



Case Study | National Jewish Health

Internationally Recognized Respiratory & Cardiac Clinic Trusts ChronicCareIQ for Care Management

 Pulmonology

 Cardiology


Patient Highlight

ChronicCareIQ's RiskIQ system indicated alarming blood pressure trends in a National Jewish Health patient and alerted the care team.




The patient was directed to the ER, where **clinicians discovered the patient was in the middle of a stroke.**


Through early detection via ChronicCareIQ's **digital patient engagement**, the care team was able to administer TPA and **successfully avoid a critical event.**

“A patient told us, ‘I feel so good knowing that National Jewish is **paying attention to my health**, even when I’m not.’”
Erica Kaye, Executive Director of Ambulatory Practice, National Jewish Health



THE TEAM

		
110 Providers	58 Care Managers	EPIC EHR




\$101K
Average Monthly Reimbursements Generated

CODES

CCM **RPM**

BY THE NUMBERS



959
Patients Enrolled in CCM/RPM



Background

National Jewish Health, based in Denver, Colorado, is an internationally recognized healthcare institution specializing in respiratory, cardiac, immune, and related disorders.

Led by Michael Salem, MD, and supported by **more than 200 providers**, the organization cares for tens of thousands of patients each year.



Objective

National Jewish needed a solution that supported both CCM & RPM in a single platform & integrated with Epic EHR.

When choosing a care management software partner, **they prioritized:**

- Automating workflows
- Improving patient coordination and communication
- A partner with deep clinical expertise, who understood their unique patient needs

“We use ChronicCareIQ all day, every day.”

Erica Kaye, Executive Director of Ambulatory Practice, National Jewish Health



Challenges

Before ChronicCareIQ, National Jewish Health struggled with:

- ✘ High call volumes that overwhelmed staff
- ✘ Accurately capturing and billing care management time
- ✘ Limited communication tools for digitally engaging patients
- ✘ Poor coordination and visibility between care team members
- ✘ Manual workflows that became increasingly difficult to scale

Their previous manually run care program failed as patient enrollment grew, because it:

- ✘ Relied on manual workflows
- ✘ Lacked team communication tools
- ✘ Made billing complicated
- ✘ Lacked a method to track activity



Results with **ChronicCareIQ**

National Jewish Health trusted **ChronicCareIQ** to centralize and scale its CCM and RPM programs within a single, simple platform.

With ChronicCareIQ, the practice was able to:



Centralize clinical workflows for all teams in one platform



Automatically capture billable activities and time documentation with CallerIQ



Integrate care management directly into Epic EHR workflows



Improve coordination and communication across care teams



Create a more structured, proactive approach to patient management between visits



By streamlining operations and improving care coordination, ChronicCareIQ helped National Jewish Health build a profitable, sustainable care management program that simplified their workflow.



Now is the time to modernize your CCM workflows

[Book a Demo](#)

and see how we can help your practice stabilize and scale care management.



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ChronicCareIQ.com