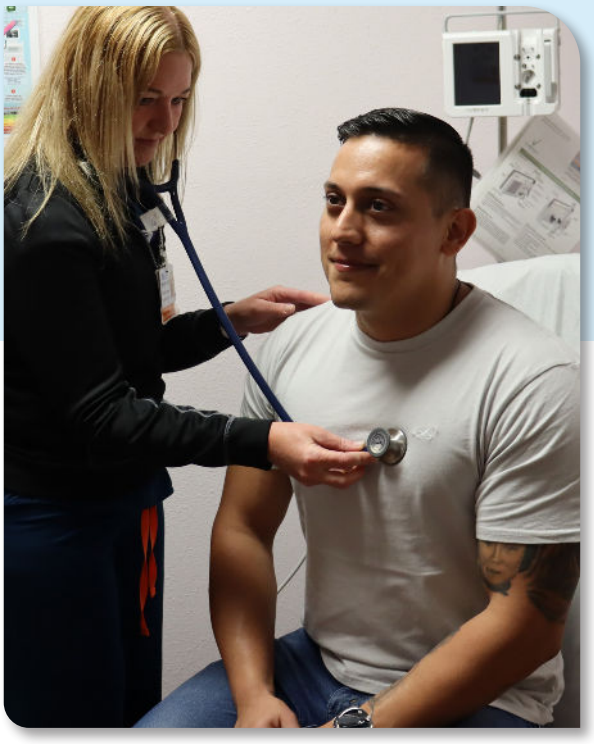
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CASE STUDY

From Insight to Impact: San Luis Valley Health's Value-Based Care Journey

A rural health provider improves risk adjustment accuracy, aligns teams, and builds lasting capability through hands-on coaching.



San Luis Valley Health

San Luis Valley Health (SLVH) is a regional rural health provider serving approximately 50,000 residents across six counties in southern Colorado. For more than 90 years, it has been a trusted, local access point for care, delivering healthcare through its hospitals, clinics, and specialty services.

Serving a geographically dispersed region far from major metropolitan areas, SLVH helps patients access the care they need without leaving their community. Like many rural providers, it serves a patient population with diverse and often complex healthcare needs, including Medicare and Medicaid patients.

As healthcare reimbursement models continued to evolve, SLVH recognized an opportunity to align clinical care, documentation, and data capture to better reflect the full scope of care being delivered across its communities.

Ensuring the full scope of patient care is accurately captured and reflected.

Industry Challenge: From Fee-for-Service to Value-Based Care

For many healthcare organizations, particularly those caring for rural and medically complex populations, the challenge is not delivering quality care. The challenge is ensuring clinical information is consistently documented, coded, and translated into data that accurately reflects patient needs and the care being provided.

SLVH recognized an opportunity to strengthen these processes and shift toward value-based care to gain a more complete view of its patient population.

According to the Centers for Medicare & Medicaid Services (CMS), healthcare reimbursement is increasingly moving beyond traditional fee-for-service payment models towards value-based approaches that reward quality, health outcomes, care coordination, and efficiency. (Source: CMS Value-Based Programs)



Programs like Medicare Advantage rely on the Hierarchical Condition Category (HCC) risk adjustment model – which helps ensure providers are paid based on the true complexity of their patients – along with quality measures, to more accurately reflect the care being delivered. As Audrey Reich Loy, Director of Programs, explained, *"Our providers would tell us we serve a really hard population, but our HCC score didn't reflect that."*

The Solution: Building Capability Through Coaching

SLVH partnered with Contexture's Quality Improvement Team to strengthen its approach to risk adjustment, not by handing off the work, but by building the knowledge and capability needed to support it internally.

Contexture met regularly with providers, coders, and billing staff, walking through real-world examples to illustrate how documentation affects risk adjustment and quality reporting, which Reich said was "an eye opener" for their staff. These conversations focused on strengthening documentation accuracy, clarifying clinical details, and helping ensure the patient's complete health picture was reflected consistently in the medical record.

Over time, their teams began to shift how they worked. Their new approach reinforced an important principle: accurate risk coding is not about changing the care being delivered. It is about ensuring documentation and coding accurately reflects that care.

Through its partnership with Contexture, SLVH saw measurable improvements in how care was documented and coded:

2023-2024: SLVH improved coding accuracy by **23.4%**

The impact extended beyond the numbers. As Reich Loy shared, *"The goal is not just a better score, it's an accurate score."* Increased coding accuracy can result in higher reimbursement, while helping organizations avoid the risks associated with overcoding. The improvement reflects fewer missed conditions, a more complete picture of patient risk, and a stronger alignment with audit findings and quality improvement recommendations.

The result is documentation that more accurately reflects patient complexity and supports informed care decisions.



Ready to strengthen your approach to risk adjustment and value-based care?

*Contact our Quality Improvement Team to learn more at **QI@contexture.org***



About San Luis Valley Health

San Luis Valley Health is a regional health provider serving the San Luis Valley, Colorado and beyond. In addition to our state-of-the-art hospital located in Alamosa, we also operate five clinics throughout the Valley and another hospital in Conejos County.

At San Luis Valley Health, you get a level of care that equals or exceeds that of major metropolitan hospitals. You also experience the warmth, dedication, and personal attention often found only in a smaller community. Learn more at sanluisvalleyhealth.org.

About Contexture

Contexture is a nonprofit, regional organization that provides strategic, technical and administrative support to communities committed to advancing health through information sharing. With headquarters in Denver and Phoenix, Contexture is the largest health information organization in the western United States. Its mission is to advance individual and community health and wellness through the delivery of actionable information and analysis. Learn more at contexture.org.