



CUSTOMER STORY

Smarter Stewardship, Stronger Outcomes: How Regional One Health Transformed Anticoagulation Safety

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At [Regional One Health](#), the outpatient clinical pharmacy team was juggling a growing population of high-risk patients with little visibility into who needed follow-up, who was overdue for labs, or who might be on the wrong dose. Their Electronic Health Record (EHR) wasn't able to identify these patients, and manual tracking was burning time the team didn't have.

"We had people in clinic being prescribed DOACs (direct oral anticoagulants) by their medical residents without appropriate monitoring or oversight," said Jennifer Campbell, Clinical Pharmacist at Regional One Health. "The pharmacy team had no reliable system to catch them and no time to build one."

Anticoagulants, commonly known as blood thinners, remain one of the top drivers of medication-related emergency department visits. Without better monitoring, the risk wasn't just theoretical, it was real. That's when the team turned to Inovalon.

Company: Regional One Health

Type: Acute care hospital

Success: "We were flying blind before. Now we can see exactly who needs attention and act fast."



This isn't just about one medication class. It's how we're managing risk across the board."

— Jennifer Campbell, Clinical Pharmacist
in Ambulatory Care, Regional One Health

Near Real-Time Visibility, Real-Life Impact

With help from the Inovalon team, Regional One Health created a configurable set of surveillance rules using Inovalon's [Ambulatory Surveillance](#)™. Now every day starts with a worklist that flags patients who need attention – whether it's a missed lab, an overdue visit, a questionable dose, or a risky drug combination. “It's become part of our daily routine,” Campbell explained. “We don't wait on monthly reports. We can act now.”

Pharmacists no longer have to dig through charts or compare spreadsheets. They know exactly who needs follow-up and how to get them back on track.



Saving Time, Preventing Harm

Once Inovalon's solution became part of their daily workflow, the benefits showed up fast for both the clinical team and those in their care:



Patients are no longer slipping through the cracks.



Faster interventions occur before safety issues escalate.



Each pharmacist saves at least 30 minutes every day.

Even better, the change made a lasting impression on medical residents. Pharmacists document their outreach directly in the EHR, giving new providers real examples of what safe, effective anticoagulation management looks like.

"We're not just improving care; we're teaching future physicians what good stewardship really means," Campbell noted.



It saves at least 30 minutes a day (per pharmacist) and helps us act before a problem becomes serious."

— Jennifer Campbell, Clinical Pharmacist
in Ambulatory Care, Regional One Health

Built to Grow

What started with anticoagulation is now growing across the outpatient enterprise. The clinical pharmacy team is expanding the solution to [support transitions of care](#), chronic disease management, and polypharmacy reviews. And because the solution doesn't rely on the limitations of their EHR, they can scale it as far as their clinical vision reaches.

"Inovalon helps us manage more risk, more efficiently," explained Campbell. "And it's letting us build the kind of proactive care model our patients deserve."





Ready to See What Inovalon Can Do for You?

Deliver the right care at the right time for every patient. With Ambulatory Surveillance, you get near real-time insight, smarter workflows, and a safer path forward.

Take Control of Medication Safety

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