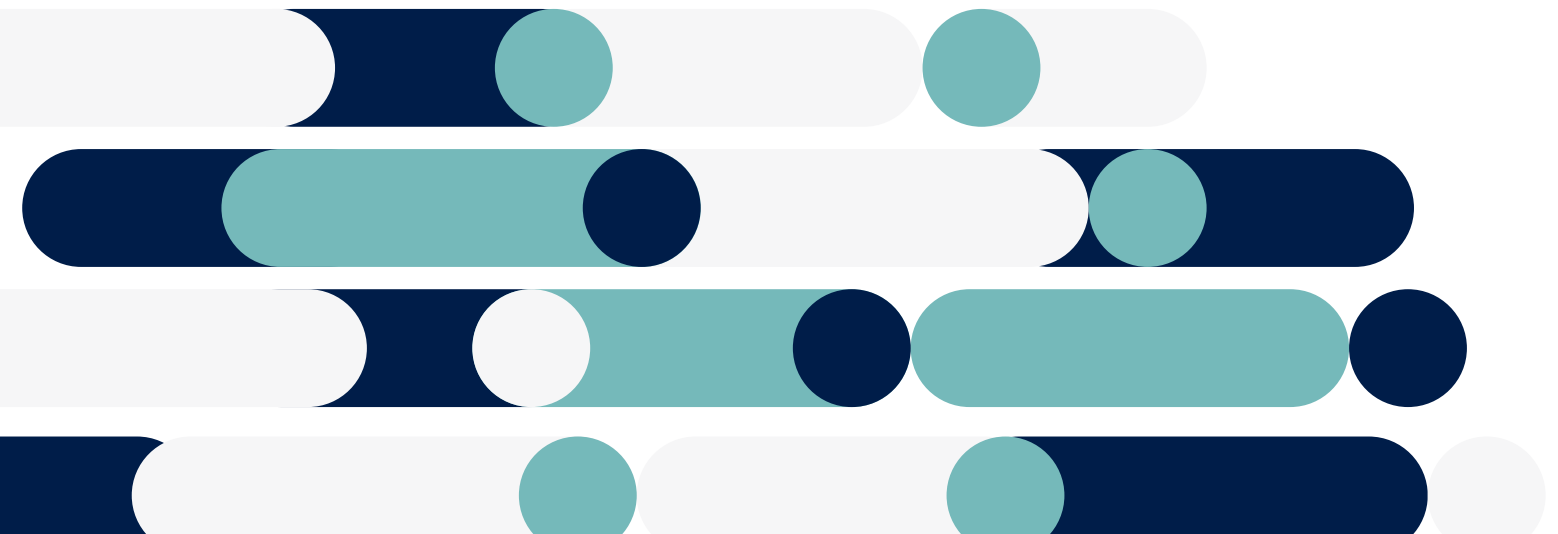


Building a Scalable and Accountable Quality Program in Rural Colorado

**How Prowers Medical Center Transformed
Quality Improvement with i2i Population Health**



Overview

Prowers Medical Center, a 25-bed critical access hospital in southeastern Colorado, faced a familiar, but formidable challenge: meeting statewide performance improvement mandates with limited staff, lean infrastructure, and increasing pressure to deliver on data-driven quality outcomes.

As the largest hospital within a two-hour radius serving a population of over 23,000 across four counties, Prowers Medical Center is the only labor and delivery hospital in a 26-county maternity care desert between Colorado and western Kansas. Despite geographic isolation and a lean workforce of just 200 staff and 14 core providers, the hospital offers 24/7 inpatient, surgical and emergency services, while often serving as the only clinical care facility for residents with nowhere else to go.

Challenge

Like many rural hospitals, Prowers Medical Center was expected to meet the same quality standards and reporting requirements as much larger systems—without the same level of resources. With limited office staff and only a small quality department, the hospital struggled to track performance across 151 active providers.

“Our quality team was just me and one nurse specialist, but we were expected to report the same outcomes and implement the same programs as hospitals 10 times our size,” said Amber Rider, Director of Quality and Patient Safety at Prowers.

The hospital was abruptly forced into a dilemma with the launch of Colorado’s Hospital Transformation Program (HTP), a mandatory value-based payment initiative. The hospital had lost its previous quality director during the pandemic, leaving Rider and her team with just six weeks to submit implementation plans for eight required HTP measures.

“I knew this wasn’t something I could do alone,” said Rider. “We had to change the way we thought about quality, and fast.”

“We’re not just tracking numbers anymore; we’re building workflows that actually improve patient outcomes.”

Amber Rider, Director of Quality and Patient Safety at Prowers Medical Center

Colorado Rural Health Challenges

Limited resources

Prowers Medical Center quality department was a team of two people without a dedicated team of data analysts.

Siloed data systems

Manual tracking using spreadsheets and EHR exports created inefficiencies and undermined data reliability.

Regulatory pressure

Colorado’s Hospital Transformation Program (HTP) required complex reporting on eight different quality measures.

Geographic isolation

As the only labor and delivery hospital across 26 counties, Prowers saw high patient volume from a wide service area yet lacked the infrastructure of larger health systems.

Solution

To build the data infrastructure needed for sustainable quality improvement fit for rural realities, Prowers Medical Center turned to i2i Population Health (an Azara Healthcare company). Implementing i2iTracks® and PRiZiM® the hospital was able to automate data abstraction, streamline quality workflows, and deliver role-based dashboards tailored to the needs of clinic staff, department leaders and compliance teams.

TRACKS

i2iTracks® is a real-time care coordination platform that integrates deeply with Prowers' Electronic Health Record (EHR) and practice management systems, supporting hundreds of clinical measures and registries tied to federal and state quality programs. i2iTracks powers daily workflows, from pre-visit planning to care gap closure, by automatically flagging high-risk patients and surfacing actionable insights for frontline teams.

PRiZiM

PRiZiM® adds a layer of advanced analytics and flexible reporting, with on-demand dashboards and drill-down functionality. Prowers Medical Center can monitor trends by location, demographics, and provider performance, generating reports in seconds rather than weeks.

i2i's interoperability platform serves as the data engine behind its quality infrastructure—enabling seamless and secure integration of clinical, administrative, claims and open-source data for real-time insights embedded into the team's daily operations.

"It doesn't eliminate the work we do in quality; it helps us focus that work," said Rider. "With i2i, we've moved from reactive reporting to proactive care. We're not just tracking numbers anymore; we're building workflows that actually improve patient outcomes."

Results

Equipped with automation capabilities, integrated registries and customizable reporting, the i2i platform allowed Rider and her team to:

- **Automate Manual Workflows:** Replace Excel spreadsheet tracking and custom Python scripts with real-time registries and standardized measure reporting.
- **Improve Data Governance:** Gain clarity around measure definitions and denominators, ensuring data accuracy and audit readiness.
- **Foster a Culture of Accountability:** Engage frontline staff and leadership around performance, care coordination, and shared goals.
- **Advance Health Equity:** Use demographic data and social needs indicators to identify and close care gaps in underserved populations.

"We went from piecing together data manually to having clean, validated reports we can actually use," Rider said. "Having access to this level of data allowed us to stop being reactive and start being intentional. We could look at trends, identify barriers, and do something about them."

In just under six months with i2i, Prowers Medical Center experienced a:

26% average quality improvement across tracked measures

12.4 hours saved per week through workflow automation, freeing up staff for other important work at the hospital and clinic

28% increase in visit volume via proactive care coordination, leading to increased revenues

3 new quality programs added, increasing reimbursement opportunities

Building a Culture of Quality and Equity

Beyond compliance, i2i helped Prowers Medical Center align their quality strategy with equity goals. “We started stratifying data by race, ethnicity, language, geography — things we hadn’t been able to do before,” Rider said. “It showed us where the true gaps were.”

With i2i, Prowers Medical Center now supports:

- Continuous HTP reporting across eight complex measures
- Care coordination alerts that integrate into existing workflows
- Health equity stratification to target gaps in outcomes
- Audit preparation with reliable, reproducible data

“With i2i, we were able to democratize data, every team member could see the impact of their work, and that changed everything,” said Rider. “We shifted from thinking of quality as a department to recognizing it as everyone’s responsibility. That mindset change has been transformational.”

Looking Ahead

Prowers Medical Center plans to expand its use of i2i beyond HTP, leveraging the platform for ongoing population health initiatives and continuous improvement efforts across clinical programs. With an inclusive, data-driven foundation in place, the hospital and clinic are better equipped to meet future challenges and ensure rural residents continue receiving personal care, close to home.

Lessons Learned



Start with people, not platforms

Prowers Medical Center’s leadership embraced a collaborative model where quality improvement involved every stakeholder, not just the quality director.



Design for sustainability

i2i enabled Prowers Medical Center to move away from unsustainable manual work toward a more durable system of performance monitoring.



Use data to drive culture

Transparency and shared goals helped foster a deeper commitment to patient outcomes and equity.

Care Team Impact



Care Team Huddle Report:

Automates visit prep and helps close care gaps with actionable, patient-specific insights.



PRiZiM Scorecards:

Tracks provider performance across measures and benchmarks.



Inpatient Encounter Manager:

Supports real-time operational decisions, from staffing adjustments to early identification of readmission risk.

**To learn more about how our solutions
can empower your organization, contact
info@i2ipophealth.com.**



In 2025, Azara Healthcare and i2i Population Health merged to further enhance Azara's offerings and serve the needs of critical access and community hospitals, Indian Health Services and health plans. The combination of i2i and Azara's platforms empowers provider and payer organizations to unify disparate data, identify and act on care opportunities, and improve patient outcomes and financial performance in value-based care.