

Tech-Enabled Managed Services: Smartsourcing Clinical Data Abstraction Continues to Deliver Value While Reducing Costs



THE CHALLENGE

Community Health Network (CHNw) utilizes Health Catalyst's Tech-Enabled Managed Services (TEMS), with Health Catalyst taking ownership of the clinical chart abstraction functions. Health Catalyst successfully lowered costs and improved efficiency and sought to increase the value of the clinical chart abstraction services provided to CHNw.

THE PROJECT

Health Catalyst partnered with CHNw to assess the value associated with its registries, optimizing registry participation. CHNw elected to continue—and in some cases expand the use of—registries where facilities and physicians are actively engaged in leveraging the data for improvement. Where there was not active engagement, registries were retired, creating additional capacity for new registries and for the clinical chart abstraction team to take on new work. Health Catalyst invested its team members' time to drive quality improvement in a more meaningful way.

Clinical chart abstraction teams supported CHNw's efforts to decrease the likelihood of opioid misuse among patients undergoing bariatric surgery, expanding abstraction efforts to include 19 data points for each patient undergoing bariatric surgery. Data are abstracted for six months after surgery, enabling long-term evaluation of outcomes. Health Catalyst also implemented a process for assessing clinical chart abstraction interrater reliability to further improve the efficiency and accuracy of abstraction efforts.


THE RESULT


CHNw's TEMS relationship with Health Catalyst enables the organization to control cost increases, improve the use of registry data, and take on more advanced quality improvement activities.





CHNw's Tech-Enabled Managed Services relationship with Health Catalyst has allowed us to improve the efficiency and effectiveness of clinical chart abstraction while simultaneously reducing costs.

**Patrick McGill, MD, EVP, Chief Analytics Officer
Community Health Network**

 **97 percent** clinical chart abstraction interrater reliability.

 **55 percent** relative improvement in clinical chart abstraction efficiency.

 CHNw's bariatric opioid reduction initiative was a success, **decreasing costs by more than \$840K** and a **59.4 percent relative reduction** in the average milligram morphine equivalents.

 **15 percent** reduction in labor costs for clinical chart abstraction services.

PRODUCTS

- Health Catalyst® Data Operating System (DOS™)