



## Optimizing IPA's Performance and Efficiency with Bridge

### Background

This Nashville-based customer is an Independent Practice Association, Medicare Advantage Organization, and Value-Based Care entity that partners with leading physician groups to transform the standard of care and care delivery for its populations and aims to advance the provider and patient experience, improve care, and reduce healthcare costs for Medicare populations. By partnering with provider groups, they provide financial backing, administrative staff, clinical support teams, and infrastructure processes, so physicians can truly put their patients first.

### Situation

With this customer's growth and expansion through joint ventures with various physician groups, there was a demand for a population health platform partner who is data-driven and data-smart while innovative in digital strategy solutions for all aspects of population health management. They have multiple business lines and units to head each business line's functions. The units are tasked with implementing workflows for operations and tracking KPIs to meet business goals. It is critical for them to be able to manage specific requirements for various Value-Based Care (VBC) populations and Medicare Advantage Special Need Plans (SNPs), as well as streamline clinical support staff workflows. This customer needed a fit-all-needs population health platform partner to provide agnostic business and operation solutions.

### Solution

This customer partnered with The Garage in late 2022 to carry out its population health operation and business goals. After kick-off, the Garage teams moved quickly in building a foundation for success with the customer's key stakeholders and teams. The Garage is committed to providing them a tailored population health platform to support their goals of achieving high-quality, coordinated care services and reducing healthcare costs. The Garage implemented the following tools and project management strategies to support high-paced expectations:

- The Garage uses Asana to organize requirements, track enhancement requests, and plan deliverables, providing the customer's team access and visibility to prioritize necessary items for operation and business objectives.
- The Garage Customer Success team communicates real-time openly and directly with the customer's teams and critical stakeholders via direct communication paths, bridging the physical divide and allowing for better collaboration.
- A collaborative User Acceptance Testing process has been implemented, allowing end-users to ask questions and receive instant feedback for their testing activities. This empowers users to become familiarized with functions and how the platform works as we roll out for production.

### Outcomes

In the partnership with this IPA customer, The Garage's Customer Success team is an excellent



indirect asset along with the IPA's internal teams. Working in tandem, the Garage crew prioritizes deep dives into understanding what their teams want and expect from a population health platform to help reach operational and clinical goals. Building collaborative business workflows that can produce measurable outcomes while creating better experiences for providers and patients continues to be a critical component of our partnership. This experience has set a foundation for our future in tackling the needs of their network.

*“The entire Garage team have been a joy to work with to co-develop our robust Pop Healthcare Management system, meeting and exceeding both our caregivers and analytics team’s needs. The Garage platform affords us maximum flexibility and configurability, and goes above my expectations, making our goals achievable. The Garage team’s responsiveness to our technical requests makes work with them a pleasure. Thanks to Garage for helping make our dreams a reality, and caring about our patients, practices, and providers as much as we do!”*

- Technical Program Manager

Interested in learning how The Garage can empower your organization?  
Request more information [here](#).