



Rural Clinically Integrated Network's Use of Unified Intelligence to Change Rural Healthcare

Background

This Clinically Integrated Rural Health Network customer exists to ensure that high-quality, affordable care remains accessible across rural America. Serving more than 140 facilities across five states (North Dakota, Minnesota, Ohio, Montana, and Nebraska), this customer supports a population of over 5 million people. Through its High Value Networks (HVN), the customer helps providers deliver coordinated, patient-centered care while navigating the rising complexity of cost pressures, workforce shortages, and limited access to services.

Situation

Rural healthcare faces growing challenges, including limited access to care, rising costs, and a severe workforce shortage. Critical clinical issues the customer faced included incomplete data, which hindered decision-making, and incomplete coding, resulting in reduced share savings. While they actively work to aggregate patients, command payer attention, and negotiate vendor discounts, they recognized the need for a more robust solution that would further empower rural providers amidst complex healthcare pressures. To further their mission and truly equip rural providers with the necessary tools, they initiated a search for a unified platform. This platform was envisioned to provide their HVN participants with advanced analytics, robust care management capabilities, and the infrastructure to improve outcomes across the rural communities they serve, building upon their existing collaborative framework.

Solution

The customer selected The Garage's Bridge as their population health management platform for this initiative, supporting data sharing and interoperability across their networks. Despite challenges in accessing timely and complete external data, The Garage quickly configured the Containers app to seamlessly integrate data from Health Gorilla, Experian, and the customer's partners. This integration provides actionable intelligence at the point of care, enabling rural care teams to make informed decisions. The app also creates a unified patient worklist and triage interface, bringing together clinical, social, and administrative insights into a single dashboard. It offers crucial clinical insights to close care gaps and provides prompts for improving coding accuracy, empowering care teams with necessary intelligence precisely when needed.

Outcome

Within **4 weeks**, the utilization of the Containers app has saved the HVNs an estimated **15-20 hours per week per care team member** that they previously spent manually gathering and consolidating patient data, thanks to Bridge's data capabilities. Having this data at hand has improved patient outcomes through timely, contextualized engagement and has effectively supported population health by aligning interventions with risk and need, driving additional ROI, and shifting resources to patients most likely to benefit from care coordination.



“At [our organization], our mission is to improve care quality and reduce costs for rural communities. Partnering with The Garage and implementing Bridge has equipped our HVN care teams with the data they need—when they need it—to drive better patient outcomes, support smarter resource use, and enhance the patient and provider experience. This platform has brought timely, actionable intelligence directly to the frontlines of rural care.”

– Chief Clinical Officer

Interested in learning how The Garage can empower your organization?
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