

Improving Quality Scores and ROI with i2i

**How Mammoth Hospital Transformed its
Technology Platform with i2i Population Health**



Overview

Mammoth Hospital is a 17-bed critical access hospital with 12 outpatient clinics located in Mammoth Lakes, California. In 2007, Mammoth Hospital added a 38,000-square-foot expansion to its existing 20,000-square-foot hospital. The addition included a new emergency department, surgery center, three-bed birthing center, and a fully digital medical imaging department. Mammoth is supported by full-time board-certified medical staff and highly qualified nursing staff throughout the organization. Mammoth is also an official medical provider for the U.S. Ski and Snowboard teams, including specialized orthopedic surgery and rehabilitation programs.

Challenge

In 2020, Mammoth Hospital's Population Health Team hit a brick wall. The majority of Mammoth's workflow and execution relied on numerous Excel spreadsheets to support cumbersome manual processes. Juggling several quality programs and payment processes to meet specific timelines, Mammoth experienced significant errors resulting in lost reimbursement. Manually created reports indicated poor performance but offered no direction for actions that might improve results.

Mammoth Hospital Leadership made the decision to invest in a population health technology platform for all quality programs including data analytics, care coordination, and workflow integration to improve quality and enhance reimbursement performance.

Areas of focus included:

- + Improving Medicare Shared Savings Program performance across ten (10) quality measures to achieve maximum shared savings
- + Enhancing California QIP quality performance across eighteen (18) quality measures to increase reimbursement
- + Decreasing reporting errors and realigning clinical and operational labor from manual reporting functions to hospital and clinic job roles
- + Increasing quality program participation and performance opportunities with State, Federal, and health plans by leveraging a comprehensive population health platform
- + Developing and executing wellness programs that meet community health needs
- + Providing regular performance feedback to all levels of operations, clinical, and administrative teams within Mammoth Hospital and Clinics



Solution

Mammoth Hospital chose to partner with i2i Population Health now Azara Healthcare. The i2iTracks platform offers a comprehensive patient view with actionable insights into user-centered workflows for outreach tasking, and care coordination.

Improving quality program performance through deep EHR and PM integration was another goal of the i2i relationship incorporating hundreds of quality measures and registries.

Data activation was a foundational element of the i2i Mammoth collaboration. The i2i LINKS solution integrates data from many EHR and PM systems, health plans, and open-source channels.

Results

With i2i in place for nearly two years, Mammoth Hospital has experienced significant improvements in its quality scores across programs such as Quality Incentive Program (QIP) and ACO shared savings. A positive return on investment (ROI) for i2iTracks was achieved in less than three months post go-live and helped Mammoth generate over \$2 million in new quality revenue and labor savings.

With i2i's Population Health Platform, Mammoth Hospital gained immediate performance views in real-time to support the overall health of the business combined with the ability to proactively manage community health programs.

LINKS and i2iTracks supported Mammoth with:



Data Management

i2i unifies disparate data systems to create a longitudinal patient record and a single source of data truth.



Quality Management

i2i scales quality program reporting with dynamic measures that can be customized into hospital and clinic scorecards. This included participating in PRIME, QIP, eCQM, HEDIS, MIPS, and ACO for Mammoth.



Care Coordination

i2i leverages real-time patient searches and registries, care-gap closure, and automated outreach through dashboards, care team huddle views, and quality reports.



Referral Management

i2i's integrated practice management workflows for patient referral orders allows i2iTracks to present easy to use tracking reports for follow-up to reduce network leakage.

Improvements across the hospital and clinics include:

- + Time savings between 3,016 and 6,032 hours, supporting reallocation of time to necessary clinical operations and strategic programs
- + Fewer errors through the elimination of manual processes
- + More effective referral management workflows with real-time alerts and follow-up actions
- + Automated outreach programs for patients that drive care gap closure
- + Care Team Huddle report to prepare clinical and care management teams for the day
- + More precise registries across multiple chronic conditions, providers, locations, and dates
- + Improved QIP reporting readiness, leading to accurate revenue cycle processes and significant time savings
- + Identified and targeted patient outreach specific to closing gaps in care for high risk members
- + Improved management of chronic conditions and support of wellness programs
- + Ability to identify opportunities to optimize Medicare patient programs

“With i2i, we went from manually tracking quality measures to an automated PHM platform allowing us to participate in several quality programs. And, we are now able to uncover more opportunities for grants,” shared Kate Britton, Population Health Manager, at Mammoth Hospital. Britton further explained that i2iTracks helped Mammoth create provider incentives through simple and effective scorecards that the clinicians love. “There is no doubt that i2i has helped us grow our patient volumes, improve the health of our community, and increase reimbursement levels.”

Britton praises how seamless i2i implementation and client support is. “i2i is great! You put in a support ticket, and the team responds quickly,” continued Britton. “Whenever we reach out to i2i, they are super helpful. The skill of i2i’s training team is exceptional, plus they offer monthly refresher webinars.”

When asked which i2iTracks features Mammoth’s team likes most, reporting is always at the top of the list. “You can literally create any report. The sky’s the limit!”

“With i2i, Mammoth Hospital has achieved massive time savings and expects an ROI of approximately \$12 million over the life of the contract.”

Kate Britton, Population Health Manager at Mammoth Hospital

**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.