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## SNAPSHOT

El Camino Health engaged Agathos in a six-month trial to evaluate whether the platform could gain physician engagement, buy-in, and improvement in quality and efficiency in the short and long-term.

Agathos provided:

- Timely & relevant data
- Personalized, action-level insights
- Text notifications via personal mobile device

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## RESULTS

# 71% - 88%

Monthly active usership

# 10% - 50%

Improvements in quality and utilization metrics

# 4.1x

ECH-attributed trial ROI

## CASE STUDY

### Healthcare Innovation in Silicon Valley:

A Legacy of Innovation—Accelerating Clinical Excellence via Personalized Learning for Physicians

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## CONTEXT

As the first hospital in the nation to embrace the use of an electronic medical record, dating all the way back to 1971, it is not surprising that innovation is a major component of the mission and vision at El Camino Health. The health system is located in one of the most technologically advanced parts of the world and is quick to adopt the latest medical advances. While always at the leading edge, El Camino Health provides advanced medicine and personalized healthcare.

In their commitment to pursuing high-quality, efficient care through innovation, Dr. Mark Adams, Chief Medical Officer, and Catherine Carson, Senior Director and Chief Quality Officer, partnered with Agathos to offer two of its hospitalist teams—at TeamHealth and Palo Alto Medical Foundation—access to Agathos' mobile-enabled platform with action-level insights on utilization, quality, and length of stay (LOS).

El Camino Health identified three success factors for the Agathos trial:

- Greater than 50% physician adoption and active engagement
- Reduced clinical variation and improvement on action-level insights
- Positive ROI driven by LOS and utilization metrics

Given the opt-in design, the trial was a litmus test for whether Agathos could create and sustain “bottom-up” and “physician-led” quality and performance improvement via actionable, respectful data directly into physician hands.

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## APPROACH

The six-month trial kicked off May 2019, starting with setup of a one-way clinical data feed to power insights for physicians. Pre-built queries enabled El Camino Health's IT team to quickly generate and sustain the necessary data for the Agathos platform.

The platform was initially deployed to the TeamHealth Group, with the Palo Alto Medical Foundation (PAMF) hospitalists being onboarded about a month later. The overall userbase initially began with eight "early adopters" and grew to 22 hospitalists across the trial period as more physicians requested access to the tool. Again, these were non-users "opting in" as they learned about the platform.

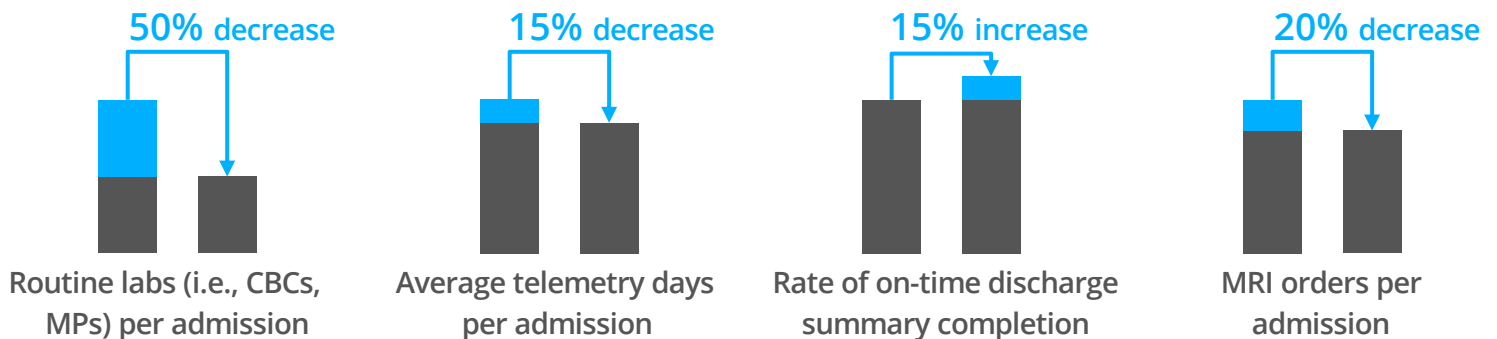
A central philosophical stance underscoring Agathos' unique value is physician self-selection towards usership. Conventional data-driven insights are provided to physicians through static dashboards or mandated meetings, which generally result in lower engagement, utilization, and satisfaction rates for the physician end-user.

Agathos' approach is to send action-level, timely data directly to the physician, without intervention from management or disruption of the physician's workflow. Part of the qualitative assessment was to see if physician usership would grow organically throughout the trial period, as it did.

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## RESULTS

Each month Agathos was deployed (i.e., July through October) had over 70% engagement among trained users, and by the trial's end multiple tracked metrics had meaningfully improved (select results below). Moreover, case-mix-adjusted length of stay for user-attributed inpatient stays was over half a day lower than baselines prior to the trial.



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## DISCUSSION

While hospital leaders were enthusiastic about the Agathos platform, it took exposure and education before hospitalists warmed to the technology. Some physicians were concerned about being texted directly to their personal phones and potential for alert fatigue. Others conveyed skepticism about data accuracy and insight actionability.

One of the specific goals of the initial few months of the trial was to take all the necessary steps, working with the Agathos' Customer Success team, to earn physicians' trust, engagement, and buy-in. The very nature of how Agathos is deployed requires a certain relationship formation with the tool. The physicians had to be assured through personal experience that the platform would not be intrusive, distracting, or send them down rabbit holes.

Over the course of the six-month trial, the "early adopter" physicians became increasingly enthusiastic about the platform. Other physicians opted in based on anecdotes and experiences shared by their colleagues. Physicians who started out as staunch skeptics began to change their minds and embrace the value of the tool.

Like many good stories, this one concludes with a happy ending and enough material for a sequel. At the end of the trial period, El Camino Health's leadership elected to sign an extended contract with Agathos. The relationship evolved into full partnership, with a commitment to grow the user base and expand the platform towards adjacent specialty areas.

## HOSPITALIST USER FEEDBACK

"The most helpful insights are likely the ones I've never thought about and never realized were important."

"This Agathos insight discussion was great... this is the only time my team gets to talk about this sort of thing."

"I never used to think about daily common labs [impact on patient care], but now I think about it a lot more."

"[Agathos] is useful for outliers... helping [hospitalists] find where they might need to change things."

## ABOUT AGATHOS

Agathos is the transparency platform, by physicians for physicians, giving superior feedback on practice variation. We partner with health systems—maximizing the benefits of technology investments already made—to empower each physician toward ever-higher quality, cost stewardship, and organizational alignment. Our corporate vision is to **make valuable care obvious and normal.**