

UCHealth + Eon: A Systemwide Quality and Growth Initiative

How UCHealth's systemwide incidental findings program has improved patient outcomes and promoted service line growth.

The UCHealth logo, featuring the word "uchealth" in a lowercase, red, sans-serif font with a thin red underline.


Executive Summary


In 2022, UCHealth partnered with Eon to transform their incidental findings management. Previously reliant on fragmented, human-dependent tracking systems, the health system faced risks of missed follow-ups and delayed diagnoses. UCHealth aimed to identify more patients, improve adherence to care plans, and scale a methodical management of incidental findings.

The result:


25x
increase in
patients identified
for follow-up


155%
increase
in on-time
adherence


263
cancer diagnoses
many at earlier, more
treatable stages


4
months
to break-even
ROI

UCHealth **enhanced outcomes**, reduced risk, and accelerated service line growth.

THE CHALLENGE:

Fragmented Incidental Findings Management

UCHealth faced a complex operational challenge across their 12-hospital system. With nearly 945,000 annual radiology exams, identifying patients with incidental findings that required follow-up was like finding a needle in a haystack—except lives depended on finding every needle.

The Scope of the Problem

In 2022, UCHealth Clinical Quality leaders realized that an inconsistent and decentralized approach to managing incidental findings was leaving patients without proper follow-up care:

- Over 50% of service lines had **no tracking process**
- Those that did track used a process that was **highly variable, human-dependent, individualized, and heavily reliant on physician adjudication**
- **62.6% failure rate** for patients returning for pulmonary nodule follow-up



Without standardized tracking, patients with potentially life-threatening conditions were falling through the cracks.

The “Haystack” Committee

A multidisciplinary task force with systemwide representation from pulmonary, radiology, primary care, and physician informatics was formed to find a comprehensive solution that could:

- ✓ Automatically identify and track **large volumes** of patients
- ✓ **Avoid disruption** to current workflows
- ✓ **Create a safety net** to ensure patients were not falling through the cracks
- ✓ Scale to **additional disease states** beyond incidental lung nodules

RIGOROUS EVALUATION:

Epic, Nuance, and Eon

As an Epic-first organization, UCHealth had previously used Nuance Follow-up Manager and in-system options within Epic to manage incidental lung nodules and included them in the evaluation alongside Eon.

Why Eon was selected:

UCHealth selected Eon for its clinical intelligence with condition-specific AI, longitudinal tracking capabilities, and ability to augment their in-house navigators and scale without adding staff, set it apart.

- **Advanced AI with Computational linguistics** that eliminates need for additional radiology workflow steps
- **Automated processes** estimated to reduce tracking time **from 90 minutes** per patient per year to **5 minutes**
- **Dramatically increase** in-network follow-up rates
- Enterprise platform with multiple disease states that could **scale across the entire system**

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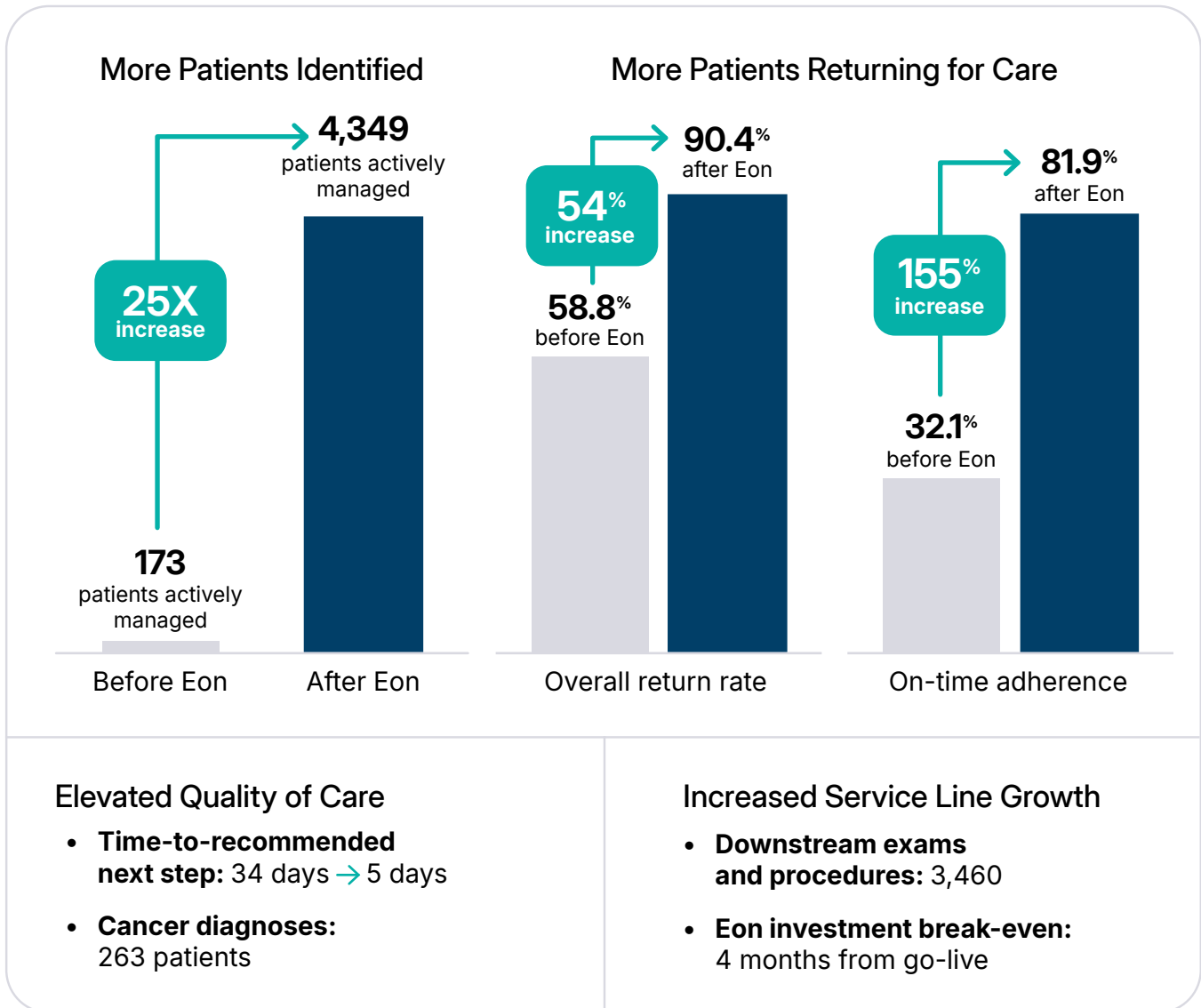
“We follow an Epic-first approach. Epic is the best EHR out there—but being Epic-first doesn’t mean being Epic-only when patient lives are at stake. Eon offered far superior clinical intelligence and workflow automation.”

–Steve Hess, Chief Information Officer, UCHealth

KEY RESULTS:

Transformational Results in Just 7 Months

Eon was deployed to support pulmonary nodule tracking at two hospitals. UCHealth expected navigators could manage the downstream work, but the data proved otherwise: only with Eon could patients be reliably resolved.



“When you’re doing the right thing for patients like improving quality and driving earlier diagnosis, and it comes with a financial benefit too, that’s a rare and valuable win.”

–Steve Hess, Chief Information Officer, UCHealth



SCALING SUCCESS:

How Eon Care Management Improved Timely Follow-up, Patient Return Rates and Program ROI

Although UCHealth expected the number of incidental pulmonary nodules identified to significantly increase with Eon, they believed they could largely manage the volume on their own with internal care navigators. **After go-live, the number of patients requiring active management grew by 25X** and it became apparent that the volume of incoming exams was simply too much for their two nurse navigators to manage alongside their other responsibilities. **UCHealth realized they need to either hire additional hospital staff or use Eon's Navigation Services to augment its internal resources and close the loop.**

By partnering with Eon's Care Management team, UCHealth ensured that every patient flagged was reviewed, risk-stratified, and guided to the appropriate next step, without adding headcount or burden to existing clinical teams.

Following the initial rollout, UCHealth expanded Eon to:

- All hospitals across the system
- Additional disease states beyond lung
- Full implementation of tech-enabled services

Eon Care Management

Because UCHealth chose to pilot Eon's Care Navigation Services at two hospitals, they observed that the **sites with navigator support were able to review significantly more patients, more quickly**, than those relying on internal resources alone. After just three months, the UCHealth team determined that leveraging Eon's navigation services in collaboration with existing teams would be more cost-effective and impactful than hiring additional nurse navigators. Eon Care Management services were subsequently deployed across all facilities.

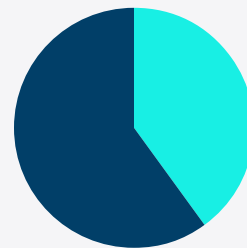
THE IMPACT:

99% vs. 40% Patient Review Rates

UCHealth Hospitals

Without Eon Care Management:

60%
pending review

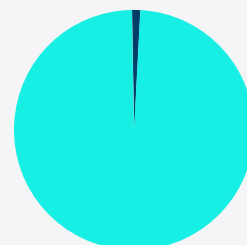


40%
reviewed

UCHealth Hospitals

With Eon Care Management:

1%
pending review



99%
reviewed



THE IT PERSPECTIVE:

Epic-First, Not Epic-Only

UCHealth's CIO, Steve Hess, has led an Epic-first strategy for more than a decade. He describes Epic as the best EHR available and emphasizes that UCHealth looks there first for solutions. But for Hess, Epic-first cannot mean Epic-only, not when missed follow-up can mean missed or delayed diagnoses.



"Epic is exceptional at what it does. Eon is exceptional at what it does. Together, they save lives while generating revenue."

—Steve Hess, Chief Information Officer, UCHealth

People + Process, Not Just Technology

Hess emphasized that identifying patients with advanced clinical intelligence was essential, but not enough on its own. His assessment was that without people and process to act on those findings, patients would still be lost to follow-up. What resonated with UCHealth was that Eon provided both: advanced intelligence with the depth and breadth to capture patients across multiple disease states, and the option to augment in-house staff with care navigation services. This combination gave UCHealth confidence that patients would be identified accurately and guided quickly to the next step in their care.

Seamless Epic Integration

UCHealth also considered the IT impact. From their perspective, integration was straightforward. FHIR connectivity and MyChart integration allowed for plug-and-play access, with no new logins or workarounds required for clinicians. With the heavy lift completed once, adding new cohorts or expanding use required minimal ongoing effort.

✓ **Out-of-the-box FHIR connectivity**

✓ **MyChart integration** to streamline patient communication

✓ **Clinicians remain fully inside Epic**, with no new logins



"From an IT standpoint, Eon was one of the easiest third-party implementations we've done. They had out-of-the-box FHIR, seamless InBasket and MyChart integration, and minimal lift for our staff."

—Steve Hess, Chief Information Officer, UCHealth



REAL IMPACT:

Stories from UCHealth Navigators



Accelerating Time-to-Treatment

"We found a patient who had an IR lung biopsy that was positive for lung cancer. We picked up his nodule from PET. Due to Eon, we were able to have Dr. Thomas review and the patient needed an EBUS for staging. We got him in for EBUS quickly. The patient will need chemo/rads but his time to treatment has been reduced due to catching him in Eon."



Preventing Unnecessary Procedures

"I had a patient with vulvar cancer who had an incidental lung nodule found. Gyn/onc was going to send her to IR for a lung biopsy. We caught this in Eon, had a conversation with gyn/onc team, and brought the patient into the nodule clinic for an EBUS. The patient was saved from additional, unnecessary procedures, and they expedited her cancer staging and care."



Operational Efficiency

"Automated reminders to patients for their next follow ups have saved us (nurse navigators) so much time. We used to send these manually to patients. Now the automated reminders to patients help provide a safety net for patients, and improve patient adherence to their next expected follow up exam."



Instant Problem Resolution

"Partnering with Eon Care Management and the Eon support team has been amazing. Issues don't come up very often, but when they do, I can quickly type a question into the chat and get a resolution within minutes."

About UCHealth

UCHealth is an innovative, nonprofit health system that delivers the highest quality medical care with an excellent patient experience. UCHealth includes over 28,500 employees, 12 acute-care full-service hospitals, and hundreds of physicians across Colorado, southern Wyoming, and western Nebraska.

With the University of Colorado Hospital on the CU Anschutz Medical Campus as its academic anchor and the only adult academic medical center in the region, UCHealth is dedicated to providing unmatched patient care in the Rocky Mountain West. Offering more than 150 clinic locations, UCHealth pushes the boundaries of medicine, providing advanced treatments and clinical trials and improving health through innovation.



About Eon

Eon is a healthcare technology company focused on supporting health systems in the identification and ongoing management of patients at risk of cancer and other life-threatening conditions. Powered by condition-specific clinical AI, Eon's longitudinal care management platform extracts incidental findings documented in radiology reports and helps ensure patients receive timely, guideline-based follow-up and remain in appropriate surveillance over time.

More than 70 health systems across over 1,200 facilities rely on Eon and its care management services to scale early detection programs, enable earlier diagnosis and treatment, and support sustained patient engagement—outcomes that also carry meaningful financial implications for health systems.

Ready to Transform Your Incidental Findings Management?

See how Eon can help your health system achieve results like UCHealth's.

[Learn more at eonhealth.com](https://eonhealth.com)

