Measuring ROI

Quantifying the benefits of a health information exchange

Missouri Health Connection

It is increasingly important for health information exchanges like the Missouri Health Connection (MHC) to understand their effect on patient care and the bottom-line costs for their participants. Founded in 2009, MHC is completing the implementation of its CareNet system, built on the InterSystems HealthShare® health informatics platform. MHC CareNet delivers current medical information and supports all key on-demand functions.

Savings reported by others

- Emergency department (ED) visits
- Preventable readmissions
- Medication errors
- Malpractice litigation
- Duplicate testing
- Lab tests in ED
- Radiology tests in ED
- Hospital admissions
- Adverse drug events
- Administrative burden of medical records
- Duplicate consults

Metrics used

- 4% prevented ED visits
- 15% prevented readmissions
- 84% prevented malpractice litigation
- 7% prevented inpatient medication errors
- 8% prevented outpatient medication errors

The Missouri Health Connection serves 3/4 of the state’s providers, including 7,000 physicians, 77 hospitals, and 350 clinics.

“We must dedicate the time necessary to work side by side with our participants to identify the key metrics that we can use for meaningful reports.”

Mark Pasquale
President and CEO
Missouri Health Connection

Total projected annual savings

$12.8 million

MHC’s projected annual savings breakdown

- ED visits and costs $10,732,000
- Malpractice litigation $843,089
- Preventable readmissions $825,300
- Outpatient medication errors $275,680
- Inpatient medication errors $177,320

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