



## Livingston Medical Group (LMG)

*i2iTracks Population Health Management Platform is Transforming Care Delivery at LMG.*

### Challenge:

LMG needed a scalable technology solution to find groups within their patient population in need of interventional care.

### Solution:

With i2iTracks Population Health Management Platform, the staff at LMG can systematically and proactively identify patients who need help – and act quickly.



Livingston Community Health (LMG) is a non-profit provider of comprehensive primary and preventive healthcare services supporting patients from all walks of life, regardless of their ability to pay. LMG is located in Livingston California.

In 2010, LMG identified a new opportunity to deliver on their promise of supporting the health and well-being of residents in the communities they serve. By adopting population health management techniques, the staff at LMG could leverage their existing reservoirs of clinical data and extract actionable insights on a large scale. Though, at the time, they lacked the right tools and case managers had resorted to using volumes of binders and spreadsheets to manage the overwhelming amount of patient information.



**i2i**  **TRACKS**

**“We were shocked to see that less than 30% of patients under the age of two were fully immunized. Right away, we started using i2iTracks to tackle that problem and we’ve been able to increase the number well-child visits and immunize those children at risk.”**

— RAllyse Alford, Project Manager at GVHC —

After reporting slow progress towards their goal, LMG selected i2iTracks Population Health Management Platform, to create a more efficient and scalable system. LMG started using the new solution to analyze their patient database and pinpoint women who were overdue for a pap smear or mammogram, making it easy for staff to identify patients needing proactive outreach.

After reporting positive results after the initial implementation, the leadership team at LMG decided to leverage i2i to tackle another key objective – reducing unnecessary Emergency Department (ED) traffic. Using i2iTracks Population Health Management Platform, LMG started tracking patients that were coming into the emergency room and created a report to identify patients who missed a follow-up appointment – which increases their risk of complications and readmissions.

**As a result of using i2i, LMG was able to reduce ED visits by 12 percent – resulting in healthier patients and better outcomes.**

Building on this momentum, LMG continues to explore new opportunities for expanding the use of i2iTracks Population Health Management Platform to help more patients in need

