

# PHM Analytics to Enhance Patient Engagement and Outcomes

**11+** | Years of relationship

## Business Problems

Client is a non-profit organization and a leader in the medical service provider space, catering to over 1 million people in US.

It needed a single, aggregated view of patient information and cohorts across multiple care programs.

It also faced challenges in creating custom cohorts like identifying high-risk patients within a population

## Solution(s) & Value Delivered

- ▶ CitiusTech developed a single, enterprise-wide Population Management solution that enabled users to create customized cohorts across the client's multiple care programs, which led to a strong improvement in patient engagement.
- ▶ The Population Health Management solution enabled the client to identify at-risk patients from the enrolled patient population resulting in significantly lower readmission rate and a drop in emergency department visits. The application effectively met data and analytics needs of the client's primary care participants, specialty practices, department of medicine and inpatient settings, greatly reducing manual interventions
- ▶ The application was also designed to record patient contact details and send auto reminders to physicians to contact patients, leading to a significant increase in follow-up visits.



**28%**

*reduction in  
readmission  
rates*

**77%**

*saving in  
manual  
effort*

**32%**

*reduction in  
ED visits by  
patients*

**20X**

*increase in  
follow-up  
visits*