

# The Allina Health Case Study:

## Improving Patient Access with 24/7 Virtual Care

In the first *two years* of the partnership, KeyCare provided nearly *3,800 visits* to Allina Health patients.

**62%** 62% of patients who used virtual care would have otherwise gone to urgent care

**40 STATES** Geographic coverage expanded from 2 to 40 states

**3,800 VISITS** Virtual Visits provided in 2 years

**12%** Total Allina virtual visits now through KeyCare

“KeyCare really allowed us to ensure that we were *meeting patients where and when they needed it*, not just during normal business hours or when it was convenient for us.”



Maggie Dreon, Manager of Clinical Service Line Operations, Virtual Care, Allina Health

## Challenge

Allina Health had previously initiated an internal provider telehealth program to enhance care delivery serving patients in Minnesota and Wisconsin.

They partnered with KeyCare to further differentiate themselves from competitors by **gaining the capability to deliver 24/7 virtual care to patients in any of the 50 U.S. states.**

“Health care needs *strike at any time of the day* and that can be when you’re home or when you’re away from home.”

Maggie Dreon, Manager of Clinical Service Line Operations, Virtual Care, Allina Health

Due to limited telehealth options, patients would often seek care in Allina Health’s emergency departments (EDs) for conditions that were not urgent, leading to patient inconvenience, higher costs of care, and ED overcrowding which impacts those who really needed to be there. The health system sought **a virtual care partner that could provide around-the-clock care to offer patients more convenient and less-expensive options, while also preserving the high quality of care** for which the health system is known.

“Our goal is to find the most appropriate place on the care continuum for patients based upon their specific needs”

### Maggie Dreon

Manager of Clinical Service Line Operations, Virtual Care, Allina Health.



## The KeyCare Solution

KeyCare offers health systems access to a nationwide network of virtual care providers working on its optimized Epic instance, which then connects easily to other Epic-based health systems.

By partnering with KeyCare, Allina has been able to **augment its care team, optimize capacity, and widen its digital front door.**

With KeyCare, Allina Health offers its patients a seamless virtual care experience, patients and staff could be **reassured patient data was shared between KeyCare and Allina Health providers**, and Allina Health could save money by utilizing Epic’s built-in interoperability features that minimized technical needs from their staff.

## Results

Today, KeyCare accounts for 12% of Allina Health’s virtual visits. Previously, the health system had only provided virtual care to patients in Minnesota and Wisconsin, **but today that geographic area has expanded to more than 40 states.** In the first two years of the partnership, KeyCare has provided nearly 3,800 visits.

**Top Reasons Patients Cited For Seeking Care**

Urinary Symptoms | Eye Problems | Rash  
COVID Concerns | Cough

## Next Steps

Allina Health expects to see continued growth in its partnership with KeyCare over the next year as it explores **new ways to leverage virtual care that benefits patients and care teams.**

**When asked where they would have obtained care had they not engaged in a virtual visit:**

- 62%** would have gone to urgent care
- 12%** would have waited to see their primary care physician
- 8%** would not have received care
- 7%** would have gone to the ED

“I think the true ROI of virtual care is in **dollars saved for everyone** by not spending them on a higher-cost model of care.”

*Maggie Dreon, Manager of Clinical Service Line Operations, VirtualCare, Allina Health*

## Background

Allina Health is dedicated to the prevention and treatment of illness and enhancing the greater health of individuals, families and communities throughout Minnesota and western Wisconsin. A nonprofit health care system, Allina Health cares for patients from beginning to end-of-life through its **90+ clinics, 12 hospital campuses, 14 retail pharmacies, and many specialty care centers and specialty medical services, home care, and emergency medical transportation services.** Learn more at [allinahealth.org](http://allinahealth.org).