



CASE STUDY

How Essen Healthcare Transformed Care Coordination at Scale



AT-A-GLANCE

- * 2-8 hours returned per staff member per week, giving them capacity equivalent to adding 2 FTEs
- * 79% caught clinical details they previously missed
- * Improved patient outcomes through better appointment scheduling and immediate high-risk escalations

Essen Healthcare (Essen), one of the largest multi-specialty medical groups in the Bronx with more than 600 providers serving underserved New York City communities, partnered with Popai Health to enhance their care coordination operations. Guided by their 'We Care for That' philosophy, Essen implemented Popai's conversation intelligence solution across 100% of patient phone calls.

The results were significant: 92% adoption among over 300 users, with 88% reporting measurable time savings, equivalent to 2-8 hours per week per staff member. The solution improved patient experience metrics, increased appointment scheduling, and enhanced workforce development through precision coaching opportunities.

The Challenge

Essen was focused on maintaining excellent service while also scaling effectively with finite resources. Addressing care management and workforce capacity challenges became a critical priority. Care coordinators were spending excessive time on paperwork and documentation, which was time that could have spent with the patients themselves.

Scaling QA processes to ensure 100% of patient insights were captured and tracked presented an additional obstacle. Manual QA processes don't scale well with hundreds of staff members. Leadership also wanted to ensure all appointment scheduling opportunities were offered during patient phone calls.

The Work

Essen wanted a comprehensive strategy to address these challenges through technology deployment and execution. They partnered with Popai to implement the company's conversation intelligence solution for its phone calls.



The platform integrated seamlessly with Essen's existing workflows, the EHR, and practice management systems, providing real-time workflow triggers and action alerts.

Popai's features addressed Essen's specific needs. The platform streamlines speed to documentation, with every patient conversation seamlessly documented with compliant summaries according to program and organizational templates. Popai's appointment scheduling intelligence identifies and acts on scheduling opportunities. The system also provides precision coaching opportunities based on real conversation data for each care coordinator.

The Documentation Benefits

The Popai implementation achieved 92% adoption among over 300 users. This resulted in rapid adoption across departments and consistent daily use.

The time savings were significant, with 88% of users reporting measurable time saved. This is equivalent to 25-100 minutes saved per user per day, translating to 2-8 hours weekly per staff member that is now spent on enhanced patient care.

The accuracy and quality of documentation improved with Popai's support as well. According to 79% of users, Popai's notes enabled them to catch missed details such as medication names.



OF USERS REPORTED
A TIME SAVINGS OF
2-8 HOURS
PER WEEK



After more than 25 years serving New York City's most vulnerable populations, I've learned that many critical insights often come from the conversations we have with our patients.

Popai's conversation intelligence platform aligns perfectly with our 'We Care for That' philosophy by allowing our care coordinators to even further focus on what they do best: providing compassionate, high-quality care.

Dr. Sumir Sahgal

Chief Medical Officer, Essen Health

This led to stronger clinical documentation and reduced follow-up workload. The system delivered compliant documentation with increased confidence, which eliminated friction and reduced time spent ensuring compliance.

The Clinical and Operational Excellence

Popai helped streamline clinical and operational processes at Essen. Appointment scheduling became more effective as the system flags lost opportunities for appointment scheduling when need arises, resulting in more appointments proactively scheduled for patients.

The process for clinical escalations also improved with the support of Popai's platform, which flags high-risk cases to ensure they are acted upon as quickly as possible, regardless of the care managers' clinical expertise.

While Essen's team was already doing this important work, Popai is an additional safeguard because information from calls is cross matched with the EHR to detect any gaps.

This automation enables seamless and timely escalations, supporting better outcomes and decreasing unnecessary readmissions.

Workforce development benefited from enhanced oversight capabilities. The team oversight tool allows supervisors to track guidelines adherence across team members. The system automatically flags calls for coaching, such as identifying referral best practice deviations and closing the gap by completing needed training.

This resulted in efficiency gains for manager time spent on training and onboarding. It also led to improved agent performance with better patient experience, as well as better clinical and behavioral health outcomes.

Are you ready to transform your care coordination operations?

Contact Popai to learn how conversation intelligence can help your organization achieve similar results while supporting your mission to deliver high-quality patient care.

Visit <https://www.popai.health> today to get started.

The Conclusion

Essen Healthcare's partnership with Popai demonstrates how conversation intelligence solutions can transform care coordination at scale.

By implementing technology that seamlessly integrates with existing workflows, Essen freed care coordinators to focus on patient care while achieving measurable improvements in documentation quality, patient experience, and clinical outcomes.

Next steps will include continuous improvement efforts for the patient experience through real-time monitoring. Calls with outlier patient experiences will be flagged, allowing immediate intervention by a Patient Experience Specialist. This enhancement is expected to lead to even better patient experience metrics.

