



Data Quality + Digital Measures = Real-Time, End-to-End Quality Improvement

CASE STUDY

KONZA HEALTH + THE SSI GROUP

What's possible when organizations combine trusted data with the power of digital measures? KONZA Health, a nationally recognized Health Information Exchange (HIE), and a designated Qualified Health Information Network (QHIN), partnered with The SSI Group (SSI) to answer that question. Together, they operationalized a complete, end-to-end digital HEDIS® (Healthcare Effectiveness Data and Information Set) solution—rooted in validated data, powered by interoperable measurement and designed to generate real-time, trusted insights that support performance improvement across the care continuum. Their journey demonstrates how digital quality can help organizations leapfrog traditional pathways and move straight into next-generation quality insights.



• A VISION FOR BETTER DATA: VALIDATED AND VETTED

KONZA Health has been advancing health data exchange since its launch in 2010. Going beyond simply connecting providers with payers, it has executed a vision of transforming raw health information into meaningful intelligence that drives better care, strengthens value-based programs and builds trusted partnerships across the health care ecosystem. In 2021, KONZA Health took a major step forward by becoming an early adopter of NCQA's Data Aggregator Validation program to begin validating aggregated clinical data. This gave providers and payers new confidence in the integrity of exchanged data and positioned KONZA Health as a national leader in trusted health data—now supporting over 450 validated ingestion sites, one of the largest validated streams in the country.



"Data Aggregator Validation gave our customers peace of mind and helped us streamline data exchange," said Melissa Talley, Vice President of Clinical Quality at KONZA Health. "It was the foundation for everything that came next."

MEASURING WHAT MATTERS: THE LEAP TO ADOPTING DIGITAL QUALITY MEASUREMENT

With a strong foundation in interoperability and a commitment to innovation in quality measurement, KONZA Health became the first HIE to leverage digital HEDIS measures in a Fast Healthcare Interoperability Resources (FHIR®)-compliant Clinical Quality Language (CQL) format.



"Our goal in joining NCQA quality programs is to be the national go-to resource for defining, evaluating and growing trust in data quality across all domains where health care data is generated, exchanged or utilized," said Laura McCrary, EdD, CEO of KONZA Health.

Digital HEDIS enables health organizations like KONZA Health to execute digitalized measures and receive interoperable, patient-level measure results that seamlessly integrate into workflows, supporting value-based care, closing care gaps and strengthening payer-provider collaboration. Unlike traditional, paper-based HEDIS measures, which rely on manual coding and retrospective data, digital measures empower organizations, including those new to quality measurement, to stand up solutions faster, accelerate development and begin delivering measurable value to their customers sooner.

A PARTNERSHIP THAT DELIVERS

SSI has long been a forward-thinking force in clearinghouse and clinical data, leveraging its expertise to transform EDI formats into FHIR bundles. This capability perfectly complements KONZA Health's strategic goal to integrate validated clinical data with claims data to create bundled FHIR outputs that power digital HEDIS measurement.

Together, KONZA Health and SSI built HEDIS and interoperability expertise across their teams, learning to interpret CQL logic, navigate FHIR specifications and map clinical and claims data to meet digital measure requirements. SSI developed a process that merges FHIR resources from KONZA Health's clinical data and SSI's claims data, creating a unified patient history. The teams took a deliberate approach to implementing each measure, ensuring data integrity and delivering meaningful, actionable results.



"Access to comprehensive clinical and claims data is fundamental for delivering timely patient-centered care. SSI's 14+ year partnership with KONZA Health reflects a shared commitment to advancing data exchange and positions us as pioneers in this space," stated Diana Allen, CEO of SSI.

REAL-WORLD PILOTS

The partners demonstrated success through real-world pilots that validated the value of digital quality measurement across diverse systems and technologies. Clay County Medical Center of Clay Center, Kansas, and NMC Health of Newton, Kansas, were the first to implement KONZA Health's digital quality approach, showing how small hospitals can benefit from automated measurement and reduced manual chart extractions across different EHR platforms (Oracle Health and MEDITECH, respectively).

Results confirmed that digital quality measurement is achievable now, not theoretical, and can deliver tangible results in real-world settings.



A Complete View of the Patient: Clinical and Claims Integration

KONZA Health's collaboration with The SSI Group delivers a comprehensive dataset for digital quality measurement. By combining validated clinical data with claims data, KONZA offers a holistic view, supporting more confident measurement and care decisions.

QUALITY MEASURE OPTIMIZER ELITE PLATFORM



Together, KONZA Health and SSI launched the Quality Measure Optimizer Elite (QMOE) platform. Built on validated clinical and claims data, QMOE empowers providers and payers to:

- **Identify performance gaps.**
- **Strengthen value-based care programs with information to improve HEDIS scores.**
- **Trust the accuracy of results.**

By late 2025, KONZA Health and SSI implemented 20 digital measures across two provider beta sites—with more planned on their roadmap.

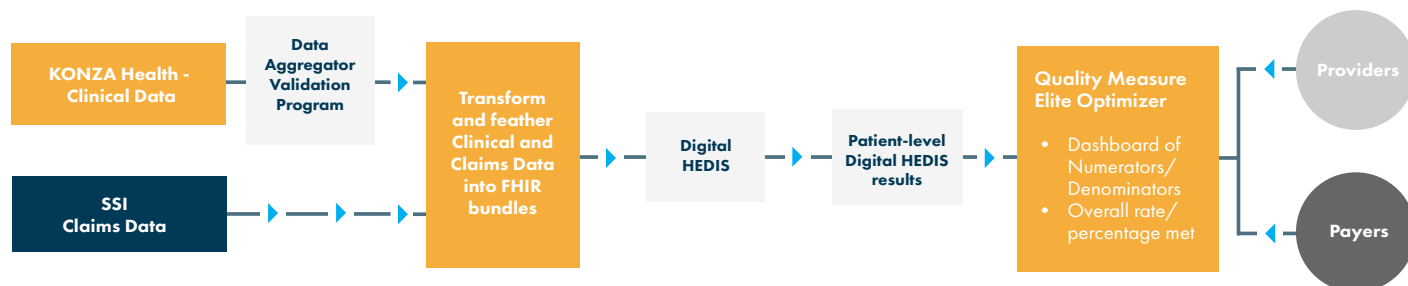


Building Capacity and Setting the Standard

KONZA Health and SSI entered digital quality measurement without a traditional HEDIS infrastructure, yet quickly built a fully operational measurement capability by starting digital-first. The organizations jointly expanded their technical expertise while deepening their commitment to data quality. **As part of the evolution, the teams embraced new tools and standards to:**

- Learn and apply CQL logic.
- Map clinical and claims data to FHIR standards.
- Feather clinical and claims data to create unified FHIR bundles.
- Validate data integrity.
- Design dashboards with real-time numerators, denominators and performance rates.

KONZA HEALTH AND SSI'S FLOW OF DATA



Together, the partners created FHIR resources from KONZA Health's clinical data and SSI's claims data, resulting in a unified patient history.

Internal Data and Measure Monitoring Tools



This hands-on experience gave KONZA Health a unique perspective, blending deep interoperability expertise with emerging digital quality measurement capabilities.

KONZA Health's journey established a proven model for others navigating digital transformation of quality measurement. In addition to building a HEDIS solution from scratch, their learnings from real-world implementations helped shape the future of digital quality content, from optimizing measure logic and recommending provider taxonomy codes to sharing real-world lessons from pilot implementations.



"Together, KONZA Health and SSI built an end-to-end solution that delivers trusted insights to support value-based care, closes care gaps and strengthens collaboration between providers and payers," said Laura McCrary, EdD. "While this presents technology and interoperability complexities, KONZA Health is committed to making this transformation possible."

LOOKING AHEAD FROM A UNIQUE POSITION

KONZA Health's unique role as both an HIE and QHIN gives them a powerful vantage point in the evolving digital health landscape. In collaboration with SSI, KONZA Health is laying the foundation for broader adoption of digital quality measurement by integrating validated clinical and claims data into a unified, trustworthy view of the patient. As the two organizations deepen their expertise in digital HEDIS and continue to pilot the Quality Measure Optimizer Elite, they remain focused on scaling its impact—and helping others navigate the digital transformation.

KONZA Health By the Numbers



2010	● Year founded
2	● # of provider sites participating
20	● # of digital HEDIS measures confirmed with real-world data
452	● # of Data Aggregator Validation program validated data streams
48,000	● # of lives being measured with digital HEDIS



"KONZA Health shows what's possible when purpose drives innovation. In partnership with SSI, they are implementing a fully digital operational measurement capability—without relying on traditional HEDIS infrastructure. By merging clinical and claims data into a unified patient history, they're working to deliver digital quality insights directly at the point of care. It's a compelling example of progress in action," said Vik Wadhwani, Chief Product & Transformation Officer at NCQA.

FIVE LESSONS TO GET STARTED



1. **Start with trusted data.** Trusted, source-level clinical data paired with claims data and structured into FHIR bundles becomes a powerful foundation for accurate, scalable measurement.
2. **Get In Early and Help Shape the Future.** Early participation in digital quality programs gives you a voice in shaping standards, logic and implementation guidance, while building internal expertise along the way.
3. **Collaboration Unlocks Innovation.** The partnership between KONZA Health and SSI illustrates how aligning complementary strengths—clinical data exchange and claims integration—can accelerate innovation.
4. **Pilot First, Scale Fast.** You don't need a full-scale infrastructure to begin. Small, focused pilots can demonstrate value quickly and provide a roadmap for broader adoption.
5. **Think Digital from the Start.** Embracing digital tools and standards like FHIR and CQL helps teams build future-ready skills and systems. It's not just a tech shift—it's a mindset shift.

About KONZA Health

KONZA Health is a national health data and interoperability organization transforming information into action. As a Designated QHIN™ under TEFCA™, they securely connect health care stakeholders through trusted infrastructure, clinical intelligence and whole-person care. Founded in 2010 as the Kansas Health Information Network (KHIN), KONZA Health has grown from a statewide health information exchange into a mission-driven partner with national reach and local impact. They deliver actionable insights, purpose-built partnerships and innovative solutions across states, systems and sectors.

About The SSI Group, LLC

The SSI Group, LLC (SSI) empowers providers with industry-leading revenue cycle management solutions and connections to 2,600+ payers in 50 states to maximize their efforts—and returns—at every stage. From patient access to claims reporting, their solutions span the revenue cycle and help clients streamline workflows, increase revenue, improve efficiencies and reduce costs. With claims data accuracy exceeding 98%, SSI ensures providers can trust the integrity of their submissions and accelerate reimbursements. They also offer a clinical data subscription service and managed payer gateway services for payers. Headquartered in Mobile, Alabama, SSI is a privately held company with over 35 years of experience and steady growth.

About NCQA

NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also Recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. Today, NCQA is leading the transition to digital quality to make quality measurement easier, faster and more connected to care. Through its digital quality initiatives, NCQA fosters collaboration by promoting standardized, transparent and actionable data and enabling the ecosystem by helping organizations connect with trusted partners, mature infrastructure and build confidence in digital solutions.



Stay Informed

NCQA's Digital Quality Hub is a comprehensive resource center designed to support organizations as they move from traditional measurement to digital-first approaches. Whether you're focused on population health, HEDIS reporting, infrastructure modernization or FHIR data strategy, the hub offers tailored guidance to help reduce burden, improve alignment and drive better care outcomes.

Explore curated content by workstream and organization type, including playbooks, implementation guides and training materials—all built to accelerate your digital transformation.

Visit ncqa.org/digitalhub.

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