

Case study

Tampa General Hospital scales operations to improve population health



Tampa General Hospital is an expansive tertiary and quaternary care facility with more than 1,400 total beds across six hospitals, more than 150 Ambulatory Centers, and services 8 million residents in Central Florida. Despite its size and range of specialty care, the hospital needed more guidance and resources to implement a population health infrastructure and successfully participate in a risk-based payment model.

Challenges



Change management

Difficulty navigating the complex shift to value-based care across a large clinician network.



Infrastructure

Operating with minimal staff and workflows designated for preventive services.



Data

Lack of necessary analytics to identify and close care gaps.

CVS Accountable Care solutions



Tailored population health

Received personalized education and training to successfully build and scale a dedicated population health team.



CVS Analytics Platform

Better able to identify at-risk populations, address care gaps, and personalize interventions.



Risk sharing

Gained the resources and financial support to move into risk.

Results

Now in its seventh year in the Medicare Shared Savings Program with CVS Accountable Care, Tampa General Hospital has generated millions in shared savings under risk while consistently enhancing quality.

+\$7.8M

shared savings earned since 2019

-17.2%

decrease in readmission rates in 2024

-1.5%

decrease in SNF admits in 2024

+6.4%

increase in PCP visits in 2024

Patient success highlight

A complex patient had a history of falls and difficulty completing daily activities.

TGH's care team enrolled the patient in Chronic Care Management and was quickly connected with a social worker.

After a debilitating setback from spraining her back, the care team then referred the patient to an orthopedic surgeon and was contacted by adult protective services to ensure her safety.

The patient's condition continues to improve and is grateful for the comprehensive care she received across her journey.

“CVS Accountable Care has helped us establish a disciplined approach to preventive initiatives, so that we can proactively manage patient health. By integrating more data-driven strategies and early intervention efforts, we’ve seen measurable improvements in patient outcomes and reduced avoidable costs. As a result, we’ve created a more effective and scalable care model to take on more risk.”

Dale Aggen

Vice President of Managed Care, Tampa General Hospital