

Population Health Management

A major regional healthcare system, which includes an academic medical center and the only Level 1 trauma facility in its market, partnered with Huron Healthcare to empower population health management.

THE CHALLENGE

This major regional healthcare system sought to better utilize population health data to formulate care plans and more effectively track and engage with patients across the care continuum in order to improve outcomes for patients with complex healthcare needs.

OUR APPROACH

Huron Healthcare's Vonlay solutions advanced population health efforts by improving outreach and care coordination workflows, aggregating population management data, and optimizing a patient portal. Huron's integrated approach spanned all key areas. The project teams worked to establish a strong process for developing patient- and family-friendly care plans that foster direct patient interaction and meet requirements for Accountable Care Organizations (ACO), Patient-Centered Medical Homes (PCMH), and The Joint Commission (TJC).

Optimizing Reporting: Huron worked with the client to identify patients with common conditions, such as hypertension, diabetes, or asthma, and establish disease registries that enable providers to actively manage their panel of patients and improve outcomes through patient outreach. Huron also designed a strategy to better capture and react to patient-reported outcomes.

Establishing Care Plans: New patient portal tools allow providers to create and securely share care plans, improving patient and provider collaboration. Allowing patients to access their own goals within the patient portal and enabling them to record home-collected data between office visits brought new opportunities for patient engagement. New tools also help assimilate all patient documentation and insights and ensure communication across the entire care team.

Improving Patient Assessment: Huron helped the client establish a process to get questionnaires in front of patients at key points of the care continuum, addressing the challenge of acquiring data from a large patient population across multiple sites. This gives providers and case managers information that drives decision making and helps them assess patient progress and next steps.



“ Our tools and processes significantly advanced this system's population health goals. An optimized patient portal, better access to population health data, and improved care coordination all support increased patient-provider engagement and improved outcomes.”

Bret Wagner

Director

Portals and Population Health
Huron Healthcare

RESULTS & BENEFITS



Led more than **two dozen** specialties to request new disease registries



Motivated increased client involvement in community healthcare decisions



Created new population health champions across the system and the community

Titles reflect positions at the time of our engagement.