

SUCCESS STORY

Clinical Support Solutions

Increased Net Cost Savings and Saved Clinician Time with IKS Stacks™



CLIENT PROFILE

As part of one of the largest health systems in the nation focused on patient-centric care, this physician-led multi-specialty group encompasses over 40 clinics, with ancillary facilities such as imaging centers and cancer treatment centers.

CHALLENGE

- Low clinical staff bandwidth to manage incoming documents, leading to massive backlog
- Missed/delayed reporting of quality of care metrics impacting pay for performance contracts
- Increased cost of care due to repetitive tests and diagnostics as a result of misplaced paper and system updates

SOLUTION

- Created a rule book for structuring documents in the EHR, including naming convention, filing location, and abstraction of discrete data for quality measurement purposes
- Reviewed incoming documents for triaging and indexing
- Abstracted clinically relevant information from document images into discrete data fields in the EHR
- Populated clinical quality measures and trackers to meet MA/ACO/ MSSP/other reporting requirements

RESULTS

- Tasked specific documents requiring clinician sign-off or action
 - Triaged incoming referrals and highlighted to clinic for further action
- Processed 4.7M pages annually

“Enjoy partnering with IKS Health as it has taken off a lot of work from our plates, and we appreciate that.”

- **Client Regional Manager**

IMPACT DELIVERED

\$2.8M

Annual net cost savings

2.6M

Tasks and medication renewals processed



To learn more about IKS Health Clinical Support Solutions, contact us today at info@ikshealth.com.

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