

# Innovaccer's Data Activation Platform: What makes it the Best in KLAS data and analytics platform



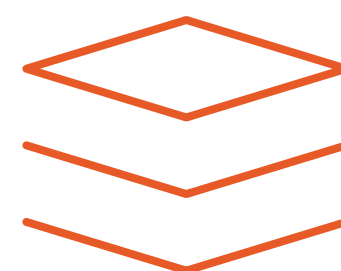
What's Inside:



**Executive summary**



**2022: The year of the  
platform for healthcare**



**Three reasons why  
Innovaccer's Data Activation  
Platform is Best in KLAS**

# Executive summary

The Innovaccer® Health Cloud’s **Data Activation Platform** (DAP) has been recently recognized as the **#1 healthcare data platform by KLAS** in the new Data & Analytics Platforms category.

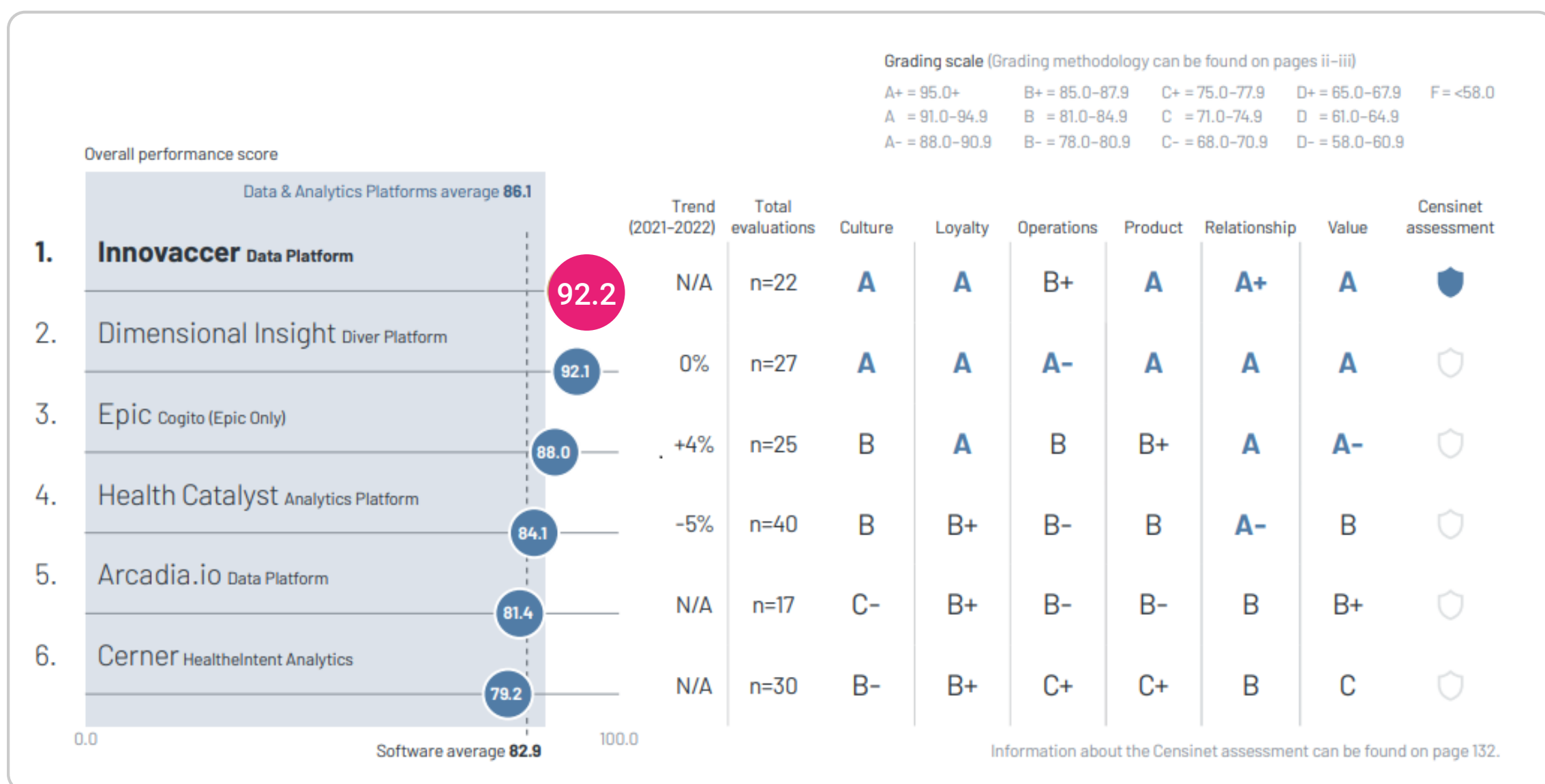
**KLAS Research** performs an annual assessment to rank and recognize some of the best software solutions across the healthcare industry. This is performed by capturing data points across different parameters and interviewing customers over 12 months. KLAS collects impartial insights to recognize some of the most promising service companies in the healthcare IT domain, helping stakeholders select the best solutions to improve patient care.

This year, KLAS introduced a new category—Data & Analytics Platforms—to recognize the impact of data platforms in healthcare and their potential for accelerating digital transformation. KLAS interviewed leading vendors and collected more than 600 comments in its annual assessment.

Innovaccer’s DAP achieved the Best in KLAS recognition with the highest cumulative score of 92.2 out of 100. The DAP also earned the top spot in performance indicators such as product value, product quality, and customer satisfaction. Innovaccer received an A+ rating in customer relationships with 96% of customers reporting to include Innovaccer’s data platform in their long-term plan.

Being recognized as a Best in KLAS vendor and a leader in its new category is certainly an honor for Innovaccer. The recognition validates the technology that Innovaccer is building to accelerate innovation and digital transformation for our customers. This document explores the distinctive factors that led to Innovaccer ranking as the #1 healthcare data platform and how it can help drive healthcare’s digital transformation.

## Solution Comparison



**Innovaccer Data Platform**

Product Score\*

# 92.2

\*Live score as of 2/21/2022. This score does not represent any KLAS award or ranking. See Details.

Insights by **KLAS** RESEARCH

## 2022: The year of the platform in healthcare

KLAS Research added the new category of Data & Analytics Platforms for the first time this year, which is a prominent recognition of the emergence and importance of data platforms in healthcare. The lasting impact of the COVID-19 pandemic and the need for accelerating healthcare's digital transformation have made [2022 the year of the platform](#) in healthcare.

Healthcare data suffers from fragmentation and lack of interoperability. [A recent report by Morning Consult](#) suggests that interoperability is the biggest technical barrier stifling innovation in healthcare. The report also indicated that 42% of healthcare executives claim that their organization's data is siloed and highly fragmented.



**Data at my organization is highly fragmented and siloed.**

This directly impacts population health management, leading to workflow overload, and the occurrence of errors in healthcare systems. Payers, providers, and healthcare stakeholders are realizing that a data platform is essential to drive innovation and leverage data to improve financial, business, and clinical outcomes.

With KLAS now recognizing the importance of data platforms, the door is open for healthcare leaders to evolve from siloed EHRs and other healthcare IT systems, and fragmented data, to a unified patient care solution. The industry is presently going through one of its biggest transformations by taking a step toward interoperability, data connectivity, and a unified patient care experience.

A cloud data platform can achieve the goal of whole-person care by aggregating and unifying data from fragmented sources and helping payers, providers, and healthcare stakeholders get a clear understanding of the social, clinical, and financial aspects that impact patient care.

Innovaccer's Data Activation Platform is already making this change happen for more than 60 providers, payers, and life sciences companies. These healthcare stakeholders are accelerating innovation in population health management, patient engagement, revenue cycle, workflow management, and overall digital transformation by establishing Innovaccer's Best in KLAS data platform as their core enterprise data fabric for the future.

# Three reasons why Innovaccer's Data Activation Platform is Best in KLAS

The Innovaccer Health Cloud is building the future of healthcare and has pioneered its DAP to empower a connected patient-centric healthcare system. The recent recognition by KLAS validates Innovaccer's unified approach to drive insights from fragmented sources and improve the clinical and financial performance of organizations while transforming their overall care experience. Innovaccer's data platform goes beyond data integration with native data interoperability and data governance to improve business processes and clinical data quality. The platform achieved the top spot in three key indicators in the KLAS assessment—product value, product quality, and customer satisfaction. Working on these performance indicators and attaining excellent results with its customers have made Innovaccer a Best in KLAS solution.



## 1 Product value

The Innovaccer data platform adapts to any industry model or standard, helping customers achieve their business goals by providing high product quality. While other platforms can take months to extract, transform, and load data, Innovaccer's technology and managed services can integrate and curate data from multiple sources in weeks. Innovaccer's platform also allows users to focus on business transformation rather than the plumbing of data activation, providing immediate and long-term product value with seamless integrations.

### The importance of product innovation

The healthcare industry is currently experiencing an ever-increasing need for fast deployment of services and workflows. Inconsistent standards across the industry and different stages of adoption can lead to variation in how healthcare providers adopt data and technologies. In a constantly changing healthcare landscape, innovative technology is needed to be ahead of competitors. Therefore, organizations are looking for flexible and quick solutions that fit seamlessly into their existing environment. This can include customer-tailored programs, specific business processes, and API-driven integration of services.

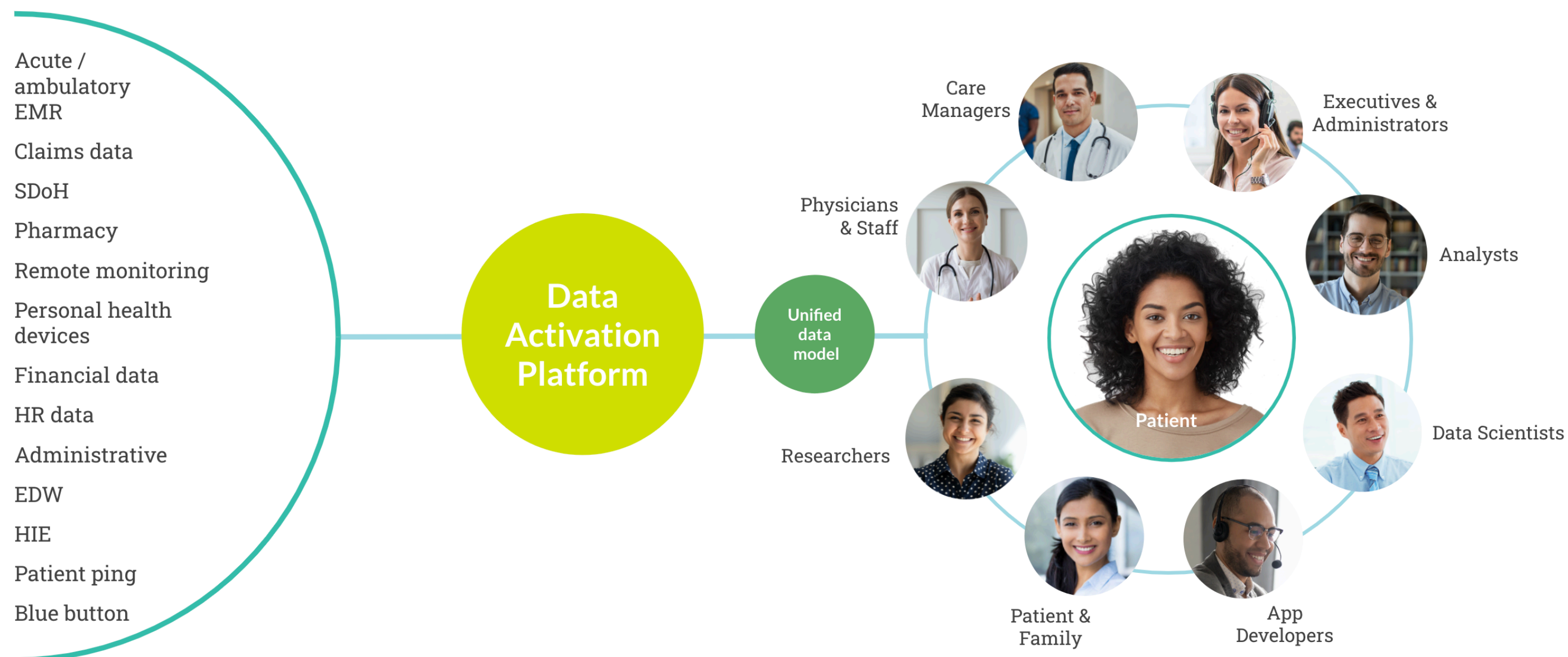
## The Innovaccer advantage

**Rapid data ingestio** — As organizations collect more data from disparate sources, the ability to analyze that information quickly becomes a competitive advantage. Innovaccer excels at ingesting a huge amount of data at an unprecedented speed. What makes it possible is a team of highly skilled data specialists who focus on how to extract data from different sources and normalize it in formats that can empower stakeholders to make data-driven business decisions.

**Powered by AI** — In addition to a team of data specialists, Innovaccer also has an arsenal of AI-powered tools. Innovaccer's data platform is optimized for ingestion, with a suite of machine-learning algorithms, predictive models, natural language processing (NLP), cognitive computing, and low-code development tools to provide optimized and rapid results to organizations.

**Single point of integration** — Innovaccer's data platform connects clinical and financial systems through a single point of integration, making it easier for organizations to move data between different programs and sources. It also features a library of connectors that continues to grow. Innovaccer's technology ingests data from silos and provides a single source of truth for reporting, analysis, and visualization. This ensures that customers always have access to updated tools and libraries to quickly ingest information from different sources.

**Extensibility** — With Innovaccer's DAP, stakeholders have the freedom to extend their data model to meet their dynamic requirements. The DAP empowers organizations to build customized dashboards and business-specific solutions with a rich set of APIs. The quality rules of the UDM aren't restricted to predefined constraints, letting organizations add value to their core product and extend it to solve different real-world issues.



## Key results and benefits

Innovaccer's ability to ingest data into a unified model can help organizations cut costs and save time by eliminating manual processes. Faster time to value can directly impact strategic outcomes in an organization. For a healthcare provider, timely access to data and insights sourced from fragmented clinical systems can be crucial for success.

Innovaccer's DAP is highly scalable, making it easier for users to add capabilities as required and seamlessly move processes across multiple sites. This added level of flexibility makes it possible for healthcare providers to ensure that they are only investing in services that are truly suited to their individual needs and processes. The ability to get results as quickly as needed means that organizations can focus on other tasks by optimizing their resources. It also means delivering better patient care through fast turnaround times on queries and interventions.

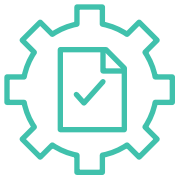
### What do our customers say?

*"Innovaccer started as an academic enterprise that was just thinking about data modeling and unifying data in general, and then Innovaccer decided to go deep into healthcare. They are not like a lot of other health technology vendors that are trying to make a quick pitch, make marginal improvements to something, and market a product quickly. Innovaccer has really built good foundations and then built on top of those foundations so they could get to the position they are in now."*

—CEO/President

*"The big thing that drives my value is the partnership that we have with Innovaccer. Healthcare is always changing and shifting. Innovaccer is plugged into what customers' needs are, and they take our feedback very seriously. This level of partnership is different from what we experienced with other vendors in the past. Innovaccer truly wants us to succeed and to build a great product. They are innovative."*

—Director



## ② Product quality

Healthcare data standards are inconsistently leveraged, which can present challenges for vendors looking to standardize enterprise data. Today's healthcare data is diverse, fragmented, and siloed. That's why many sources are riddled with errors and inconsistencies. The Innovaccer data platform has deep capabilities to identify and automate processes and ensure that data is accurate, updated, and consistent.

### The importance of product quality

Several factors come into play regarding a data platform's quality. The first is simply data readiness. Healthcare organizations often have fragmented systems, creating silos of information that aren't always linked to one another. Besides that, data can get polluted due to its constant state of flux. That's why it's important to have a high-quality product that can perform timely qualitative analysis to have complete, consistent, and updated data across all sources.

Duplicate records mean one patient might have multiple entries with different information—and worse—it may be unclear whether data redundancy exists at all. Using an inadequate product can increase costs, create unnecessary friction in business processes, reduce the accuracy of reporting and analysis, and decrease customer satisfaction.

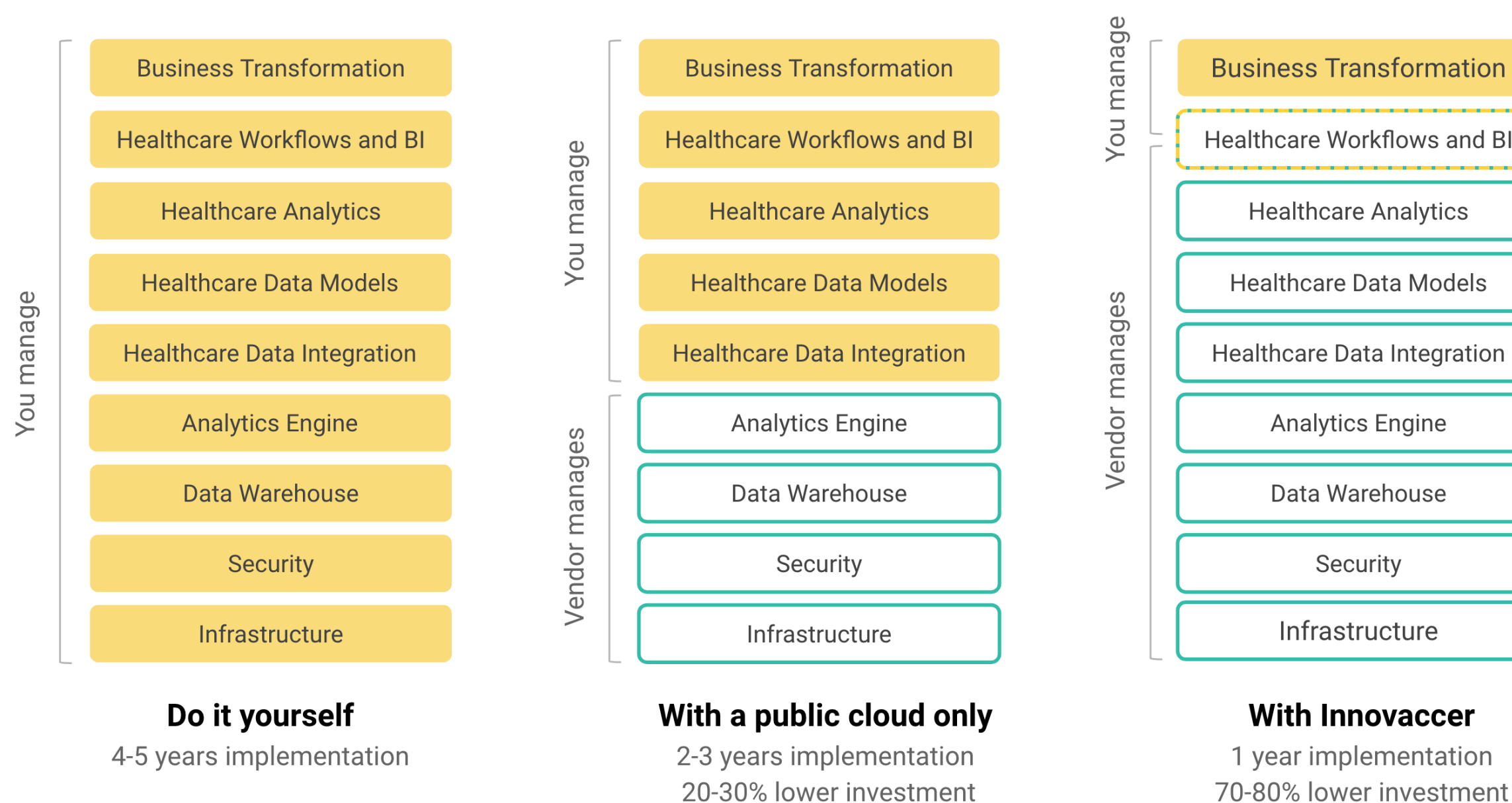
### The Innovaccer advantage

**Automation is the key** — Data quality is one of today's most pressing issues in healthcare as it can impede an organization's ability to meet customer demands and overcome business challenges. Innovaccer's Best in KLAS data platform provides a fully automated approach to consistently collect, manage, protect, analyze, and deliver massive amounts of complex data across multiple sources—all at once.

**End-to-end reliability** — To maintain and deliver high standards of data quality, Innovaccer's DAP uses over 7,000 quality rules to analyze data for accuracy, consistency, completeness, validity, and other issues. In addition, DAP's end-to-end approach ensures that unforeseen issues with data are resolved at the source—before they reach business users.

**Robust data model** — Innovaccer's platform manages six levels of healthcare data in the platform's distributed system, which was built by keeping advanced analytics and business intelligence in mind. Using complex matching algorithms, Innovaccer can establish equivalence between disparate data sets, which leads to more effective analytics. With approximately 70 entities and 2,800 data elements, Innovaccer's robust data model supports thousands of use cases. Additionally, UDM updates are regularly deployed without impacting the existing functionality of the system.

## Supercharge your transformation at a fraction of investment



## Key results and benefits

Innovaccer's DAP establishes a unified data model to standardize how data is captured from external systems like ambulatory EHRs, labs, claims, inpatient EHRs, and other relevant sources. This is to ensure that any update will be reflected in the entire environment, creating consistency across all systems.

The continuous integration, expansion, and extension of the data model empower the platform and customers to ensure a sophisticated framework for data management and match different resolutions without compromising quality. It can help organizations identify quality issues, resolve them, and put controls in place to ensure they don't happen again. All of this allows for better insights into data management and internal processes with improved delivery of results for providers—and ultimately patients—to enhance care overall.

### What do our customers say?

*"Integration is Innovaccer's superpower. They have recognized something that a lot of companies are trying to do, which is to bring together messy data and unify it. Even when we are starting to get into FHIR and things like that, there is a cafeteria of different data types and sources. Some of the formats are messy, and some are clear. Innovaccer has really built their capabilities, not just their technology, to ingest and integrate data."*

—CEO/President

*"We can easily get the information we want at the executive level. That has become easier over time. When we come up with ideas, Innovaccer is very willing to listen and add our ideas to their road map."*

—CMO

*"We have to be comfortable with doing work today that will benefit us years from now. The outcomes aren't all immediate. I can't say exactly how much we have spent on Innovaccer in the last year, but I would say we have received our money's worth."*

—CMO



### 3 Customer satisfaction

Innovaccer received the highest customer satisfaction score in the KLAS assessment with 85% of customers reporting they were “satisfied” or “very satisfied” with the performance of the data platform. Here’s how Innovaccer helped its customers accelerate innovation and attain better care outcomes.



Lee Health is one of the largest not-for-profit public health systems in the Southeast, with a network of 1,400 employees and 750 care physicians across 80 practice locations. It encountered issues to enable patient-centered care due to siloed data.

#### Challenges

Lee Health needed to automate its care management processes to support better health outcomes and reduce care costs. The traditional care models weren’t adequate to manage the increasing size of the at-risk and aging population. Care managers struggled to enable patient-centered experience due to siloed data. Due to this, the outcomes of the entire care program suffered, leading to operational inefficiency.

#### Solutions and outcomes

With the help of Innovaccer’s FHIR-enabled APIs, Lee Health could close coding and quality gaps in the patient care journey. The improved quality metrics led to the optimized health plan performance of the organization. Innovaccer’s technology also empowered the organization to implement transitional care management (TCM) protocols and identify patients who were at a high risk of readmission.

Lee Health improved its population health management approach with insights generated from the integrated data and custom dashboards. This enabled Lee Health to digitize its population stratification and health management processes, improve care outcomes, and achieve \$300,000 in savings.



Elevate Health is a leading nonprofit accountable community for health (AHC), working in partnership with the community and healthcare stakeholders. Based out of Washington, the organization wanted to streamline care coordination for its partners across practice sites.

#### Challenges

Elevate Health recognized the need to automate its care management processes to support better health outcomes. The organization suffered from distributed patient data, leading to decentralized care coordination and complicated workflows. The lack of a common standard for storing and sharing patient data from disparate sources, including EHRs, resulted in data silos and operational inefficiency.



## Solutions and outcomes

Elevate Health partnered with Innovaccer for its care and population health management initiative to streamline the care delivery process. It allowed the ACH to leverage unified patient records to track patient journeys and analyze patient requirements. Elevate Health streamlined communication with community health resources and gained insights into its network performance by leveraging Innovaccer's DAP.

Furthermore, seamless coordination of providers and community resources enhanced care delivery across the entire Elevate Health system. It resulted in a 13% increase in referral success rates and helped the organization save \$6 million in care costs.



Physicians of Southwest Washington (PSW) is an independent association with a network of more than 500 physicians and healthcare providers. It manages data from more than 23 different EHRs for over 21,700 patients. The association wanted to reduce emergency department (ED) utilization by implementing an outreach strategy.

## Challenges

The care management team had to manually create worklists and leverage Admission Discharge Transfer (ADT) data to come up with care plan referrals. The association also had to identify care accessibility issues during the patient journey and wanted to resolve all factors that can hinder the overall care experience. A large number of patient discharges and a lack of data-driven analytics led to several challenges in care management.

## Solutions and outcomes

Innovaccer helped PSW deploy a solution to improve ED utilization by integrating services with care management systems. Innovaccer's FHIR-enabled data platform eliminated the use of multiple platforms to generate care management referrals. It further enabled PSW to track patient data with improved data aggregation and analytics.

The real-time integration of ADT data led to the simplification of care protocols via automated workflows. Patients who were discharged from the ED received assistance in transitions of care within 48 business hours. Improved patient outreach and care management practices helped PSW with an 8% annual reduction in ED utilization.

Innovaccer's excellent product value, consistent product quality, and proven customer results make it a Best in KLAS vendor and the healthcare data platform of the future.



# Innovaccer: 2022 Best in KLAS Data and Analytics Platform

The [2022 KLAS Data & Analytics Platform report](#) is now available to KLAS subscribers. Get to know more about Innovaccer's [Data Activation Platform](#) and schedule a demo to explore its power-packed features.

## About Innovaccer

Innovaccer Inc., the Health Cloud company, is a leading San Francisco-based healthcare technology company committed to accelerating innovation in healthcare. The Innovaccer® Health Cloud unifies patient data across systems and settings, and empowers healthcare organizations to rapidly develop scalable, modern applications that improve clinical, operational, and financial outcomes. Innovaccer's solutions have been deployed across more than 1,000 care settings in the U.S., enabling more than 37,000 providers to transform care delivery and work collaboratively with payers and life sciences companies. Innovaccer has helped organizations unify health records for more than 24 million people and generate more than \$600 million in 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).

## About KLAS Research

KLAS has been providing accurate, honest, and impartial insights for the healthcare IT (HIT) industry since 1996. The KLAS mission is to improve the world's healthcare by amplifying the voice of providers and payers. The scope of our research is constantly expanding to best fit market needs as technology becomes increasingly sophisticated. KLAS finds the hard-to-get HIT data by building strong relationships with our payer and provider friends in the industry.

Learn more at [klasresearch.com](https://klasresearch.com).