



## CASE STUDY



# Monument Health Leverages HCTI's Automated Data Retrieval Solution, [readabl.ai](https://readabl.ai)

### The Client

Headquartered in Rapid City, S.D., Monument Health is a community-based health care system with a mission to make a difference, every day. The system offers care in 31 medical specialties and serves 12 communities across western South Dakota. With over 5,000 physicians and caregivers, Monument Health is composed of 5 hospitals and 38 medical clinics and specialty centers. Monument Health is committed to the future of medicine, with medical training partnerships, a medical residency program and more than 130 active research studies. Monument Health is a member of the Mayo Clinic Care Network.

### The Challenge

At Monument Health, the ability to close gaps in care depends on data availability at the point of care. Located in several rural areas and servicing patient community across a wide geographic region Monument Health receives data from multiple sources in myriad forms, including faxes and PDFs. As a result, this five-hospital

system ingests thousands of pages of data daily, which were manually identified, categorized, and uploaded by staff into its electronic health record (EHR) so the data could be delivered to providers at the point of care.

Because of the paper-intensive nature and need for efficient management of information while ensuring data security, Monument Health required an advanced automation solution for image recognition and document analysis. They wanted a partner with deep expertise in Artificial Intelligence (AI), machine learning (ML), and Natural Language Processing (NLP) to turn their clinical data from disparate sources into actionable insight.



...“The HCTI team and solution has synched with our needs from the very start. From the comprehensive assessment to the design and execution, HCTI validates daily that their partnership is the key component in their solution. The Readable.ai project has had a tremendous impact on our health system’s accuracy and productivity in a time where struggles with recruitment and workforce put the industry at risk. Having a partner that lives service excellent makes all the difference; Thank you HCTI team!”

Ted Syverson, Vice President of Revenue Cycle



Documents processed by [readabl.ai](https://readabl.ai) in less than three minutes



Roughly 1/3 reduction in effort per document



Documents categorized and patient identified automatically by [readabl.ai](https://readabl.ai) for over 81% of documents



...“Vendor-Provider partnerships such as this that can solve real problems we are facing today are imperative. The technology in many cases is ready to solve more complex issues, especially leveraging AI and other automation tools, but the clinical and operational experience on the provider side is key to ensuring we use that technology to solve the right problem and then truly solve it. This is an exciting example of what can come out of these types of collaborations”

Dr. Stephanie Lahr, MD, CHCIO, Chief Information Officer and Chief Medical Information Officer, Monument Health



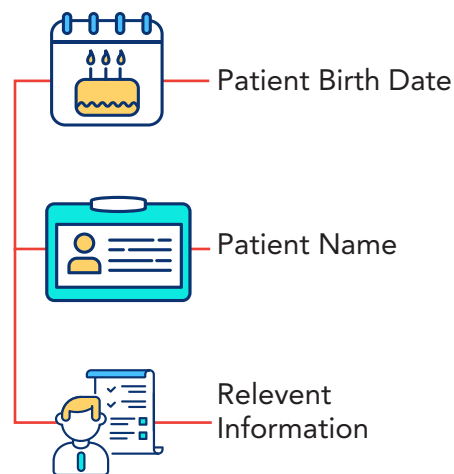
...“As a trail of records follows patients in their healthcare journey, Healthcare Triangle’s readabl.ai solution helps unlock key data while reducing the burden of manual data capture,”

Suresh Venkatachari, CEO, Healthcare Triangle

## The Work

**Monument Health leveraged Healthcare Triangle’s cloud-based AI and machine learning readabl.ai solution** to automate the process of categorizing data from unstructured reports and pair the right information with the right patients. readabl.ai uses the state-of-the-art public cloud artificial intelligence and machine learning to recognize and extract information from documents, faxes and narrative reports which adds value as more documents get processed. This dramatically increases the speed with which the health system can share critical data with providers, providing a tool for more effective population health management. HCTI’s AI-powered document processing solution lets the integrated health system focus on higher-value activities related to patient care rather than document processing. It’s an approach that positions Monument Health to meet the complex health needs of its population more effectively.

## Patient Relevant Information



## Results

With HCTI’s strong partnership and expertise in AI and machine learning, Monument Health achieved:

- Streamlined patient care through faster processing
- Cost reduction through labor savings
- Integration to the EHR & other key applications using FHIR APIs
- Accuracy through the latest AI and language processing models
- Scalability through the public cloud

**For additional information and advice, book a free consultation with our experts.**

[Click here to book](#)

Healthcare Triangle, Inc.™ (HCTI) reinforces healthcare progress through breakthrough technology and extensive industry know-how. We support healthcare providers and payors, hospitals and Pharma/Life Sciences organizations in their effort to improve health outcomes by enabling the adoption of new technologies, data enlightenment, business agility and accelerate responding to immediate business needs and competitive threats. The highly regulated healthcare and life sciences industries turn to HCTI for our expertise in digital transformation on the cloud, security and compliance, data lifecycle management, healthcare interoperability, clinical and business performance optimization. Our headquarters is located in Pleasanton, California and we have employees throughout the US.

For more information, please visit [www.healthcaretriangle.com](http://www.healthcaretriangle.com).

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