

Cost Containment & Care Quality

# Care Management

Customer Story: Cascade Health Alliance







# The client

Cascade Health Alliance (CHA) is a provider-owned coordinated care organization (CCO) based in Klamath Falls, Oregon. CHA's mission is to improve the health of their members by joining with their community partners to offer reliable, easy to access, high-quality healthcare that inspires people to improve their health and well-being. They manage a Medicaid population of about 18,000 and another 4,000 Medicare lives through a partnership with ATRIO Health Plans.



# Challenges

**Cumbersome and time-consuming processes**

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**Claims software not suitable for documentation and reporting**

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**Many workarounds needed to manage cases**

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**Care plans needed to be built from scratch**

CHA had an unwieldy care management solution. According to Diane Barr, Director of CHA Case Management, “We had to build our own care plan templates, create the care plans from scratch, and it was a lot of extra work to document because we didn’t have the tools that we needed. We had many different pieces of software bolted together, and no single place to complete the work we needed to do efficiently. We knew we had to find a solution that worked the way we work.”





# Building blocks

When we began talking to the Gainwell team, we were immediately impressed with the suite's building block approach—various modules that can be connected together," Barr said. "The other products we looked at would have made us buy an entire suite upfront. We liked that with Gainwell we could buy just the modules we needed and add more over time."







## User-friendly platform

With a user-friendly care management platform that centralizes everything in one place, navigating from one tab to another without losing work is easy.

*“If we are working on a care plan and want to add a note, or view the Member 360, or look up some records to find some information, we just move back and forth seamlessly, and don’t have to have multiple pages open,” said Barr. “It alleviates any confusion about what you are doing and which member you are working with. And, no more workarounds!”*



# Out-of-this-world results



- **Productivity skyrocketed**
- **No more workarounds needed**
- **Cases managed increased by 350%**
- **Maternity cases managed increased by 400%**

Since implementing Gainwell's Care Management solution, productivity has skyrocketed at CHA. "Before implementation, we were case managing 200-250 members. We recently ran a report, and we're now handling around 700 members," said Barr. "Our Case Manager is now managing 250 to 300 mothers. At launch, she was managing around 80. It has helped her tremendously. She loves it."

**Contact us**

**for more information about Gainwell's Care  
Management solution.**

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