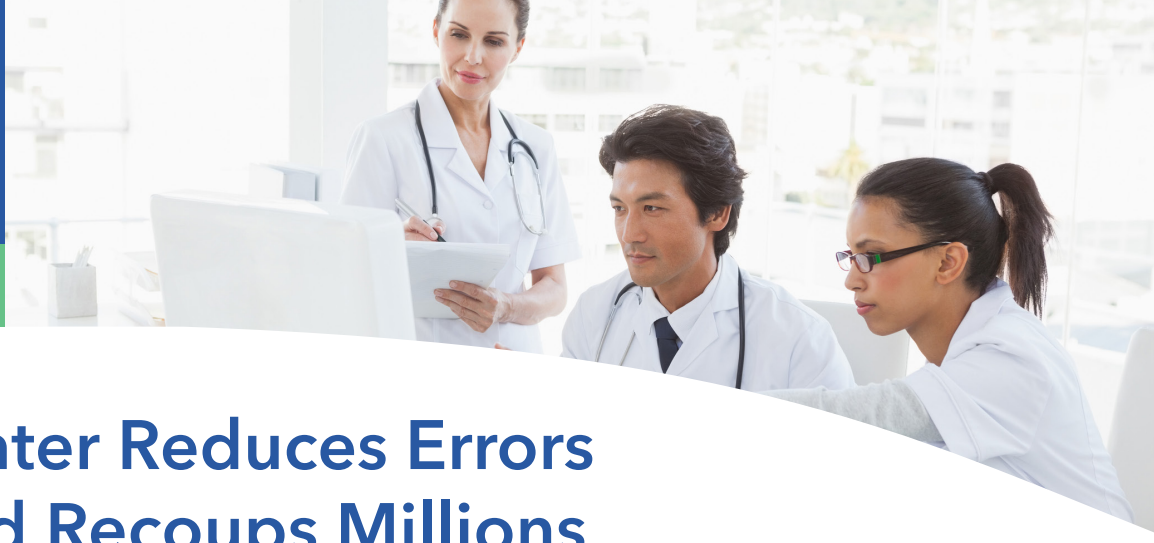
Omega Healthcare

Case Study



Cancer Center Reduces Errors by 20% and Recoups Millions Through Full-Service Outsourcing

The Client

This cancer center has multiple treatment centers in the northeast and is one of the nation's leading biomedical research institutions. It delivers services to over 300,000 patients a year across 40 cancer subtypes, and its oncologists and scientists help patients get access to cutting-edge treatments.

Challenges

- The cancer center was under pressure to reduce costs, shorten timelines, and increase research revenue.
- The cancer center was understaffed and had a high volume of patients and data. They didn't have the capacity or skilled dedicated resources to convert that data into usable, actionable, and scientifically valid information for research. Costly resources such as physicians and medical students were collecting data, resulting in inconsistent data quality and operating procedures. Bringing in new hires was not possible due to the increase in costs and the inability to scale.
- Because of a lack of clinical operations resources, they had a significant backlog of patient data in their clinical trial management system (CTMS), which tracks when patients complete visits. Without validation data, the treatment centers couldn't invoice or collect revenue for clinical trial studies. This had an impact of an estimated $5,000 or more loss per patient.
- The cancer center needed help to digitize eConsent forms for clinical trials and ensure the forms were up to date. This process is critical to meet compliance protocols for informed consent regulations, HIPAA, and for review boards. Being current with regulatory data is also necessary to be an active research clinical facility to facilitate drug development.

"To support research efforts, we needed people who can do it right—not just anybody can pull data out of the EHR record. We needed the right individuals to help us generate high-quality data that can be used for research, and Omega Healthcare got us there."

– Director, data research management, leading cancer center

Solution

High-quality structured data is essential to build a sustainable clinical trial program, especially at cancer centers with such a high volume of patients. Scalability of experienced resources is critical to accommodate the hundreds of clinical trials and resulting data the cancer center supports and curates.

Omega Healthcare offers a broad scope of expertise and services. It trains, manages, and audits its staff, and provides a technology-enabled, customized real-world evidence (RWE) platform with quality assurance checks to catch errors and increase the quality of the data.

- To support their growing research effort, the cancer center needed experienced data curators who could pull patient data from electronic health records (EHR) and turn it into high-quality RWE data for research. Omega Healthcare Clinical Data Services provided structured processes and dedicated resources experienced in curating RWE data and cancer subtypes, reducing the cancer center's staffing management responsibility and cost.
- The outsourcing services were expanded to address the CTMS data backlog. Omega Healthcare specialists took over data capture and entry in the cancer center's system and took on the task of billing sponsors. As a result, the cancer center implemented an effective process to manage its CTMS and billing data and closed its gap in revenue.
- In addition to providing compliance oversight, the cancer center needed to move from paper to digital eConsent forms to reduce errors. Omega Healthcare provided research informatics support to collect, complete, and ensure data quality. The Omega Healthcare team can maintain a client's eConsent form auditing process so that patient data is ready for a sponsor to submit for FDA approval.
- The timeline for curating data for research and statistical analysis for each patient was reduced to four weeks or less. With the help of Omega Healthcare, the client established a longitudinal patient registry database, enabling the cancer center to quickly search for information and conduct strategic cancer research.

Results

- Reduced error rate **from 25% to less than 5%** in one year
- Increased accuracy rate to **95+%**
- **Improved scalability and capacity** to manage a high volume of clinical trials
- **Recovered millions** in billing by reducing the backlog in the CMTS system
- Implemented a process that curates data for every patient **within four weeks**

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Omega Healthcare is a trusted partner that helps improve financial outcomes through technology and clinically enabled transformational solutions for healthcare and life science organizations. Omega Healthcare's flexible portfolio of platform-based services are tailored to the unique needs of its clients. Solutions encompass point solutions and fully managed services and help increase revenues, decrease costs, and improve the overall patient-provider-payer experience. For more information, visit omegahms.com.