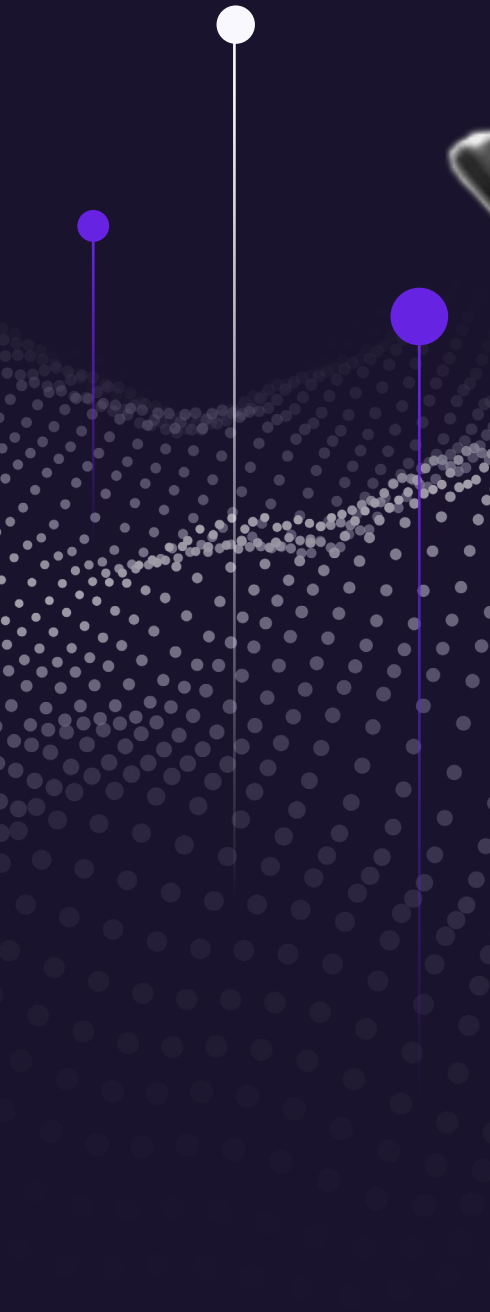


Case Study

Centralizing Data Management in Multistate Hospital Systems

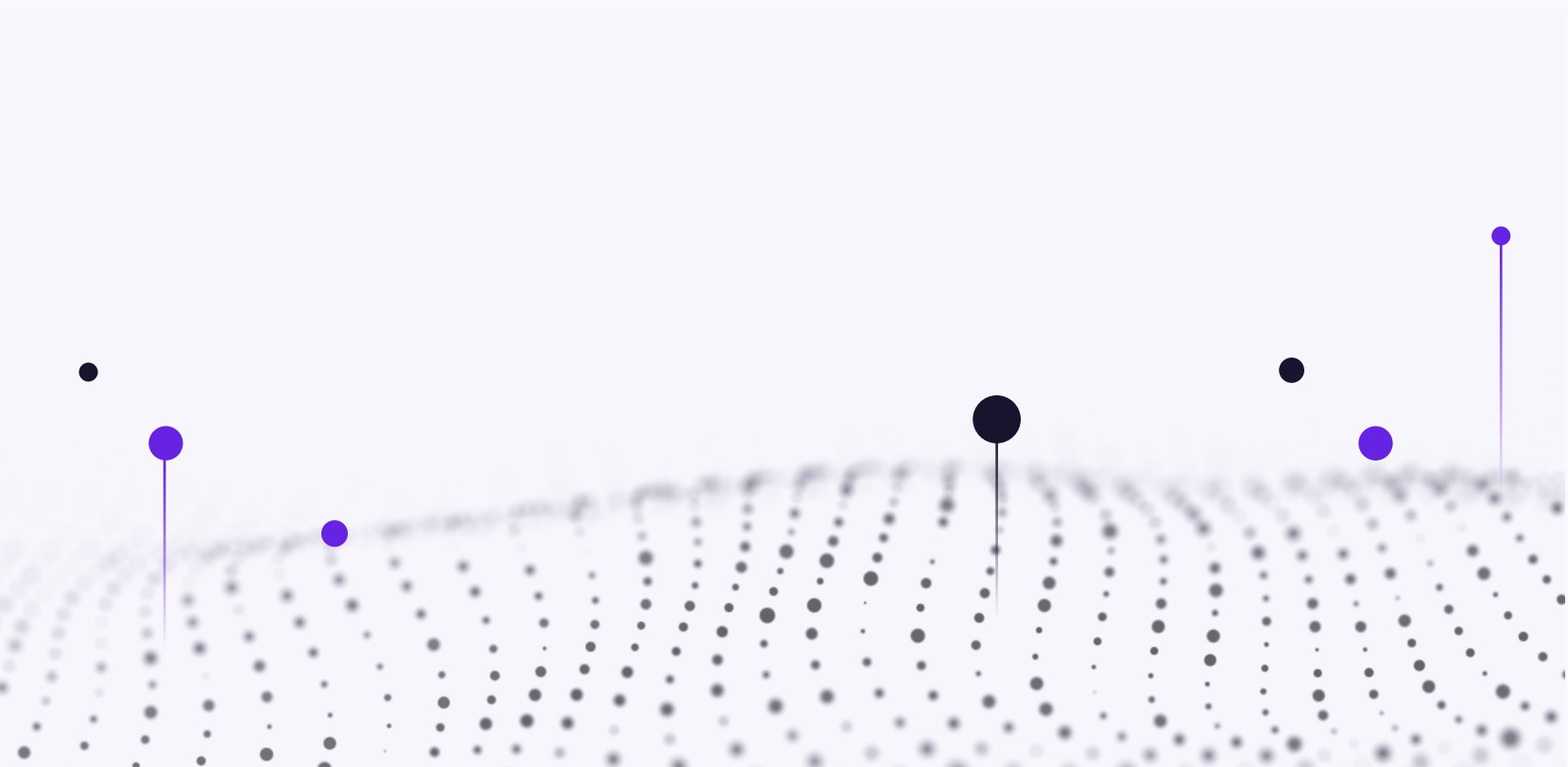


Introduction

With over 80 hospitals located across more than 15 states, a health system based in the South is one of the largest U.S. health systems by number of sites, employees, number of beds, and net patient revenue.

Over the past fifteen years, the health system grew through an aggressive acquisition strategy. Rapid growth resulted in noted redundancies and opportunities for efficiencies that triggered interest in a centralized approach to their clinical data management. In addition to the efficiencies, quality leaders within the organization had also noted data variances across facilities that resulted in compliance complications. In 2018, the system partnered with Q-Centrix to centralize the Core Measures data management for more than 100 of its sites.

After evaluating several different centralization strategies, including both internal resources and external vendors, the system decided the best approach was to partner with Q-Centrix on all Core Measures, developing a centralization plan that would be implemented in one year.



Challenges

Stakeholder Buy-In

- › Executives were hesitant to lose oversight of staff and data procurement process

Data Management

- › Each site adopted unique data integrity standards, leading to variations in data quality
- › Variation in data quality resulted in mistrust, ultimately rendering the data unusable for process and performance improvement

Employee Management

- › Employee expertise and skills varied from site to site
- › Many sites had a single employee devoted to registries and feared disruption would stall work
- › Employees were not exclusively dedicated to clinical data management. The multi-tasking led to inefficiency
- › Difficulty recruiting qualified candidates for open positions
- › No consistent training in data procurement

Size

- › With hospitals in different states, the partner was largely dispersed throughout the country with different technology interfaces
- › The implementation plan was defined by region. However, this approach added unintentional complexity

Solutions

Improved Staffing Model

- › Partnered with third-party vendor that provided highly experienced and trained data experts to work on data procurement
- › Third-party vendor worked with the health system to hire and train abstractors to ensure consistently high standards and to ease the fear of layoffs

Improved Data Procurement Model

- › Abstractors hired by third-party vendor handled data procurement from beginning to end, bringing extra scrutiny to the Inter- Rater Reliability (IRR) process
- › Third-party vendor monitored progress, engaged leaders, and discussed solutions

A Revised Technology-Based Rollout

- › Amended initial rollout strategy to a technology-based strategy utilizing each site's technology platform

Outcomes

Cost Savings

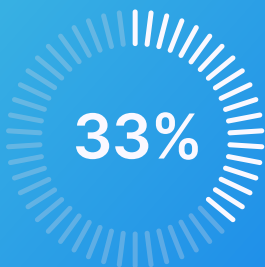
Estimated cost savings ROI of



Optimized Resource Allocation

- › Minimized potential for qualified staffing shortages
- › More working hours and employees dedicated to other patient-focused areas of work

Improved Data Integrity



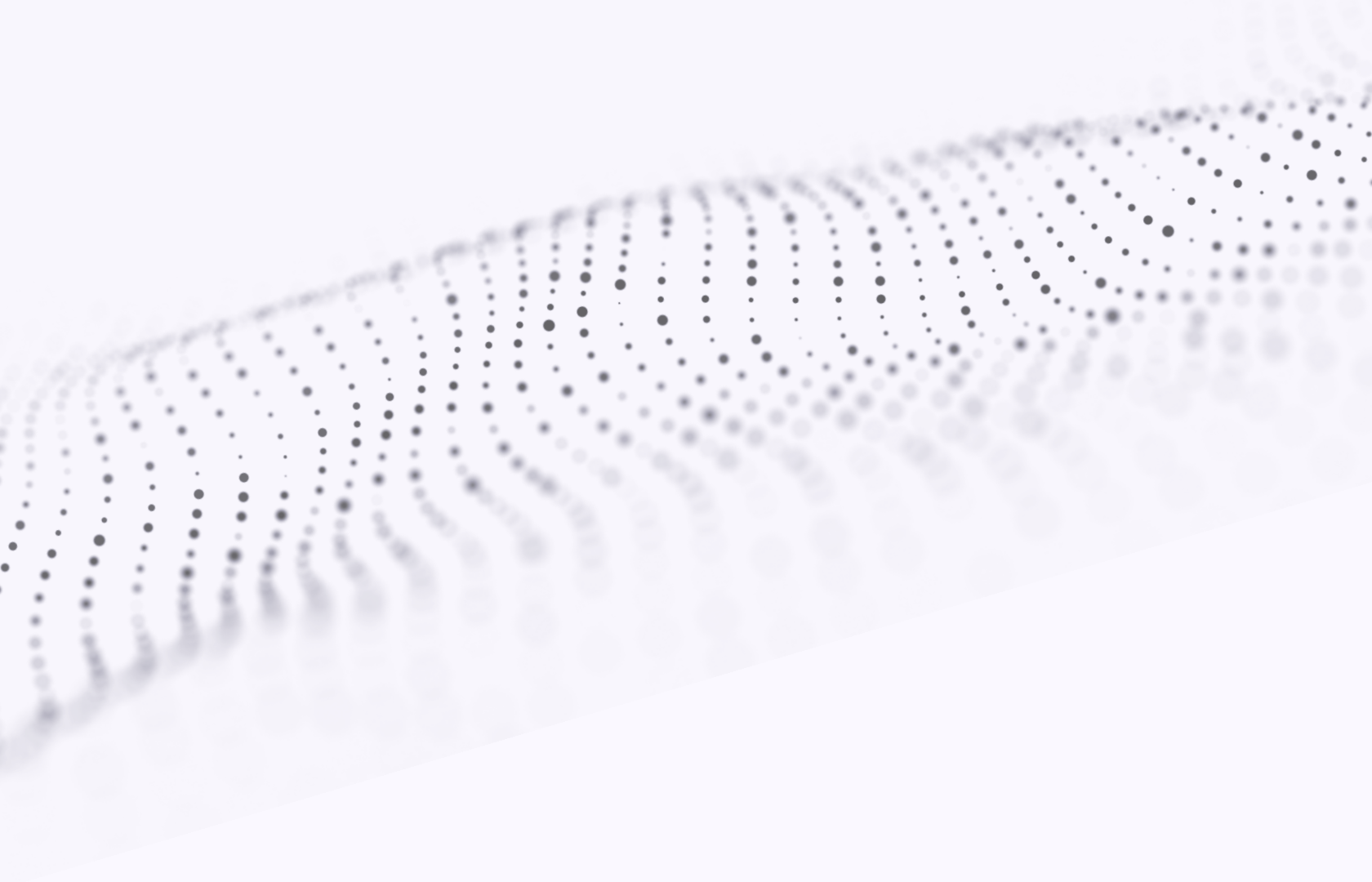
- › Improved CMS compliance
- › 33% increase in CMS compliance for the Inpatient Psychiatric Facility Quality Reporting (IPFQR) core measure after only three months of partnership
- › Centralized a data procurement and clinical data governance plan
- › Multi-disciplinary engagement: data integrity sparked discussions on how to use and implement policies based on data to improve patient care quality across disciplines

Cut Centralization Rollout Timeline by 50%

Centralization rollout plan was 6 months shorter than planned

Continued Centralization

Sparked centralization efforts in areas such as the cardiovascular registries



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QCentrix

About Q-Centrix

Q-Centrix sees clinical data differently—as custom data sets with infinite possibilities.

Providing the industry’s first Enterprise Clinical Data Management (eCDM™) approach, Q-Centrix combines AI-enabled technology, the largest and broadest team of clinical data experts, and insights from its more than 1,200 partners to help improve patient outcomes and drive process and performance improvement, strategic growth, and operational efficiency.

Its solutions address a variety of clinical data needs, including quality measurement and improvement, cardiovascular, oncology, trauma, research, and more.