

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

Impact delivered

**\$2.8M**

Annual net cost savings

**2.6M**

Tasks and medication renewals processed

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