



# Workflow Transformation.

## Empowering Clinicians with Improved Data Quality

### The Challenge

Danielle Steven, a dedicated and experienced RN at Northern Arizona Healthcare, had excelled as a clinical data abstractor for STS (Society of Thoracic Surgeons) cases. Her passion for meticulously uncovering data within medical charts made her a valuable asset. Following her promotion to Manager of Quality, Danielle transitioned into a leadership role, guiding the abstraction team while still cherishing her connection to the hands-on work.

However, a potential shift loomed when management considered outsourcing their data abstraction to a third-party vendor. Danielle naturally felt protective of her team, expressing concerns that outsourcing might compromise the quality of their carefully gathered data. Furthermore, she recognized that the team's significant time investment in manual abstraction limited their capacity for crucial quality and process improvement initiatives – a key focus of her new role. Northern Arizona Healthcare, while committed to progress, sought a solution that wouldn't sacrifice the dedication and expertise of their existing staff.



## The Solution

Driven to find a solution that aligned with their values and goals, Danielle and her team actively participated in discussions with various third-party vendors. Throughout this process, Danielle prioritized open communication with her team, ensuring they understood the rationale behind the potential change and emphasizing the overarching goal of enhancing data quality and improving operational processes. Northern Arizona Healthcare also held a strong commitment to embracing technological advancements within their organization.

After careful and thorough deliberation, Northern Arizona Healthcare made a strategic decision to partner with Carta Healthcare. Their choice was grounded in Carta Healthcare's proven approach and established track record of delivering high-quality results. Importantly, Northern Arizona Healthcare felt a strong alignment with Carta Healthcare's vision for the future of clinical data management, recognizing a partner who valued both expertise and innovation.



# The Impact:

## Accurate, timely data empowers frontline clinical teams

The partnership with Carta Healthcare has yielded significant positive outcomes for Northern Arizona Healthcare:

**Higher Quality and More Consistent Data:** By leveraging Carta Healthcare's expertise and solutions, Northern Arizona Healthcare now benefits from enhanced data quality and improved consistency across their registry submissions.

**Empowered Clinicians:** With the streamlining of the data abstraction process, clinicians are now freed from the time-consuming burden of manual data entry. This allows them to dedicate more of their valuable time and focus to critical quality and process improvement initiatives, directly impacting patient care.

**ReFocus on Patient Care:** By optimizing data workflows, Northern Arizona Healthcare's dedicated clinical staff can now prioritize what they are most passionate about – providing exceptional care and attention to their patients.





### The Conclusion

The journey of Northern Arizona Healthcare, guided by Danielle's dedication to her team and commitment to quality, demonstrates the power of a thoughtful and strategic partnership. By choosing Carta Healthcare, they found a solution that not only addressed the potential challenges of outsourcing but also empowered their existing staff, enhanced their data quality, and ultimately allowed their clinicians to dedicate more time to the core mission of caring for patients. **This case study highlights the importance of finding a partner whose values and vision align with an organization's commitment to both quality and the well-being of their team.**