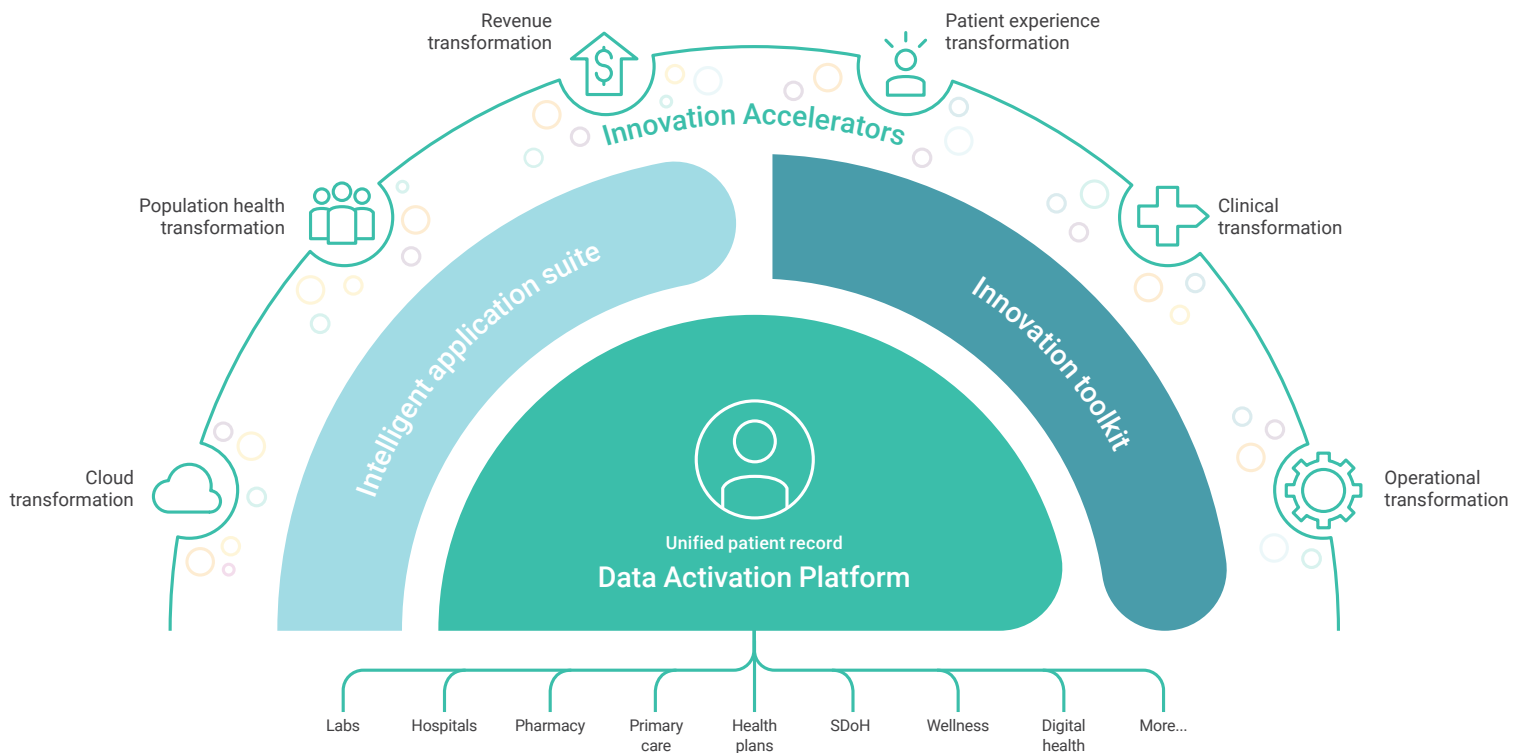
Improving quality reporting using the Innovaccer Health Cloud

Overview Headquartered in Phoenix, Arizona, is one of the top five health systems in the country spanning six states with more than 50,000 employees at 30 hospitals, including three academic medical centers.

One of the biggest challenges today's providers are facing when it comes to fulfilling quality reporting requirements is the aggregation and reformatting of data from disparate sources. Similarly, the healthcare network struggled with the challenges of a distributed infrastructure. The affiliate organizations had a variety of disconnected EHR systems, making it difficult to gain insights on its network's patients.



To close gaps and fulfill its need for a single-enterprise data lake, the healthcare organization turned to the Innovaccer Health Cloud. Innovaccer identified redundancies in the healthcare network's IT backbone, refined its data archival strategy, and streamlined applications with intelligence layers to reduce technology costs. The solutions empowered the organization to receive actionable, data-driven insights—aimed at improving care delivery—that were not previously available in its EHRs.



70%
reduction in IT
infrastructure costs

An annual savings of
\$5.7M

The conversion of
more than
10,000
cluttered reports into
around more than
800
actionable enterprise
metrics

At a glance

- Serving more than 3 million patients
- More than 10,000 healthcare providers
- 40+ major EMR applications diagnosis, prevention, and treatment

Challenges

- High IT Infrastructure costs due to a complex technology ecosystem
- Increased quality gaps
- Disparate data sources
- A distributed data lake
- The inability to extract value from multiple ad-hoc reports

Solutions

- A contextualized healthcare data lake
- A 360-degree view of all data related to cost, utilization, risk, and quality
- The ability to quickly build new connectors
- A robust set of measures for real-time data quality monitoring
- Contextualized security certifications and accreditations
- OCR/NLP capabilities to accelerate chart review

Challenges in reducing the IT costs across the care continuum

The healthcare network combined value-based care capabilities within EHR solutions with solutions from other vendors to provide risk, quality, and care management capabilities. Using four or five disparate systems without a common data fabric made it extremely difficult to track value measures. The network faced challenges such as:

- Duplicate patient records due to changes in data identification or entry (direct elimination of duplicate data caused hindrance in care coordination, quality, and effectiveness)
- Increased quality gaps resulted in poor quality performance
- Patchy communication among providers
- Poor ability to accurately reconcile patient data
- Multiple IT and analytics vendors increased IT costs
- Myriad of siloed vendors reduced efficiency
- Long-term investments in existing population health and analytics vendors resulted in little ROI
- Time and resources were spent reporting ad-hoc data from several applications

The road towards patient-centered care with Innovaccer Health Cloud

To improve population health, the healthcare network adopted the Innovaccer Health Cloud and its comprehensive suite of solutions, which streamlined care journeys for improved care coordination in the network.

Innovaccer helped the network:

Access a 360-degree view of all data related to cost, utilization, risk, and quality

Automate processes to reduce turnaround time and effort in chasing care gaps, recapturing codes, and avoiding unnecessary utilization

Perform retrospective review via digital chart retrieval and custom workflows

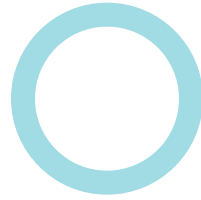
Shift to flexible workloads to increase savings and reduce time to value

Rationalize 100 data sources, 500 enterprise reports, and nearly 75 outbound data services across multiple vendors

Identify redundant, underutilized, and underperforming solutions across the IT core and consolidate services and vendors

Add an intelligence layer on the Innovaccer Health Cloud to increase interoperability

Rapidly assemble dashboards, executive reports, and targeted patient outreach plans with actionable business insights



Results

With Innovaccer's help, the healthcare network was able to:

Gain an enterprise data fabric at a fraction of the cost with the Innovaccer Health Cloud

Achieve a
70%
reduction in IT infrastructure cost by moving to a SaaS-based model

Save
\$5.7M
million on annual IT operational expenses through vendor consolidation and application rationalization

Condense more than
10,000
ad-hoc reports by converting them into around
800
user-friendly enterprise metrics, resulting in easier access to actionable insights

Innovaccer by the numbers

\$600M

total medical
expense reduction

12M

Value-based care
lives managed

37,000

providers

7M

commercial

3M

Medicare

2M

Medicaid

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

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