The 10 health care delivery organizations reported 13 examples of cost savings resulting from the use of IT, including reduction of costs associated with medication errors, communication and documentation of clinical care and test results, staffing and paper storage, and processing of information. Other benefits included improved quality of care, more accurate and complete medical documentation, more accurate capture of codes and charges, and improved communications among providers that enabled them to respond more quickly to patients’ needs. A few examples are noted in the chart below.

All three insurers reported examples of reduced costs and other benefits resulting from improvements in electronic claims processing and the use of technology to enhance customer service. Benefits included increased staff productivity, improved timeliness in processing claims, improved customer satisfaction, and improved clinical care to members.

One community data network established a regional exchange of health care data among physicians, hospitals, insurers, and others in the community, demonstrating that information can be exchanged securely and affordably while improving the quality and reducing the cost of health care. It expects to realize over $7 million in benefits for participating organizations. Other expected benefits include fewer admissions to the emergency department, reductions in staff time spent handling test results, and avoidance of test duplication.