



Points of Light

Points of Light 2025 Case Study 21

Using EHR-Agnostic Point-of-Care Alerts to Improve Care Gap Closure & Risk Scores

May 2025



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Executive Summary

Healthcare organizations using small or niche EHRs were struggling to receive timely, actionable payer data so that they could deliver quality care and close care gaps. To solve this challenge, Humana partnered with Vim to digitize data exchange and data capture. This partnership resulted in risk adjustment and quality alerts being delivered to clinicians' point-of-care workflows, enabling them to deliver better care.

The Collaborators

Healthcare Organization 21

Anonymous
Location: TX
Sizing: FQHC

Humana

Location: Nationwide
Sizing: 8.7 million Medicare/Medicaid members



Headquarters: NY
Segment: Interoperability, provider engagement platform

Points of Friction—Challenges to Be Solved

- **Niche or small EHRs may lack the capability to provide a higher volume of meaningful data for the right user at the right time in their point-of-care workflow:** Healthcare organizations using these niche or small EHRs often struggle to receive the timely, actionable health data needed to support positive health outcomes for patients, and getting that data is a time-consuming, manual process. As a result, many patients have gaps in care or inadequately treated chronic conditions. Also, traditional diagnosis gap files are often static and inconsistently formatted; this can lead to duplicate documentation, contributing to a high administrative burden and inaccurate risk scoring.

Action Plan—How the Collaborators Worked Together to Reduce Friction

- **Humana partnered with Vim to digitize data-exchange workflows and automate data capture, resulting in risk adjustment and quality alerts being delivered directly into clinicians' workflows:** This partnership enabled the use of a standardized, EHR-agnostic platform that supports bidirectional data exchange and seamless end-user experiences embedded directly within clinicians' point-of-care workflows. Humana and Vim did a 180-day pilot of the solution with 28 healthcare organizations (including Healthcare Organization 21) that served 3,500 attributed Humana members. The pilot aimed to assess how effectively Vim could connect to target EHRs and whether real-time alerts (e.g., HEDIS quality measures and Star patient safety medication adherence alerts) could drive better clinician adherence and better patient health outcomes. These alerts are based on Humana's comprehensive claims data, which provides unique insights into patient care gaps that may not be visible to clinicians. Regardless of EHR, Vim can integrate timely, accurate data into clinicians' workflows at the point of care via FHIR-based APIs, enabling clinicians to more accurately capture diagnoses and report on quality performance. Further, Vim's diagnosis gaps tool alerts clinicians of suspected diagnoses so that they can address those gaps and reduce the risk of insufficiently treating chronic conditions.

Points of Light—Outcomes Achieved Through Collaboration

- **More actionable data at the point of care:** During the pilot, Humana delivered nearly 8,000 unique CMS-accepted condition alerts to the 28 participating healthcare organizations.
- **Improved efficiency with capturing patient risk scores and care gaps due to Vim alerts**
- **Improved care coordination:** The Vim solution provides clinicians with information on other facilities within Humana's network, making it easier for clinicians make referrals outside of their organization and support care coordination.



Lessons Learned—What Best Practices Can Other Organizations Replicate?

- **Establish strong partnerships to support interoperability:** Interoperability is a shared responsibility, and stakeholders should focus on using agnostic solutions and standardized FHIR APIs. By leveraging these things, stakeholders can reduce the administrative burden and ensure that critical health information reaches clinicians at the point of care, regardless of the EHR being used.
- **Ensure alignment between technology, clinical, and operations teams:** When implementing a new solution, establishing alignment between affected teams will ensure the solution is technologically sound and user friendly. Regular communication, shared objectives, and a commitment to reducing friction will help drive adoption and lead to more meaningful clinical engagement.
- **Have joint discussions on technology protocols and road map:** Decide early on whether you are using HL7 or FHIR; ensure APIs are fast and have high-quality connections.
- **Ensure payer data is trustworthy:** If data is out of date or missing key information, clinicians will lose faith in it.
- **Meet clinicians where they are in their workflows, as different clinicians may use different ways of achieving the same thing.**
- **Correlate incentives with action:** Show clinicians the benefits of keeping patients healthier and simplify the way clinicians are rewarded for doing so.



What's Next?—Vision for the Future

- **Humana will continue to expand connectivity to other EHRs and expand the data-exchange solution to prior authorization and pharmacy use cases.**
- **Vim is looking to share data and provide insights across payer organizations to support care-gap closure:** Vim wants to help reduce the burdens of prior authorization and empower clinicians to navigate patients to the right places.