

# How We Create Value

Our health system partners tell the story



"Service line growth"



Post-ED navigation

## PROBLEM

Low conversion rate for specialist referrals coming out of the ED.



## OUTCOME

Increased downstream utilization and **revenue growth** attributed to high-value specialist referrals from the ED front door.

"Network keepage"



Referral optimization

## PROBLEM

Backlog of PCP-to-specialist referrals; FIFO approach and self-scheduling.



## OUTCOME

Reduced **network leakage** of valuable patients to market competitors. Prioritized referral backlog to increase downstream revenue.

"5-star readmissions"



Post-IP navigation

## PROBLEM

One-size-fit-all IP navigation program; High no-show rate; High readmissions.



## OUTCOME

Reduced **readmission rate** and improved insights into root causes. Aligned care teams engaging with inpatients post-discharge.