



Hybrid Transformation.

System-Wide Improvement in Cardiovascular Data Management

The Challenge

A flagship hospital within a large, national health system faced a critical transition in its Cardiovascular Services. The retirement of a highly experienced, 15-year expert clinical data abstractor created a significant void in their registry abstraction team. While a promising internal resource was identified for a data management lead role, this individual lacked direct experience in the crucial task of data abstraction. Simultaneously, a corporate executive within the health system was exploring outsourcing options for clinical data abstraction across their extensive network of over 125 hospitals and 1,000+ care sites, already utilizing another third-party firm but seeking a more effective solution, particularly for the complex CathPCI registry.



The Solution

The health system, intrigued by Carta Healthcare's unique approach that strategically blends the deep expertise of human clinical data abstractors with the power and efficiency of artificial intelligence, decided to explore a partnership. Recognizing that neither a purely technology-driven nor a solely human-powered model offered the optimal balance of speed, accuracy, and quality, they were drawn to Carta Healthcare's hybrid intelligence philosophy.

After a thorough Return on Investment (ROI) analysis projected significant cost savings compared to their existing outsourcing provider, the health system initiated a phased rollout of Carta Healthcare's services. They began with a pilot program at the initial hospital, leveraging both Carta Healthcare's expert abstractors and their AI-powered technology platform.



The Impact:

Hybrid Model Delivers Scalable, High-Quality Results

The results of the partnership, spanning two years, have been transformative for the pilot hospital:

Significant Cost Reduction: The hospital achieved substantial savings in its data abstraction expenses.

Dramatically Reduced Turnaround Time: Partnering with Carta Healthcare slashed their data abstraction turnaround time from a lengthy 60 days to a mere 15 days, ensuring timely access to critical data.

Enhanced Data Quality and Timeliness: The improved speed and accuracy were vital for monitoring key cardiovascular metrics and driving improvements in patient outcomes.

Achieved High Inter-Rater Reliability: The hospital consistently achieved an impressive average of 98%-99% Inter-Rater Reliability (IRR), demonstrating the accuracy and consistency of the abstracted data.



System-Wide Expansion

Impressed by the remarkable return on investment and the significant improvements in efficiency, cost-effectiveness, and data quality at the pilot hospital, the national health system has made a strategic decision to deploy Carta Healthcare's AI technology and expert abstractors across all 125+ of its hospitals. This system-wide implementation promises to exponentially accelerate dramatic improvements in clinical data abstraction, unlocking valuable insights and driving better patient care across their extensive network.

The Conclusion

This case study exemplifies how Carta Healthcare's hybrid intelligence approach, combining the strengths of human expertise and AI-powered technology, can overcome critical data abstraction challenges within large, complex health systems. By bridging the expertise gap created by staff transitions and offering a more efficient, cost-effective, and higher-quality solution, Carta Healthcare has become a trusted partner in transforming clinical data management and driving tangible value across a national healthcare network.