Efficiency Unleashed.

Academic Medical Center Reduces Data Abstraction Costs Significantly

The Challenge: Drowning in Data Amidst a Labor Crisis

For academic medical centers nationwide, the manual abstraction of high-quality registry data represents a significant drain on resources, costing millions of dollars and thousands of hours annually. This arduous, time-consuming, and expensive task is essential for improving patient outcomes, yet it often takes valuable time away from direct patient care. Compounding this challenge, the healthcare industry continues to grapple with a massive labor shortage, leading to an overworked and burnt-out workforce.

One leading academic medical center experienced this firsthand. Their dedicated staff of six, responsible for EP/Cath-PCI and STS General Thoracic Surgical registries, found themselves overwhelmed. The 2020 COVID-19 surge exacerbated the crisis, forcing the entire abstraction team to be redeployed to intensive care. When they returned in June 2020, they faced a year of feverish work to catch up, but the sheer volume and pace proved unsustainable. The team was frustrated; they just couldn't keep up, and the loss of staff due to retirements, returns to clinical care, and departmental transitions further crippled their efforts.

The Solution: Partnering for Efficiency and Excellence

Recognizing the urgent need for a transformative solution, the leadership at this academic medical center turned to Carta Healthcare. Their initial partnership focused on three key registries, with a strategic vision for future expansion. By collaborating with Carta Healthcare's team of highly experienced clinical data abstractors, the health system aimed to perform abstraction work faster and more cost-effectively.

A pivotal element of this partnership was the integration of Carta Healthcare's AI-powered software platform, Atlas. Atlas dramatically streamlined the abstraction process, making it significantly more efficient and faster. This powerful combination of human expertise and advanced technology led to a substantial reduction in the cost per submission and effectively resolved their persistent backlog of cases.

"...a fabulous, collaborative effort."

The Impact: Empowered Staff, Optimized Outcomes, and Significant Savings

The collaboration with Carta Healthcare allowed Kim, the leader of the data abstraction team, to fundamentally shift the focus of her limited resources. Instead of spending countless hours on manual abstraction, her team could now dedicate their time to high-level clinical registry management, quality improvement initiatives, and direct patient care. Kim enthusiastically noted, "The metrics look great, which is a result of good abstraction. It's a collaborative relationship with Carta Healthcare where each person learns from each other - my favorite part of clinical review."

The benefits continued to unfold. Even as more team members transitioned out of abstraction roles in late 2022, Kim successfully transitioned the majority of their registries, including previously unfamiliar STS registries, to Carta Healthcare. She shared, "Through the attrition of our team, we've been able to take on additional registries, even though we have no experience with them. The Carta Healthcare team is extremely knowledgeable and helpful, and the feedback that we get is exceptional. It is a privilege to work with such a great group of people." The Clinical Registry Reviewer echoed this sentiment, calling it "a fabulous collaborative effort."

Transformative Results.

Cost Reduction: The health system achieved a significant reduction in cost per submission, doing more with less.

Backlog Elimination: Persistent backlogs were resolved, ensuring timely and accurate data submission.

Enhanced Data Quality: Consistent, high-quality data was achieved, crucial for improving patient outcomes and meeting evolving regulatory requirements (CMS, HEDIS, MIPS, etc.).[2]

Resource Optimization: Highly trained clinical staff were freed from tedious abstraction tasks, allowing them to work at the top of their licenses and focus on higher-value activities and direct patient care.

Industry-Leading Satisfaction: The health system rates Carta Healthcare a remarkable 9.8/10 for recommendation to a colleague, significantly surpassing the 7.2 industry average.

This case study at a leading academic medical center demonstrates the transformative potential of partnering with Carta Healthcare. By investing in advanced data abstraction solutions that combine expert clinical abstractors with AI-powered platforms like Atlas, health systems can overcome labor shortages, reduce costs, improve data quality, and empower their staff to drive meaningful improvements in patient care. It proves that with the right tools and partnerships, healthcare organizations can truly do more with less.