KLAS RESEARCH | K2 Collaborative

Points of Light

Points of Light 2025 Case Study 17

Closing Care Gaps & Reducing the Administrative Burden Through Improved Data Sharing

May 2025

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Executive Summary

Healthcare organizations often struggle to access insights at the point of care that would enable them to close patients' care gaps. In this collaboration, Your Health and Humana partnered with athenahealth to address this challenge by implementing athenahealth's tool for care and diagnosis gaps. Since implementing the tool, the stakeholders have improved the quality of patient care and reduced the administrative burden.

The Collaborators

Your Health

Location: SC
Sizing: 300 physicians

Humana

Location: Nationwide
Sizing: 8.7 million Medicare/Medicaid members

athenahealth

Headquarters: MA
Segment: Interoperability

Points of Friction—Challenges to Be Solved

- **Humana struggled to care for members who did not regularly visit their primary care physician:** Because these members did not regularly seek care and often were transient, they were more likely to use the ER to access primary care. Consequently, Humana could not easily monitor the health status of these patients or address care gaps.
- **High burnout and administrative burden for clinicians trying to address care gaps:** In order to meet value-based care requirements, healthcare organizations need to close patient care gaps. However, trying to close care gaps for patients about whom they lack complete, up-to-date information increases clinicians' workload, leading to increased burnout. On average, clinicians spend 15 hours per week addressing care and diagnosis gaps.

Action Plan—How the Collaborators Worked Together to Reduce Friction

- **The stakeholders implemented athenahealth's solution for care and diagnosis gaps:** Humana and athenahealth partnered to implement this solution for Medicare Advantage members. Using athenahealth's software, Humana generates a list of compliant and noncompliant members for different quality measures. Then, two weeks before a member's appointment, athenahealth uses Da Vinci APIs to share with Humana and Your Health the care and diagnosis gaps that need to be addressed during the member's appointment. Sharing this data enables the healthcare organization's clinicians to close gaps and document illnesses in one integrated workflow. The athenahealth program then automatically sends the documented data back to Humana, reducing the clinicians' administrative burden.
- **All stakeholders collaborated with each other to improve outcomes:** Your Health established a quality team to work directly with Humana to ensure accurate data interpretation; this quality team also worked closely with athenahealth's product team to continually improve outcomes. athenahealth also helped to bridge the gap of communication between the payer and the healthcare organization.
- **athenahealth expanded program:** Since athenahealth launched their program for care and diagnosis gaps, the vendor has expanded to work with multiple payer organizations—sharing information on more than 20 million care gaps. Initially, the program was only for HEDIS care gaps and HCC diagnosis gaps, but athenahealth has expanded to support ACA and Medicaid lines of business.

Points of Light—Outcomes Achieved Through Collaboration

- **Improved quality of care:** On average, the athenahealth program is uncovering 4.8 additional care gaps and 4.7 additional diagnosis gaps per member among Humana's Medicare Advantage population. The clinicians at Your Health are now able to implement interventions earlier, leading to improved patient outcomes and satisfaction.
- **Humana has closed 35% of their CMS Star gaps and is closing care gaps more quickly.**
- **Reduced administrative burden and increased operational efficiency:** By having access to patients' care gaps in one workflow, clinicians are minimizing the time they spend doing paperwork and closing care gaps.

Lessons Learned—What Best Practices Can Other Organizations Replicate?

- **Establish strong partnerships:** Payer, healthcare, and vendor organizations should create strong relationships based on an open exchange of information and trust. This is essential for effective collaboration and seamless integration.
- **Minimize workflow disruptions:** Clinicians often struggle adjusting to new workflows. Implementing tools within the native EHR workflow enables clinicians to work within one system and ensures that gaps are closed.
- **Start with the measures that matter most:** To avoid unnecessary challenges, be selective about the measures and lines of business that you start with.
- **Use Da Vinci FHIR standards:** Using these standards will allow information to be leveraged by and pulled from multiple payer organizations and EHRs.

What's Next?—Vision for the Future

- **Establish a whole-patient care model:** Your Health and Humana want to see how sharing information on social determinants of health and behavioral health issues can improve patient care and outcomes.
- **Expand program capabilities:** athenahealth is currently building solutions for electronic prior authorization and referral management capabilities.