

Major Health Partners + Eon

How a Community Hospital Is Delivering Benchmark-Setting Results in Early Detection



For more than a hundred years, Major Health Partners (MHP) has delivered high-quality, community-centered care to patients across central Indiana. Recognized as a 2026 Top 100 Rural & Community Hospital by The Chartis Center for Rural Health, MHP combines the advanced capabilities and specialized services often associated with larger urban health systems with the personalized, relationship-driven care of a local community hospital. Deeply rooted in the communities it serves, MHP is committed not only to treating illness but to improving long-term health outcomes through proactive care.

MHP knew that patients were entering their system every day for imaging exams that revealed potentially significant abnormalities unrelated to the original reason for the scan. Incidental findings often represent opportunities for earlier identification of serious disease, but without structured processes to identify, track, and manage follow-up, patients can be missed, returning only after the disease has progressed to a more advanced stage. Given their commitment to proactive, community-centered care, MHP wanted to ensure that every patient with a finding received the appropriate guideline-driven, timely follow-up care.

With the understanding that patients with incidental pulmonary nodules accounted for a large percentage of incidental findings, MHP prioritized their lung cancer program first, with the expectation of adding additional disease cohorts shortly thereafter.

THE CHALLENGE:

Overcoming Manual Constraints

As MHP implemented an incidental findings management program, the hospital's lung cancer screening (LCS) program was also seeing rapid growth. Clinical teams quickly recognized that relying on manual processes alone would make it difficult to manage the growing volume effectively and sustainably.

Challenges with existing processes and workflows:

Manual Review Burden

Navigators were required to manually review every radiology report to identify abnormalities, creating inefficiencies in care.

Limited Capacity

As the LCS program enrolled more patients, and as more incidental pulmonary nodule cases were identified, staff could no longer effectively manage the growing volume of follow-up needs alongside their day-to-day responsibilities.

Provider Burden

Primary care providers were often tasked with monitoring incidental findings without dedicated tools or workflows to support consistent follow-up.

Disconnected Systems

Disparate processes and systems created gaps in visibility and added significant administrative burden, making it difficult to ensure consistent care for all patients.

“



“Major Health Partners sees a need and does everything it can to fill it. We are passionate about the community and making sure we reach every single patient.”

Sarah Hartley, RN

THE MISSION:

Establishing a “Safety Net” for Patients

Leaders at MHP wanted to build a true system-wide safety net, one that helped ensure patients did not get lost along the care journey and gave the organization greater confidence and accountability around follow-up.

MHP needed a more reliable way to identify findings in real time, guide patients back into care, and create a documented process that supported both patient outcomes and organizational oversight, while also integrating with existing systems and working within established clinical workflows.

MHP began evaluating third-party solutions to support a more proactive approach. That search ultimately led them to partner with Eon.

THE SOLUTION:

A Proactive, AI-Powered Framework

In March 2025, MHP partnered with Eon to replace a manual, keyword-based reporting system with an AI-powered platform that could transform "noise" into actionable clinical intelligence. Eon's Computational Linguistics engine goes beyond simply identifying incidental findings by extracting key clinical details and applying guideline-based risk stratification to help teams quickly determine the appropriate next steps for each patient. Instead of relying on manual review of full radiology reports, clinical staff can work within streamlined workflows that accelerate follow-up and connect patients to the right care pathways more efficiently.

Eon's platform provides longitudinal tracking that helps ensure patients are supported over time. By identifying gaps, such as missing orders or unscheduled exams, Eon enables clinical teams to intervene before follow-up delays impact outcomes.

“

“We’ve had findings that very well could have been missed had this (Eon) not been implemented. The biggest takeaway is confidence — confidence that important findings are getting to the right people and that patients are not slipping through the cracks.”




Sarah Hartley, RN





Measurable Results From MHP's 50-bed Hospital

(Mar. 2025-Mar. 2026)

 CLINICAL IMPACT	 OPERATIONAL EFFICIENCY	 GROWTH AND SUSTAINABILITY
<p>1.4K new abnormalities flagged across all cohorts</p> <p>>91% successful return rate for all lung patients 4x the national average of 22%</p> <p>>95% return rate for high-risk patients</p> <p>60 lung cancers diagnosed</p> <p>77% of lung cancers diagnosed were identified incidentally</p>	<p>0.9 days to provider review</p> <p>~2.1 days to the next clinical step</p> <p>333 exams reviewed per month</p> <p>1 nurse navigator to manage all findings</p>	<p>671 new baseline LCS exams</p> <p>675 follow-up LCS exams</p> <p>↑ 2.5x follow-up exams</p> <p>> \$200,000 estimated downstream revenue</p>



Looking Ahead

MHP has continued to expand its proactive follow-up strategy well beyond lung screening and pulmonary incidental findings. Less than seven months after implementing Eon's lung solution, MHP added seven other patient cohorts, including liver, pancreas, thyroid, abdominal aortic aneurysms, and thoracic aortic aneurysms, all of which have already achieved strong results.

By the fourth quarter of 2025, the **time to provider review was less than half a day** for thyroid findings and **under one day** for pancreas findings. **One-hundred percent of pancreas patients returned for follow-up care**, far exceeding the national average of approximately thirty percent.

MHP is demonstrating how a community-based hospital can transform the management of incidental findings into a proactive, system-wide safety net that drives earlier intervention, strengthens patient retention in care, and improves outcomes.

About Major Health Partners

Major Health Partners (MHP), based in Shelbyville, Indiana, has proudly served central Indiana communities since 1924. Committed to delivering high-quality, patient-centered care, the organization combines advanced technology, modern facilities, and a personalized approach to offer a comprehensive continuum of services. These include emergency and inpatient care, surgery, cardiology, oncology, orthopedics, women's health and obstetrics, as well as imaging, laboratory, rehabilitation services, sleep medicine, urgent care, dialysis, specialty clinics, and wellness programs.

Recognized for both quality and innovation, MHP has earned numerous distinctions that reflect its commitment to excellence. The organization was named one of *Forbes' Top Hospitals in Indiana* in 2026 and has been featured on *Becker's Great Community Hospitals* list. It has also been designated a *Top 100 Rural & Community Hospital* by *The Chartis Group* and has received multiple *INspire Hospital of Distinction* awards — demonstrating its strong reputation for delivering exceptional, patient-focused healthcare.



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 MHP.

Request a consultation and learn more at eonhealth.com