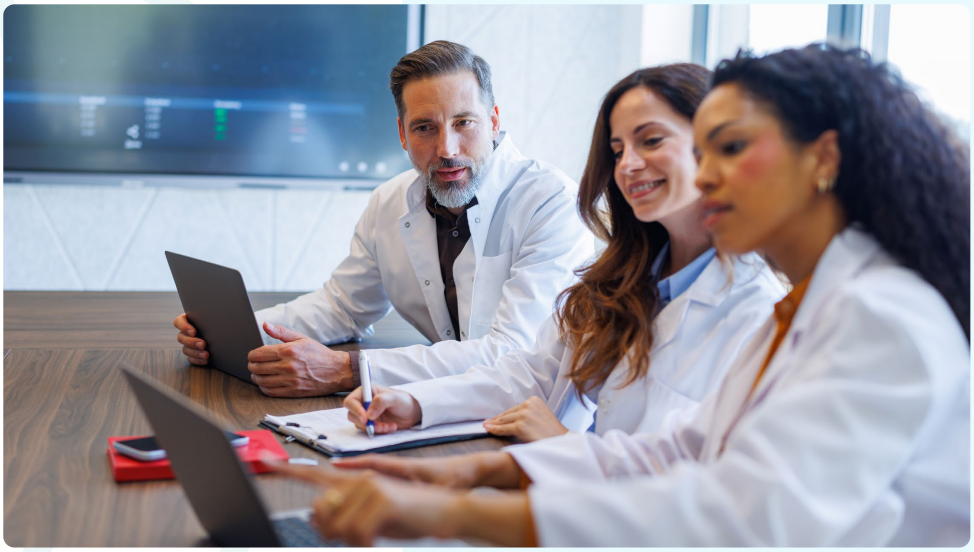
CASE STUDY:



# How Roane General Hospital Scaled a Population Health Approach Across Teams and Clinics with Constyn

## What started as smaller quality improvement initiatives now supports teams across care management, community health, primary care, and patient outreach.

### Where Roane Started: Improving Performance Visibility

Roane General Hospital sought to improve visibility of its quality performance. Teams lacked centralized visibility into quality performance data and actionable patient-level insights, making it challenging to proactively identify outreach opportunities, monitor performance trends, and track progress toward value-based care goals.

Roane initially used Constyn to successfully:

- Improve quality performance visibility
- Increase care gap closure
- Advance value-based care goals

Explore more about how Roane used Constyn to improve quality performance.

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**CASE STUDY:**

# How Roane General Hospital Scaled a Population Health Approach Across Teams and Clinics with Constyn

## What Happened Next: Using Constyn to Support Population Health and Patient Management

What began with a narrow quality focus grew into Roane's broader use of Constyn across multiple teams to advance population health and patient management.

**Constyn is now used across multiple teams at Roane, including:**

- Care management
- Community health and wellness
- Primary care
- Quality and performance improvement

**Roane expanded its use of Constyn to:**

- Understand performance drivers and opportunities for improvement
- Track quality and population health trends across providers and patient groups
- Provide care teams with a shared view of patient needs, follow-up, and intervention activity

# One Approach Across Every Clinic

**Roane's teams now leverage Constyn to support targeted patient outreach and care coordination across clinic locations, providing greater flexibility to respond to evolving clinical, operational, and population health priorities.**

This expanded utilization allows Roane to apply data-driven insights across teams and care settings, tailoring outreach strategies and workflows to the unique needs of different patient populations.

## Finding New Ways to Use Roane's Data for Broader Population Health Initiatives

Roane now uses Constyn to support broader population health initiatives, including:

- Internally developed wellness analytics: This helps Roane monitor wellness trends and identify opportunities for patient outreach and follow-up.
- Supplemental payer data feeds: These feeds support with monthly data submissions to payors – offering gap closure on the back end.

Roane continues to identify new ways to apply Constyn as its population health strategy evolves.

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## What This Means for Rural Hospitals

Successful technology adoption in healthcare is rarely defined by implementation alone.

Long-term value comes when a platform can support new teams, priorities, and initiatives over time. Roane's experience demonstrates that evolution. Constyn began by addressing **quality performance needs** and has since expanded across teams and clinics to support **a broader population health strategy**.

The platform solved the first problem it was meant to address and continues to support Roane as the organization evolves to tackle larger population health initiatives.

## THE TAKEAWAY

For Roane General Hospital, Constyn's value has grown with adoption.

What began as focused quality initiatives has developed into broader organizational use across care management, community health, primary care, outreach, performance monitoring, and population health.

As Roane's needs have evolved, the platform has expanded with them.

**Discover more of Roane's story with Constyn.**

**And learn how Constyn can support evolving population health needs across your organization.**