



Lightbeam Clinical Services Achieves 100% Customer Satisfaction After Its First Year

Since its launch in 2022, LCS has received a perfect customer satisfaction rating while generating significant revenue for client organizations

IRVING, TX – May 2, 2023 – [Lightbeam Health Solutions](#), the leader in population health enablement solutions and services, today announces the remarkable customer satisfaction responses generated by its clinical staffing solution, Lightbeam Clinical Services (LCS). Launched in 2022, LCS provides care coordinators to enhance clients' care teams, helping to streamline daily administrative tasks, perform patient outreach, and coordinate resources for in-need and at-risk individuals.

One of the primary drivers behind the development of Lightbeam Clinical Services was the healthcare industry's rampant staffing shortages. While Lightbeam clients has access to prescriptive, granular insights, having inadequate staffing resources made it difficult to act. LCS addresses this issue by enabling care teams to see more patients and improving efficiency.

In its first year, LCS has achieved tremendous milestones, including:

- Net Promoter Score® of 100
- Nearly all customers expanded services
- Approaching 10,000 patient outreaches
- An engagement rate of 50%+, maintained throughout the entire year
- More than 4,000 billable events generated

"Lightbeam staff communicates well with our practice on patient needs or issues," said one (anonymous) client in a satisfaction survey. "The care plans [LCS provides] are very detailed and clear, easy to follow. Lightbeam management is great to work with and has accommodated to our patients' needs! Everyone on the team has been very flexible and patient in collaborating with us on workflows for our organization." Another client called LCS their "most positive and collaborative third-party relationship."

"I am so proud to see the impact Lightbeam Clinical Services has made on our clients' organizations, and especially the difference our care coordinators have made on patient lives," says Briana Rodriguez, BSN, RN, CHPN, Director of Clinical Services at Lightbeam Clinical Services. "LCS's first year was marked with great successes, and we have the feedback from our clients to show for it. We are eager to apply everything we've learned as Lightbeam continues to fulfill its mission of helping healthcare organizations expand their reach to vulnerable populations, keep patients engaged, and retain top clinical talent."

To learn more about how Lightbeam's staffing solutions can expand the reach and capacity of your care teams, visit booth C at the Hilton Baltimore Inner Harbor during the National Association of ACOs (NAACOS) Spring 2023 Conference in Baltimore, MD from May 3-5, or contact info@lightbeamhealth.com. To book a one-on-one with a Lightbeam team member, [schedule time here](#).

About Lightbeam Health Solutions

Lightbeam Health Solutions delivers a proven model for managing patient populations and associated risk. Lightbeam's vision is to bring health data into the light through the use of analytics, and to provide

the insight and capabilities healthcare clients need to ensure patients receive the right care at the right time. Lightbeam facilitates population health management for ACOs, payers, provider groups, health systems, and other healthcare organizations aspiring to provide superior care at a lower cost. For more information, visit www.lightbeamhealth.com, and follow Lightbeam on [LinkedIn](#) and [Twitter](#).

Lightbeam Health Contact

Amanda Hunt

media@lightbeamhealth.com