



OPPORTUNITY

Take healthcare from slow, sparse review to comprehensive, automated, and near-instant quality monitoring.

INNOVATION

A new information abundance replaces the old scarcity. Automated, real-time review of clinical encounters drives timely evaluation.

SOLUTION

Clinical events trigger automatic data flows and evaluation, assisted by AI tools. Care moves from reactive to proactive.

IMPACT

Encounters are now evaluated with near-instant feedback and enhanced patient engagement. Clinicians are freed from administrative tasks and equipped with actionable insights.

Real-Time Quality & Safety Audits: Fully Automated, Real-Time Healthcare Quality and Safety

Healthcare quality improvement has long been constrained by manual, labor-intensive review that analyzes only a fraction of patient encounters. Traditional peer review models typically covered about 0.5% of visits, requiring weeks of effort to generate insights that were often outdated, statistically insignificant, and disconnected from real-world care delivery. The COVID-era push toward digital transformation exposed the urgent need for real-time, data-driven insight across the entire care continuum. At the same time, existing electronic health record systems lacked the automation, interoperability, and real-time triggers needed to unlock clinical data at scale.

Comprehensive Real-Time, Automated Monitoring Enables Focus on What Matters

MIT Health's Real-Time Quality & Safety Audits (RTQSA) ecosystem replaces sampling with continuous, real-time monitoring powered by automated workflows, middleware integration, and AI-enabled analysis. Clinical encounters trigger immediate data flows and automated review of documentation, compliance, and quality, eliminating manual chart review and ensuring complete visibility into care delivery. Care quality is reframed from a scarcity to an abundance model. Instead of asking what can be reviewed, MIT Health now asks *what matters most*—and evaluates all relevant data instantly. This scalable, intelligent system continuously improves outcomes while empowering teams with actionable insights in real time.

Real-Time Quality Review, Risk Identification, and Patient Feedback

Powered by **InterSystems IRIS® for Health**, the effect of RTQSA has been dramatic and measurable. MIT Health moved from reviewing just 0.5% to automatically analyzing 100% of patient visits across multiple metrics—nearly half a million reviews without human intervention. Risks can be instantly identified, providers receive real-time feedback, and invisible patterns and edge cases are made visible. Patient engagement has surged, with survey response rates increasing from 2–3% to about 20% through real-time feedback. Staff are now freed from administration and can focus on higher-value clinical work, while MIT Health benefits from faster insights, improved safety, and a more responsive patient experience.

“We can get to scale instantly. You no longer have to touch a thing to know if it was worth touching. Imagine being in a dark room with a flashlight—then turning the lights on. That’s the difference. We don’t start with, can we resource it? We start with, do we care about the answer?”

MIT Health

Central Features of MIT Health’s RTQSA

- **Full-Scale Automated Review** evaluates 100% of clinical encounters in real time, eliminating reliance on limited sampling. It applies multiple quality metrics simultaneously, ensuring comprehensive oversight across the care journey and statistically significant insights instantly.
- **Real-Time Event-Driven Architecture** enables automated workflows to activate the moment clinical actions occur. This allows immediate evaluation of documentation, compliance, and clinical decisions as care unfolds. The result is proactive intervention instead of retrospective correction.
- **Integrated AI-Ready Data Ecosystem** positions clinical data for AI tools to analyze securely and effectively. While AI provides insight, automation and orchestration ensure that insights are generated and acted upon continuously, transforming AI from standalone to an operational engine.
- **Real-Time Patient Surveys** deployed instantly following visits, capturing feedback while experiences are still fresh, increasing response rates tenfold, and enabling immediate service recovery. Providers gain authentic, actionable feedback that strengthens trust and care quality.

About the Winner: MIT Health

MIT Health is a standalone, multispecialty healthcare provider delivering comprehensive care to a highly engaged academic community of students, faculty, staff, and families. Serving roughly 25,000 patients across about 100,000 annual encounters, the organization blends primary, specialty, and preventive care into a unified, patient-centered experience. With a digitally savvy population and a mission of “infinite caring,” it operates at the intersection of innovation, clinical excellence, and community well-being.

About the InterSystems Impact Awards, Selected by an MIT Panel

Each year, select client organizations are recognized at the InterSystems READY conference for projects driving positive change. Nominations are evaluated by independent judges from MIT on three criteria:

- **Makes a significant difference**
- **Breaks new ground**
- **Sets an example**

To learn more about the InterSystems Impact Awards visit

<https://www.intersystems.com/intersystems-impact-awards-2026>

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