



## CUSTOMER SUCCESS

# Building the future of community-based care management

A leading healthcare system serving more than 2 million patients across nine states—recently partnered with Innovaccer to streamline its care management workflows and enhance its population health management strategies. The network used the Innovaccer Health Cloud to reduce its average ticket-capturing time by 65% and reduce training time for contact center representatives by 40% to provide high-quality care to its members.







65%

reduction in average time  
to capture tickets

40%

reduction in training time for  
contact center representatives



#### At a glance

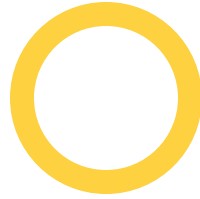
- 35 community-based hospitals
- More than 800 communities in nine states
- 7,900+ beds
- 25 urgent care centers
- 42,000 staff

#### Challenges

- A lack of insights on patient health
- A lack of patient medical history data
- Network leakage
- A lack of a HIPAA-compliant platform

#### Solutions

- Point-of-care insights and analytical dashboards
- Individualized patient assessments
- Access to a unified patient data repository
- Automated worklists
- HIPAA-compliant, two-way communication channels



## Roadblocks that decelerated operational efficiency

Before partnering with Innovaccer, the organization recognized the need to improve operational processes to support better health outcomes, and faced the following challenges:

Without a unified data platform, the network struggled to give providers insights on patient health status and medical history.

---

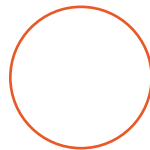
The lack of automated worklists to prioritize care increased network leakage, leading to large revenue losses.

---

Without a holistic view of patient profiles, the network struggled to personalize care experiences with digital patient engagement.

---

The healthcare network could not streamline and secure communication between patients and staff without a HIPAA-compliant platform, putting the security of sensitive health information at risk.



# Care management in the present-day healthcare landscape

As healthcare technology evolves, providers are adopting comprehensive, data-agnostic systems to improve the healthcare experience, outcomes, and costs.

With Innovaccer's application suite and Data Activation Platform based on the Innovaccer Health Cloud, the health care network was able to:

Streamline call management at contact centers

---

Reduce training time at contact centers

---

Leverage point-of-care insights and analytical dashboards to enhance operational efficiency

---

Receive assistance in screening patients for illnesses with individualized patient assessments

---

Give providers point-of-care insights into patient health status to close care and coding gaps and resolve complications

---

Reduce network leakage and conduct value-based referrals with access to a unified patient data repository

---

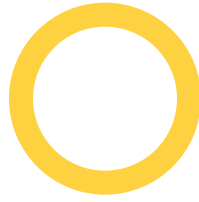
Use advanced machine learning algorithms to create automated worklists to prioritize referrals and allow providers to securely and easily share patient information

---

Personalize the patient care experience by deploying omnichannel outreach and digital patient engagement strategies

---

Streamline communication between patients and staff members by activating HIPAA-compliant, two-way communication channels to increase revenue and efficiently use time



## Results

Using the Innovaccer Health Cloud, the leading healthcare organization was able to offer high-quality care to its community members:

Achieved a

**65%**

reduction in average time to capture tickets and a

**40%**

reduction in training time for contact center representatives



It realized operational efficiency gains of more than

**\$115K**

through Innovaccer's Contact Center solution

## 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](https://innovaccer.com)

July 2022

