

Population Care Insights

Effectively measure and maximize care management ROI with analytics focused on care management

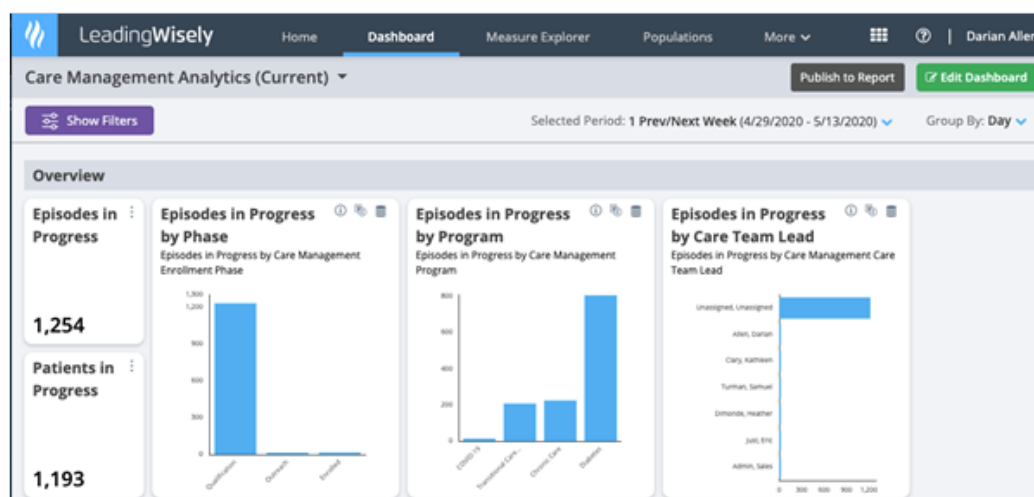
Type: Software Application

ID: 3578

Revised: 2020-06-23



The Population Care Insights application gives healthcare organizations financial, operational, and clinical outcome analytics to measure, track, and enable outcomes improvement. The operational dashboard powered by Leading Wisely enables organizations to analyze efficiencies at each phase of the care management workflow. It also maximizes operational and clinical information collected through daily care management activities and provides ongoing analytic insights into provider workflows.



Care Insights enables organizations to analyze efficiencies at each phase of the care management workflow.

The problem

Fractured data and workflows from different sources—that’s what many care teams experience with existing care management systems. Care teams don’t trust the data and lack confidence that they’re selecting the patients who can benefit most. In addition, they don’t have the ability to measure and track results, so they can’t identify opportunities for improvement or demonstrate improvement—and they lack the ability to justify the investment and grow the program. Instead, analytics need to be at the center of your care management strategy to deliver real return on investment (ROI).

Our approach

The Population Care Insights application makes it easy to identify ways to improve how your organization finds patients for care management—and to demonstrate and maximize ROI with operational metrics. Operational dashboards provide insights to help streamline care management processes and measure the efficiency and productivity of care teams. Based on the world-class data and analytics provided by DOS™, Care Insights will give your organization the ability to analyze efficiencies at each phase of the care management workflow and demonstrate ROI whether you are using our workflow tools or your own.

Intended users

- Analysts (e.g., population health analyst)
- Population health leaders (VP, director, chief officer, etc.)
- Care management leaders (VP or director of care management)

Potential data sources

- EMR - Clinical
- Claims
- DOS Marts - Level 1
- Population Care Workflow application

Key measures

- Patient pipeline
- Care manager workload
- Outreach and enrollment success rate
- Time to enrollment
- Intervention effectiveness
- Inpatient utilization
- ED admission rate
- Readmission rate
- Cost (e.g., PMPM)

Benefits and features

- **Transparently share progress toward ROI** – Metrics help care teams identify opportunities for improvement and track progress toward their goals.
- **Demonstrate and maximize ROI** – Operational, quality improvement, and clinical outcome metrics in a visual dashboard enable team members to demonstrate real ROI.
- **Analyze efficiencies at each phase of the care management workflow** – Dashboards track and measure patient identification, team outreach, patient enrollment, assessments, caseload balance, and more.

Use cases

- **A care management director** is working to evaluate each phase of the care management process to identify opportunities to improve ROI. Using Population Care Insights, she starts with the qualification phase—reviewing the number of disqualified and unreachable patients to refine population definitions. When she's exploring, the care manager discovers that many patients fail to enroll once qualified. Based on this, she reevaluates the strategy for introductory emails and calls. Next, she reviews analytics for the workflow process—evaluating caseload balance for each care manager. She discovers that one care manager is overloaded, resulting in missed follow-ups. She uses these analytics to make a case to hire a new care manager.
- **A healthcare organization's analyst and clinician** work together to share insights with leadership related to care management to demonstrate ROI. The analyst spends significant time repeating tasks like integrating data definitions and developing basic results. The clinician isn't getting the information she needs quickly enough—resulting in missed opportunities to share results and trending with leadership. With Care Insights, the analyst can immediately normalize commonly used data and make it available for rapid use in presentations to leadership.

Success stories

For examples of how customers have used Health Catalyst products and services to improve outcomes, visit

<https://www.healthcatalyst.com/knowledge-center/success-stories/>

Contact us

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