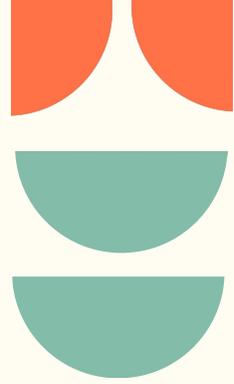


**Customer Success Story**

Baylor Scott & White



## Customer Success Story

# Baylor Scott & White

Reducing readmissions and avoidable hospitalizations can have an immediate, positive impact to a hospital's bottom line. While multidisciplinary teams try to tackle this issue, many still lack the actionable insight needed for noticeable results – especially in hospitals with a high mix of underserved and vulnerable populations, where examination of social factors are key. With the addition of Pieces Predict for Readmissions, Baylor Scott & White Health has experienced the following outcomes:

- 7% reduction in risk-adjusted readmission rates in spite of an increase in high-risk patients.
- Development of impactful readmission interventions around predictive model driven care pathways. Facilities with established intervention pathways made up one-fifth of the patient encounters yet contributed nearly 40% of the saved readmissions.
- Clinical documentation improvement through machine learning and natural language processing approaches.
- Easy accessibility of action-oriented data, including the Pieces risk score and identification of barriers to discharge to help optimize workflows and lead to more efficient and safe patient care.

"I find Pieces to be really innovative. Ultimately, we decided to partner with Pieces because their solution offered valuable NLP technology which discovers critical elements embedded in the EMR to offer key information about readmissions, without spending hours reading the chart. Additionally, Pieces also provides opportunities to connect with community resources to address social aspects impacting health and a dashboard with filtering capabilities to provide appropriate and actionable information to various leaders and front-line staff."

-Mae Centeno, DNP, RN, CCNS, ACNS, BC  
System Vice President of Chronic Care Continuum  
*Baylor Scott & White Health*



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[Learn more or request a demo](#)

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