

Automating Quality and Care Coordination Processes

**How Oak Valley Hospital Transformed
Quality Improvement with i2i Population Health**

Overview

Oak Valley Hospital is a 150-bed facility in Oakdale, California, offering a broad network of services for a service area of 83,401. In addition to its hospital, Oak Valley has four clinics, including physical therapy, long-term care nursing and rehabilitation, and transitional care. Oak Valley Hospital has 500 employees.

Challenge

Oak Valley Hospital lacked the automated tools necessary to participate in many available quality programs. The hospital's first year with PRIME (a California-specific quality program that transitioned to QIP) was very difficult and required exhausting manual processes. Audits were "a nightmare."

They knew the potential financial impact quality programs could bring to the hospital, especially those focused on population health. In 2021, Oak Valley Hospital had an IT crisis that led to a communications outage that lasted several hours.

About Oak Valley

150 Beds

4 Clinics

500 Employees

83k Service Area



Solution

The hospital and clinics utilized i2i Messaging to text all patients and keep communications going. i2i Messaging within Tracks is fully integrated into patient searches, registries, quality reports, and UPM. "Individual texts to patients get a response nearly 100% of the time," said Lillie Avant, Population Health Coordinator at Oak Valley Hospital.

"Every step of the way, they (i2i) have been there. Any time I reach out, they review our stuff and make recommendations," said Avant. "There is no way we could have downloaded and aggregated all the EMR and health plan data, specific to who is enrolled and who had a visit. i2i makes it easy and powerful!"

Oak Valley Hospital chose to partner with i2i Population Health now Azara Healthcare for its Tracks solution. Tracks is a platform that combines a comprehensive patient view with actionable insights. These insights work within user workflows, enabling more effective outreach tasking and care coordination. The solution's deep EHR and PM integration enables quality reporting via hundreds of measures and registries.

"Thanks to i2i, we are so far ahead and don't have the struggles others do."

Lillie Avant, *Population Health Coordinator at Oak Valley Hospital*

Results

With i2iTracks, Oak Valley Hospital was able to automate its quality and care coordination processes, including California QIP submissions. Utilizing Tracks' reporting module, Oak Valley Hospital runs weekly performance reports on each clinic, which helps identify opportunities for improvement. The financial impact on the hospital and clinics is significant.

i2iTracks Use Results:

\$15M in Year Five

\$15 Million of quality performance payments over five years from PRIME

\$8M in Year One

\$8 Million of quality performance payments in the first year from QIP

Exceeded Quality Measures

Met and exceeded all eight quality measures for PRIME and improved performance in several other participating quality programs

\$300K of Funding

Created and leveraged five new behavioral health quality measures, which resulted in over \$300K of funding to hire a new therapist and patient navigator

\$125K Telehealth Grant

Utilized data for performance reports to support a \$125K telehealth grant that Oak Valley secured

**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.