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Points of Light

Points of Light 2025 Case Study 5

Using a Strong Value-Based Care Analytics Platform to Improve Patient Engagement & Care

May 2025

Executive Summary

Praxis Health needed timely patient data to improve their value-based care program and decrease costs. Regence partnered with Cedar Gate Technologies to develop a user-friendly value-based care analytics program for their healthcare partners, including Praxis. All stakeholders prioritized training for the solution. Outcomes include enhanced data sharing, decreased claims-processing lag, and improved provider quality metrics.

The Collaborators

PRAXIS HEALTH

Location: OR, WA
Sizing: 30 medical clinics

Regence

Location: ID, OR, UT, WA
Sizing: 2.6 million members

CEDAR GATE TECHNOLOGIES

Headquarters: CT
Segment: Value-based care

Points of Friction—Challenges to Be Solved

- **Need for timely, user-friendly patient data in value-based care programs:** Praxis Health lacked transparent, timely, and user-friendly patient data that could help improve value-based care. Monthly PDF reports were insufficient for delivering actionable data to meet cost and care-quality goals. Reports were manually created by payer staff and often reflected data from visits three months prior.
- **High care costs for patients and healthcare organizations:** Praxis Health aimed to deliver high-quality, cost-effective care by exploring opportunities to transition sites of care to promote cost-savings opportunities. They needed data to guide and inform them of cost-effective medication alternatives for patients. Additionally, Praxis Health wanted increased transparency in their data used to measure performance and reimbursement, as these metrics impact financial outcomes.

Action Plan—How the Collaborators Worked Together to Reduce Friction

- **Regence partnered with Cedar Gate Technologies to give their healthcare organization partners direct access to a value-based care analytics solution:** With access to Cedar Gate's value-based care analytics platform, Praxis Health was able to modernize the reporting for their patient population. Regence's healthcare informatics team met weekly with Cedar Gate's product team and leadership to build the ideal process, with the payer conveying the exact click-flow they wanted their provider partners to experience. The stakeholders were agile and iterated on the process to ensure success.
- **Stakeholders provided strong training to necessary parties for improved care coordination:** Cedar Gate trained Regence's provider relations executives on the system. In turn, they provided a strong curriculum the executives could use to train Praxis Health's clinicians on how to use and understand the reports on patient performance and determine care interventions. Regence created robust reference and training materials to assist both internal and provider staff. Regence also provided virtual training for Praxis Health's population health quality improvement specialists and worked closely with them to gather feedback and iterate the process.

Points of Light—Outcomes Achieved Through Collaboration

- **Enhanced data sharing, quality, and timeliness while reducing administrative burden for both the payer and healthcare organization**
- **Significantly reduced data lag:** Data lags have decreased from 90 days to 45 days.
- **Improved metrics, cost savings, and quality for Praxis Health:** The platform provides a comprehensive view that enables the healthcare organization to identify cost-saving opportunities while maintaining care quality and analyzing data with varying review periods.
- **Improved clinician engagement and improved value-based care performance metrics for Regence:** The training enhanced provider engagement through improved data transparency, ensuring the healthcare organization had the necessary tools to drill down to specific member data and target specific areas with cost-saving opportunities.

Lessons Learned—What Best Practices Can Other Organizations Replicate?

- **Collaborate on workflows and expectations and foster a positive attitude among stakeholders:** The stakeholders had to collaborate on everything, from the login process to the application design, and consider all nuances. Creating a common set of definitions was important. Additionally, open dialogue helped Cedar Gate Technologies develop a high-quality solution.
- **Scale initial training to be comprehensive and concise:** Regence sought feedback from the healthcare organization on what timely, actionable data and reports were needed to act on patient care coordination and address care gaps. The feedback from Praxis Health was imperative in reducing the training time.
- **Seek feedback and transparency to maintain realistic expectations:** The partnership was successful due, in large part, to the feedback of all parties and the understanding of the yearly initiatives and goals of the stakeholders. All needed to be agile and flexible with timelines. The initial program goals were often pushed back due to iterations during development.
- **Establish effective governance and leadership oversight:** Clinical perspectives on the Cedar Gate development team were essential for understanding workflows and developing dashboards. Praxis Health also maintained strong internal governance, with a project manager and an executive sponsor from the leadership team meeting quarterly to discuss project updates across all locations.
- **Gain buy-in from the clinical teams and clinical support staff:** RNs and medical directors oversee the process, and physician participation from the beginning will help validate the tool and provide invaluable input.

What's Next?—Vision for the Future

- **Cedar Gate Technologies will support Regence in their rollout with other healthcare partners and in their setup of a financial modeling reporting system** so that the payer can leverage their own financial value-based contract modeling using the Cedar Gate software.
- **Regence wants to continue to onboard new healthcare organizations and help them understand the value of the tool.** Further, they will add new reports and continue to develop the solution.
- **Praxis Health wants to extract the data from the Cedar Gate tool so it flows consistently and is easily available to frontline caregivers**, who can then take action on the data.