

Analytics Improves Population Health Operational Insight and Reduces Labor Costs



Two FTE reductions in the time required for maintenance and enhancements. FTEs were redirected to perform higher-level work.



Access to more than a dozen KPIs for thousands of patients and providers.



Ability to identify high-demand service offerings, enabling improved strategic planning.

PRODUCTS

- ▶ Health Catalyst® Data Operating System (DOS™) platform

THE CHALLENGE

Carle Health and Health Alliance's joint population health services organization offers population health services with embedded care managers and care providers, such as health coaches, pharmacists, and physical therapists, available in select practices. Population health leaders wanted to be sure they were effectively managing operations and sought to evaluate utilization and role contributions but lacked access to the actionable data required for effective evaluation and operations management. The organization had a legacy dashboard with some of the needed data, but the data in the dashboard were incomplete, and the dashboard required substantial resources for maintenance and enhancements.

THE PROJECT

Carle leveraged the Health Catalyst® Data Operating System (DOS™) platform and a population health operations analytics application to gain access to the high-value data and analytics required for effective operations management. Health Catalyst and Health Alliance reviewed and standardized population health team workflows and addressed documentation and data gaps, generating trust in the data. Now, population health leaders can easily visualize the number of engaged patients within each practice in the analytics application, including new and sustained patient relationships. Leaders can visualize engagement for eligible and targeted patients in aggregate and by specific healthcare provider role, patients per provider, encounter per provider, and episodes per patient. In addition, the organization can efficiently visualize healthcare provider demand and workload over time.

THE RESULT

For the first time, Carle and Health Alliance have the trusted, high-value data and analytics necessary to manage population health operations effectively. As a result, the organization can assess population health services utilization and demand, including sources of variation and improvement opportunities.



Health Catalyst provides us access to the high-quality data and analytics we need to improve and expand our population health operations, improving patient outcomes and ensuring value-based care success.

Jerry Bradford, CFO, Health Alliance