

Improved quality metrics and saved clinic staff time with IKS Stacks™

Client profile

A large physician-led multi-specialty group focused on helping clinicians practice independently and improve their quality and efficiency of care delivery using the right tools.

Challenge

- Lack of standardization in sorting incoming clinical documents and data abstraction across practices
- Low clinical staff bandwidth to manage incoming documents
- Missed capturing quality of care metrics impacting pay for performance contracts

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

Impact delivered

73,000+

Hours of clinician time saved

583,000+

Hours clinic time saved from filing, abstraction, and searching medical records

Results

- Tasked specific documents requiring clinician sign-off or action
- Triaged incoming referrals and highlighted to clinic for further action
- Improved quality metrics capture:
 - › **40% Influenza vaccine**
 - › **42% Breast cancer screening**
 - › **34% Colorectal cancer screening**
 - › **15% Pneumococcal vaccine**