C8 Health

Case Study

C8 Health delivers rapid results for clinical teams

Case Study: Implementation and Impact of C8 Health across US anesthesiology departments

Executive Summary

To deliver high-quality care, clinicians need seamless access to up-to-date clinical knowledge. New digital technologies promise to bring clinical knowledge into clinicians' workflows—but institutional leaders are often rightly wary of the disruption and uncertainty that comes with implementing unproven software solutions.

Based on real-world data from 10 academic anesthesiology departments in the United States, this paper shows that C8 Health's knowledge management solution is implemented quickly and effectively in complex medical settings. It also documents that clinicians rapidly adopt C8 Health across their clinical workflows to improve patient care, boost productivity, and deliver value for their institutions.

Seamless implementation

1 mo.

to deployment

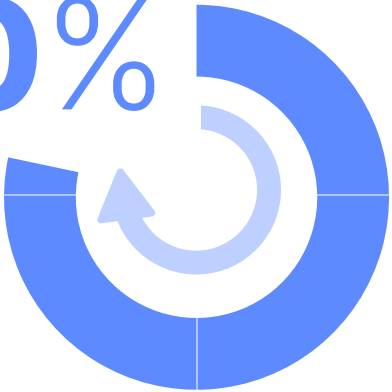typically completed within one month of kickoff

IT free

no need for IT teams to supervise the rollout.
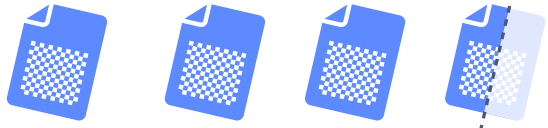
Rapid adoption

>80%

of clinicians regularly use C8 Health
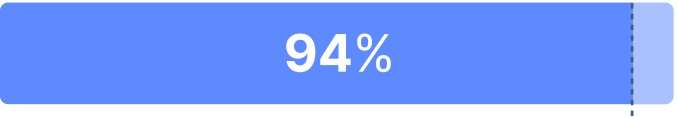
within 6 months of deployment

High user engagement drives adherence to best practices

3.5

Resources accessed / day

94%

of complex procedures the relevant protocols were viewed on C8 Health

Collaborative knowledge management

~ **30** Senior clinicians contribute / mo.

~ **36** Knowledge items added / mo.

~ **20** Knowledge items revised / mo.

Time savings

10s Average time-to-knowledge

9/10 users report that C8 Health saves them time, daily

With powerful automation and workflow integrations, C8 Health pushes **JIT vital knowledge** to clinicians while reducing **the administrative burden on senior leaders** from managing and disseminating this knowledge.

Introduction

The efficacy and efficiency of clinical teams depends on their ability to seamlessly activate the best possible knowledge in the moment that it's needed. From following recommended treatment protocols, to checking drug contraindications or using medical devices correctly, knowledge is the key to consistently delivering the best possible care for patients.

New technologies are revolutionizing knowledge management—but adopting new innovations brings challenges, both at the point of care and across healthcare institutions. Decision makers are rightly wary of investing in new IT systems without clear evidence that they will be accepted and widely used by their teams—and also worry about the cost and disruption of integrating new digital tools into existing systems and workflows.

The C8 Health knowledge management solution was created by and for clinicians. By giving care teams and departmental leaders a unified knowledge base, we enable consistent care, effective collaboration, and efficient workflows. That directly boosts productivity and efficiency of care delivery and improves staff satisfaction.

But as clinicians, we understand the challenges that come with introducing new technologies. This report details the real-world implementation journey and impact of adopting C8 Health's knowledge management solution, drawing on data from **10 US academic anesthesiology departments**, and encompassing more than **1500 active clinical users**.

At C8, we're committed to making world-class clinical knowledge management accessible to everyone—and making the journey from implementation to impact seamless and straightforward for every healthcare organization.

Hassle-free onboarding drives rapid adoption

When evaluating new healthcare technologies, most researchers focus on how effective the new innovation is, and on the potential positive impacts it will bring. Far fewer examine the implementation process, or verify that new digital technologies will actually be accepted and adopted by clinicians.

That's a problem, because for healthcare organizations, implementation and uptake are key obstacles to deriving real value from a new digital tool. If deploying a new technology requires hands-on attention from busy leaders—or from overburdened institutional IT leaders—it can make rollout far slower and more laborious than expected. And if healthcare professionals don't embrace a new technology, all that effort can go to waste—without delivering concrete benefits for patients or clinicians.

We built C8 Health from the ground up to be quick and easy to deploy, with few internal resources—and no significant involvement from hospital IT teams—required to get up and running. Once department leaders provide access to their existing knowledge repositories and informational assets, the C8 team does the rest, rapidly drawing all relevant files—averaging 947 clinical resources per department—into a fully structured knowledge base accessible by anyone, anywhere, at any time.

31.5 days
from kickoff to rollout

The average time from initial kickoff to rollout of an organization's custom-built C8 Health deployment is just 31.5 days—typically with zero involvement from IT teams.
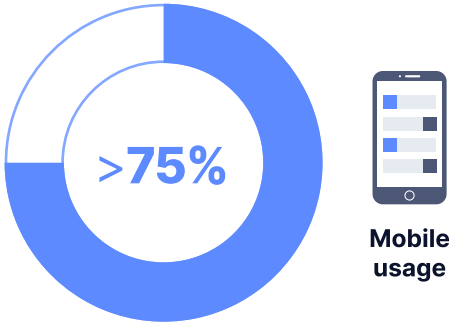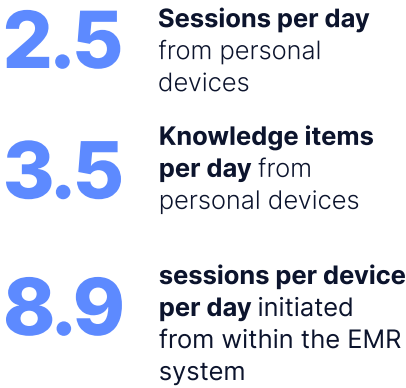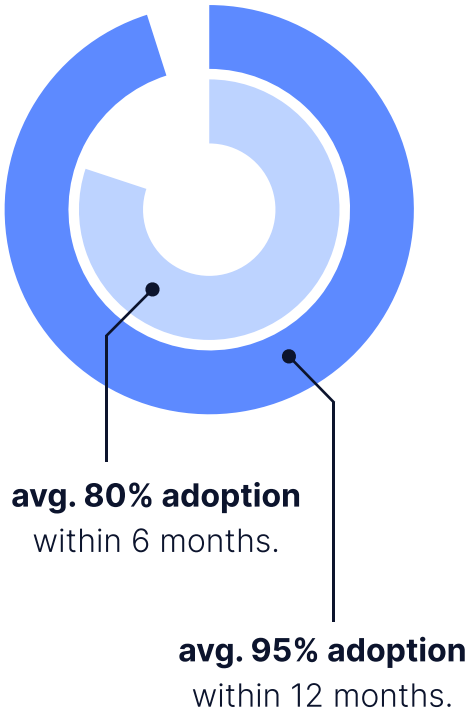
We've also built C8 Health to be straightforward for both care teams and departmental leaders to incorporate into their daily workflows. Little or no formal onboarding is required for frontline users: clinicians simply open the app, then use intuitive search tools or AI-assisted content discovery to access the resources they need.

The results: we see an average of 80% adoption by clinicians within just 6 months of deployment—and adoption rates keep on climbing from there, surpassing 95% uptake within 12 months of implementation.

Other key indicators of clinician buy-in and value delivery include:

Regular engagement with C8 Health, with the average user accessing the platform 2.5 times per day from their personal devices, and accessing an average of more than 3.5 different knowledge resources per day. We also see an average of 8.9 sessions per device initiated from within the EMR system on a daily basis, underscoring the solution's successful integration into clinicians' daily workflows.

More than three-quarters of total use occurs on mobile devices, showing the extent to which clinicians are accessing C8 Health "on the go," within existing workflows, rather than during downtime or desk-based paperwork catch-up sessions.

avg. 80% adoption
within 6 months.

avg. 95% adoption
within 12 months.

2.5 Sessions per day from personal devices

3.5 Knowledge items per day from personal devices

8.9 sessions per device per day initiated from within the EMR system

>75%

Mobile usage

C8 Health is far "stickier" than most enterprise software, showing engagement levels similar to those seen with social media apps. On any given week, over 50% of monthly users access C8 Health—a metric, known as a WAU/MAU ratio, that reflects high levels of sustained engagement as clinicians rely on C8 to support their clinical routines.

The average user's content consumption increases by 11% per month and WAU/MAU ratios keep trending upward over time too.

The bottom line: We are seeing rapid adoption and consistent engagement. With virtually all clinicians accessing knowledge via the same platform, hospitals can implement their best practices effectively and drive care consistency.

WEEKLY / MONTHLY ACTIVE USERS
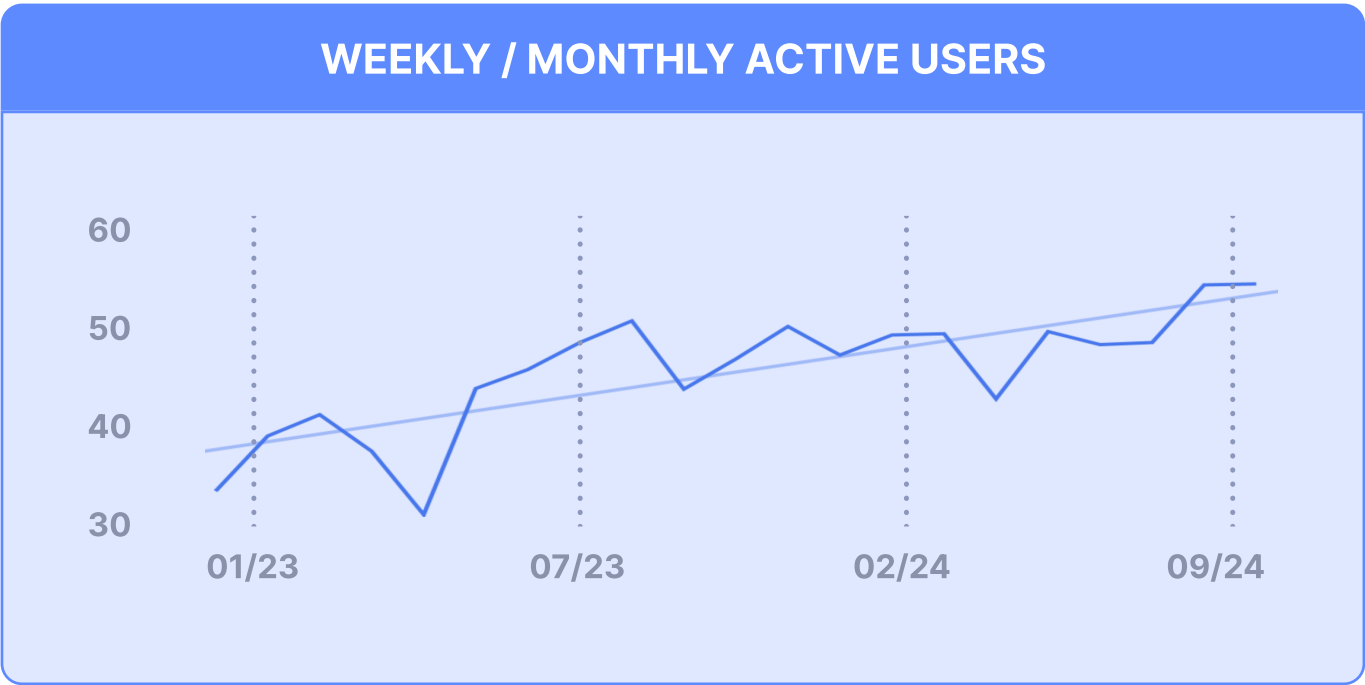
Intuitive tools create value for clinicians—and promote adherence to best practices

C8 Health offers immediate and tangible benefits for frontline teams. The first benefit that C8 Health users see is how intuitively and rapidly they can find the information they need. No more trawling through endless documents or digging through obscure online folders in search of resources that may or may not be up to date—with C8, users can use simple search tools or a built-in AI assistant to rapidly find the exact knowledge they need.

> " Saves us **10 minutes** on every engagement! "

That drives real time-savings for users. Nine out of ten users say that C8 Health saves them time during their daily clinical work—and users save an average of almost 10 minutes every single time they engage with the app.

By pushing contextually relevant knowledge to clinicians in the moment that it's needed, C8 Health streamlines access to knowledge across the care team. The result: far greater adherence to proven best practices, improved care, less waste, and significant cost savings for healthcare institutions.

A retrospective analysis from an anesthesia department showed that clinicians consistently turn to C8 Health when preparing for complex procedures. The analysis found that care teams used their department's C8 Health knowledge base to consult with local ERAS (Enhanced Recovery After Surgery) protocols for:

94%

Cardiac
surgeries

90%

Neurosurgery
procedures

88%

Liver
surgeries
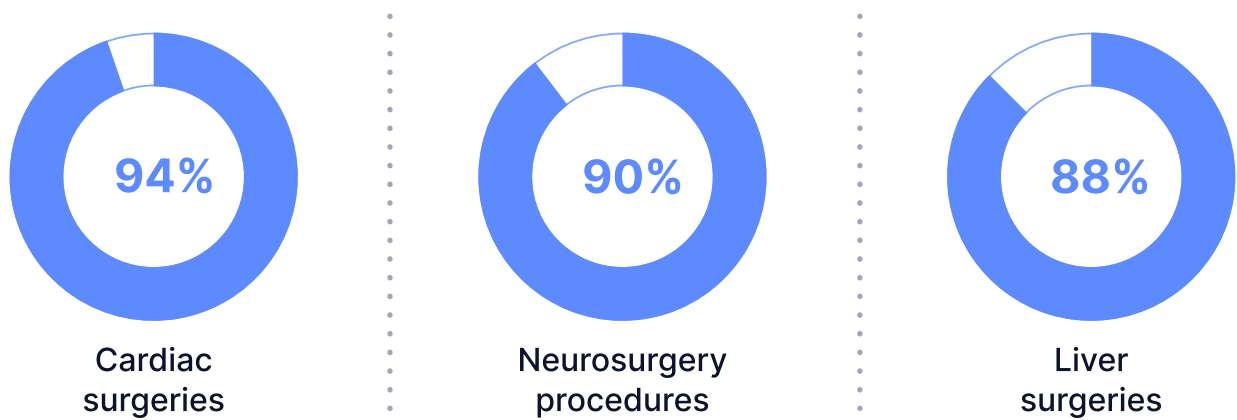
By accessing trusted clinical knowledge and adhering to established best practices, teams are able to substantially improve patient outcomes. Research shows that following ERAS protocols during surgical procedures **reduces Length of Stay (LOS) in hospitals by an average of 1.9 days per patient**—driving better outcomes, reducing costs, and enabling organizations to treat more patients over time.

A new approach for knowledge management

For department leadership, C8 Health delivers rapid benefits that ripple out across teams.

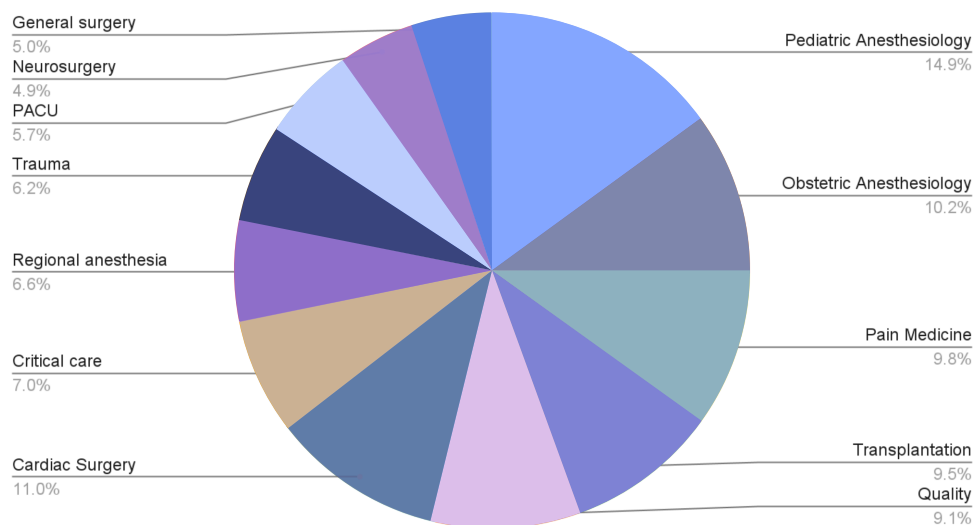**Full visibility into real-world resource use**

Most organizations have little insight into how their knowledge resources are actually used by their teams—but with C8 Health, leaders can track exactly what resources are being accessed, and by whom.

That makes it possible to identify knowledge gaps at the individual and aggregate levels, and to intelligently develop resources according to the specific needs of your care team.

In anesthesiology departments, we've found that more than one-quarter of C8 Health sessions focus on either emergency protocols or obstetric procedures. Organizations that see the same patterns in their own use-cases might choose to prioritize such areas for updates and new resource development—or might surface other knowledge gaps, based on inquiries and search terms used by their users, where additional resources are needed.

That means less time spent creating resources that ultimately go unused—and more time to focus on leading your organization and managing your care team.

Top 12 most consulted anesthesia sub-specialties

General surgery 5.0%
Neurosurgery 4.9%
PACU 5.7%
Trauma 6.2%
Regional anesthesia 6.6%
Critical care 7.0%
Cardiac Surgery 11.0%
Pediatric Anesthesiology 14.9%
Obstetric Anesthesiology 10.2%
Pain Medicine 9.8%
Transplantation 9.5%
Quality 9.1%

Continuous knowledge update

Clinical guidance has a shelf-life of just a few years: research from the Agency for Healthcare and Research Quality (AHRQ) found that while 90% of clinical guidelines remained valid after 3.6 years, **just 50% of guidelines** were still valid after 5.8 years.

C8 Health proactively detects and flags out-of-date guidelines or clinical knowledge that is up for review, and automatically alerts content owners when updates are needed. Every resource can be assigned a "best-before" date and automatically flagged for periodic review, and clinicians can easily see whether any given resource has been recently updated.

That enables more efficient updating for clinical resources: using C8 Health, the typical department updates around 20 resources per month.

> **Resources updated using C8 Health per typical department**
>
> 📄🔄 × **20/mo.**

That helps ensure that organizations' knowledge resources are kept up-to-date and accurate—while also giving teams the tools they need to manage and disseminate new resources effectively across their organization.

Instead of allowing unmanaged content to become obsolete, departmental leaders can automate much of the work involved in managing and updating clinical resources. Teams can also draw on the **C8 Knowledge Network** to rapidly find, review, and incorporate resources created by other world-class healthcare organizations, enabling them to rapidly update or create resources to meet their team's specific needs.

Reduced administrative overhead

For departmental leaders, managing clinical content can feel like a full-time job—but with C8 Health, content creation and maintenance becomes a team effort.

Instead of requiring senior leaders to single-handedly manage their department's content, C8 Health empowers clinical experts across the organization to create, monitor, and update existing resources.

In fact, across our customers, an average of 30 senior clinicians per department actively contribute to their department's knowledge base with C8 Health, collectively creating an average of more than 36 new knowledge resources every month.

**Contributing
Senior clinicians**

× **30/mo.**

**New knowledge
resources created**

× **36/mo.**

With powerful automation and workflow integrations, C8 Health also streamlines the process of creating, maintaining, and disseminating clinical resources. When new staff join a department or residents begin a rotation, for instance, C8 Health can automatically surface the resources they need to review—and provide updates to departmental leaders when their training is complete. The result: seamless and effective onboarding, reduced administrative overhead, and more time for senior leaders to spend on other important tasks.

Take control of your clinical knowledge

With C8 Health, you're in the driving seat, but you aren't flying solo. Instead of relying on a single person to oversee and manage clinical knowledge across the organization, C8 enables effective collaboration and scalable efficiencies—powered by clear insights and data-driven decision making.

With a rapid, virtually frictionless implementation journey and a rapid path to real impact, C8 Health offers both clinicians and healthcare leaders the tools they need to transform knowledge management and capture real value across the care-delivery continuum. Leveraging AI and cloud technologies, it streamlines access to local best practices and integrates them into existing workflows.

So get in touch—and learn how C8 Health can elevate your organization's knowledge management, and drive rapid results for your entire clinical team.

C8 Health