

# Strategic Collaboration at work

From outreach to advancing population health at Dignity Health

## Situation

Dignity Health is headquartered in San Francisco. As the fifth-largest health system in the nation and largest hospital provider in California, they employ more than 60,000 caregivers and staff. At the start of the relationship, Dignity was looking to improve its competitiveness while reducing its costs. Over time and as the relationship grew, they wanted to improve the health status of its over 2 million patient population.



## Challenges

The initial challenge was to efficiently provide lab services to physician groups across their massive footprint. More recently, Dignity needed help understanding their patient populations based on diagnosis, test frequency, and network leakage.

## Solution

Quest Diagnostics acquired more than 50 draw sites and related entities in California and Nevada to improve and extend the lab testing services Dignity Health's network of providers can access. To serve their population health initiatives, Quest provides Dignity with the ability to make custom data queries through Quantum™ Informatics Data Feed. The data drive reports on test utilization and helps inform their population health initiatives. Dignity learns who is ordering tests, why they are ordering them, and for whom. In-depth analysis helps identify opportunities for improvement in test patterns and efficiency.

**Over 50 draw sites acquired**  
to extend lab testing services



## Results

With the outreach acquisition, Quest was able to improve service levels while maintaining quality levels. For the data exchange, Quest established a platform with custom feeds in 6 days. This platform relays data between Quest and Dignity on-demand for their entire patient population. Dignity can now see who is ordering tests, why they are ordering them, and for whom they are ordered. In-depth analysis of testing can now be performed to identify opportunities of improvement in test patterns and efficiency.



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