

Orlando Health Network Unifies Patient Data to Power Real-Time Care Decisions and Personalized Outreach



Point-of-care insights and patient outreach tools have, together, helped our aligned providers close more gaps in care, improve patient experience, and deliver greater value, all with highly customized builds tailored to practice workflows."



Brandon Burket

Vice President, Orlando Health
Value-Based Care and Population Health

Case Study In Brief

- Orlando Health, a \$12B health system based in Central Florida, manages the largest clinically integrated network (CIN) in the state including more than 9,000 employed and affiliated private practice providers covering nearly 350,000 lives across all value-based payer agreements.
- Employed providers have the benefits of leveraging a customized Epic EHR system, but affiliated practices rely on dozens of disparate EHRs which often lack real-time population health insights needed to drive performance outcomes for nearly half of all covered lives.
- In addition to provider engagement, the system also needed new and better ways to engage at-risk patients in prevention and screening efforts.
- Orlando Health selected Innovaccer as a data partner to unify their various value-based datasets into a single ecosystem, enabling multiple integrated solutions capable of powering value-based care outcomes.
- Affiliated physicians using the InNote point-of-care tool demonstrated quality improvements leading to 28%+ more closed gaps than peers.
- Patient outreach campaigns also saw 86% patient engagement leading to nearly 3,000 more annual wellness and breast cancer screening gap closures combined compared to baseline and netting roughly \$907,000 in added revenue to the health system.

Clinically integrated networks (CIN) often are faced with complex data integration, provider support, and patient engagement headwinds. While many providers may operate in a single unified medical record, there is often far less integration into the clinical operations of affiliated practices who utilize multiple other platforms. As it can take months to glean and share insights from adjudicated claims alone, the Orlando Health Network sought a solution to deliver more real-time insights to its affiliated provider base not on the shared EHR system. Network leadership realized this was much needed given its at-risk patient mix, many of whom had multiple chronic illnesses, were frail and elderly, and/or faced significant social barriers to health – all necessitating real-time data to improve outcomes.

Therefore, Orlando Health Network partnered with Innovaccer (powered by AWS Cloud) in 2019 to deploy technologies capable of sharing information in the native EHRs used by private practice providers in their network every day. This tool, known as InNote, was able to support the closure of care gaps, improve documentation, and surface insights into patient clinical activities not before shared with physician practices. In an early system pilot, InNote prompts were shown to drive dramatic increases in provider documentation, patient engagement, and care management compared to the baseline control group cohort. In two screening measures alone, thousands of care gaps were efficiently closed and significant revenue gains were achieved for the health system.

Orlando Health Network

Orlando Health Network is a CIN with 9,000+ providers and ~350K lives under management. OHN participates in more than a dozen value-based care arrangements and represents the largest CIN in Florida. Orlando Health is a \$12 billion private, not-for-profit organization serving communities across Florida, Alabama, and Puerto Rico.

Orlando Health employed providers utilize Epic as their EHR, but clinical data for nearly half of the lives under management originate in disparate ambulatory EHRs at affiliated practices. Identifying quality gaps and ensuring accurate assignment of patient panel risk therefore represented significant manual effort for CIN management and support personnel.

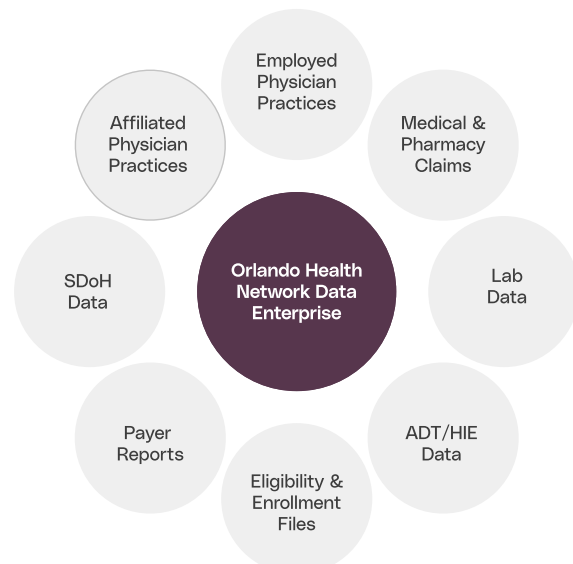
OHN has been a pioneer in leveraging data to drive value-based care outcomes to date, integrating 90+ clinical, claims, and ADT feeds through the Innovaccer platform over the past five years. Today, the platform supports the value-based lives in all associated contracts by providing valuable dashboard, reporting, and workflow tools. The partnership underscores Orlando Health's leadership in advancing patient outcomes.

The Challenges

#1 Absent timely data sharing into the native workflow of private practices, the CIN lacked a critical lever needed to engage and equip affiliated physicians for clinical initiatives

By design, CINs require providers to share information about shared patients to improve healthcare efficiency and quality. When providers work in a single EHR, it is much easier to share relevant information, reduce waste, and drive quality improvements. However, most CINs are comprised of multiple independent physicians who utilize myriad EHRs and clinical tools. With each practice having its own technology suite, streamlining digital and data integration capabilities and workflows is a tall task. This often leaves CIN staff to the arduous chore of data mining and manual reporting to drive quality of care improvements, sometimes even demanding paper-based lists and chart reminders to keep performance on track. Many providers may become overwhelmed with the administrative burdens place on them, making provider engagement difficult, at best. Like so many other CINs, Orlando Health Network needed to capture complete, accurate, and timely patient data to improve quality reporting, drive enhanced payments, and even assign care management resources, among so much more. The CIN therefore knew it needed a way to put the right information at the fingertips of the physicians who drive this decision making, and it would need to be within the EHR workflow they used day-to-day to be successfully adopted. As such, they sought a partner capable of sharing data and generating curated recommendations based on a review of clinical, claims, pharmacy, and lab data, agnostic of the EHR system that was in place.

Clinical records at affiliated-practices were a blind spot in this data enterprise making collaboration difficult



#2 A critical need to efficiently engage patients in their own care journey

Recognizing healthcare call centers routinely experience greater than 35% turnover rates, most are left under-resourced to reach all patients for scheduling and preventive health needs annually. Moreover, while new avenues may be emerging to allow for greater digital engagement with provider resources nationally, many patients still struggle with medical literacy, digital literacy, language barriers, and even broadband access due to socioeconomic or environmental reasons. Compounding this problem are the increases in obesity, diabetes, and many other chronic conditions, all necessitating more frequent engagement with the healthcare system. All told, this equates to many patients across markets finding it harder than ever to access, let alone prioritize, preventive care. So, like most provider-based organizations, Orlando Health's CIN was also searching for broader solutions to help with the enduring patient engagement challenges for their network aligned populations.

A population in desperate need of more effective engagement

	Where Florida Stands vs. the U.S.
Population over 65	↑
Non-English Speaking Households	↑
Households with access to a desktop computer or laptop	↓
Population living at or below poverty	↑
Population considered obese or overweight	↑

Sources: www.floridahealth.gov, www.prb.org, www.census.gov. Accessed March 2025.

The Solution - Partnering to Engage Providers and Patients

Network leaders established a rigorous set of criteria for the technology partnership. To ensure effective buy-in and to optimize the product offerings, affiliated provider practices were asked to partake in the evaluation process, as well. As such, five engaged practices participated in the initial pilot to assess the impact of the point-of-care solution on clinical practice, specifically whether it prompted providers to close more quality gaps and improve documentation accuracy. Additionally, the patient-engagement outreach solution had to meet all accepted patient-centered care standards related to message content (with messages customizable by patient), communication channel (ex: text, email, phone call, or patient portal message), and message cadence (timing clinical messaging at optimal outreach times and frequency to maximize patient engagement).

Technology Partner Requirements

Provider-engagement

- ✔ Proven ability to connect to diverse array of ambulatory EHRs
- ✔ Integration of diverse data types and generation of real-time clinical information
- ✔ Point-of-care insight delivery with minimal workflow disruption
- ✔ Demonstrated impact on healthcare efficiency and patient outcomes

Patient-engagement

- ✔ Customized, patient-centric communications based on unique clinical needs
- ✔ Multiple communication channels in multiple languages
- ✔ Push capabilities to proactively engage patients in care delivery and improve outcomes

Engaging Providers and Patients to Transform Outcomes

Value Created by Unified Healthcare Intelligence

<div>28.2%</div> <div>Relative improvement in quality gap closure and documentation accuracy among physicians using InNote¹</div>	<div>86.1%</div> <div>Average patient engagement rate with Patient Outreach Module's automated preventive care reminders²</div>	<div>34.0%</div> <div>Average gap closure rate using Patient Outreach reminders²</div>
<div>\$842K</div> <div>Visit revenue resulting from Patient Outreach reminders²</div>	<div>\$65K</div> <div>Workflow savings due to the use of Patient Outreach reminders²</div>	

¹ N=19,135 encounters in experimental group with 58% gap closure vs. N=33,922 encounters in control group with 45% gap closure

² N=10,731 patients with either annual wellness visit or breast screening gaps.



Our affiliated provider partners are crucial to our network for so many reasons. So, it was important we supported their practices with tools capable of delivering meaningful insights, tapping into our database of claims, clinical, and transactional information in near real-time. This moved our network forward when it came to data sharing to drive multiple quality initiatives.”



Claire Angley
Assistant Vice President, Orlando Health
Value-Based Care and Population Health



Point-of-care prompts proved to have a significant positive impact for our affiliated provider practices, aiding in closing more quality care gaps, improving risk adjustment via more complete documentation, and driving efficiency in the clinical encounter for the providers.”



Robyn Bartek

Senior Director, Orlando Health
Risk Adjustment & Quality Performance

Innovaccer Solutions deployed

Healthcare Intelligence Platform

Every Innovaccer application is powered by the Innovaccer Healthcare AI Platform, hosted on AWS for Orlando Health. This modern, cloud-native platform unifies patient data across disparate systems and care settings, enabling healthcare organizations to deploy scalable applications that drive improvements across clinical, financial, operational, and patient experience outcomes

Population Health Analytics

Innovaccer’s population health analytics & reporting solution provides algorithms, stratification and visualization capabilities to track metrics performance.

P360

It is a 360-degree view profiles of patients that are created on top of Innovaccer Healthcare AI Platform that gives a unified single view of patients, along with appointment details, clinical history, medication history, etc.

InNote

It is smart, lightweight physician’s digital assistant that surfaces critical population health insights derived from multiple data sources, at the point of care. Using InNote, insights such as care gaps, dropped codes, process measures and referrals information can be shared with the clinician - without them having to leave the EHR experience.

Patient Outreach

Innovaccer’s outreach solution delivers clinically intelligent, multi-channel engagement while personalizing patient and member journeys to drive adherence to treatment plans, improve protocol compliance, and support proactive, informed decision-making across the continuum of care.

About Orlando Health

Founded more than 100 years ago, Orlando Health is a private, not-for-profit healthcare organization with a long tradition of serving its many and varied communities across Florida, Puerto Rico and now into Alabama. With physicians in more than 105 specialties, the healthcare system attracts patients from across the state, region and nation.

The healthcare system encompasses award-winning hospitals, stand-alone emergency departments, behavioral health care, skilled nursing facilities, rehabilitation services and urgent care locations. Our network of primary care physicians and specialists extends from Florida to Alabama and Puerto Rico.

Orlando Health is nationally recognized for its pediatric and adult trauma programs as well as its high-performing community hospitals and specialty hospitals. Each year, we welcome more than 20,000 babies across the system and care for the most fragile in one of the nation’s largest neonatal intensive care units.

The most-advanced care is offered through our specialty institutes that connect clinical excellence, education and research programs in our core services. With a robust graduate medical education program that hosts more than 475 residents and fellows each academic year, Orlando Health continues its pioneering research that includes therapies for end-stage breast cancer, identifying biomarkers to detect traumatic brain injury and offering first-in-the-world expanded access for an experimental advanced melanoma treatment.

Last year, the healthcare system provided more than \$1.7 billion in total community impact in the form of charity care, community benefit programs and services, and community building activities.