



The ROI of EHR-Integrated Diabetes Data

How Michigan Medicine reclaimed 91 clinical days
and \$30k in annual costs.

CASE STUDY

THE CUSTOMER

Michigan Medicine, based in Ann Arbor, Michigan, is a high-volume academic medical center managing a diverse patient population using nearly every available diabetes device, including various insulin pumps, continuous glucose monitors (CGMs), and blood glucose meters.

To keep pace with surging data volumes and the push for improved patient outcomes at scale, the organization sought to move away from reactive diabetes management toward a proactive, standardized, and device-agnostic digital workflow.



THE CHALLENGE

Prior to integration with their electronic health record (EHR), Michigan Medicine operated a manual, fragmented data intake process that created significant operational bottlenecks:

Intake Latency:

The manual process of finding specific device cords, logging into multiple, disparate platforms, and performing individual device downloads led to a 25-minute rooming process per patient.

Administrative Burden:

Staff had to save reports, label them, and manually enter the data from the images into the patient's chart resulting in a tedious data entry process.

Process Risk:

Manual data entry into flowsheets increased the risk of human error and accidental data disclosure.

Physical Costs:

High-volume clinics generated massive amounts of paper; reports could reach ~100 pages per patient, leading to significant printing and disposal costs.

THE SOLUTION

Michigan Medicine implemented a full suite of EHR integrations with Glooko within their Epic® system. The strategy followed a "Standardization of Goals" model, prioritizing high-impact, low-effort enhancements first. Key features included:



ONE-CLICK ACCESS

Direct access to Glooko from the patient chart via single sign-on (SSO).



AUTOMATED DATA FLOW

Automatic delivery of PDF reports and discrete flowsheet statistics triggered at the time of device upload.



DEVICE AGNOSTIC PLATFORM

A unified solution supporting more than 200 patient device brands, meeting rigorous organizational security requirements.

“ Getting patients from check-in into the room, reduced significantly — 15 minutes a patient. It really allowed us to make our intake process extremely efficient.



Chris Dallas
Project Manager,
Michigan Medicine

QUANTIFYING THE EFFICIENCY GAINS WITH INTEGRATED DATA



INTAKE EFFICIENCY

IMPACT:

60%

Reduction in time

ROI RESULT:

15

minutes saved per patient visit



CLINICAL TIME SAVED

IMPACT:

917

Total hours reclaimed

ROI RESULT:

Equivalent to

91

full work days** in 2025 alone



DIRECT COST SAVINGS

IMPACT:

~\$30k

Annual savings

ROI RESULT:

Realized through the elimination of paper and printing costs.

* Internal study at Michigan Medicine, data on file.

** Assuming 10 hour work days.



A STRATEGIC FRAMEWORK FOR SUSTAINABILITY

The implementation was guided by a quadrant model that allowed the Michigan Medicine teams to develop an implementation road map, with the help of the Glooko team, that identified required resources and provided clear data on man-hours and timelines. To ensure long-term success, Michigan Medicine identified “Centers of Truth” – highly structured, high-volume clinics that serve as training hubs for new staff to mitigate the impact of personnel turnover.

CONCLUSION

Michigan Medicine’s integration of Glooko into their Epic® EHR proves that standardizing diabetes data intake achieves massive clinical improvements while generating significant financial returns. By eliminating 15 minutes of administrative burden per patient, the organization has shifted its focus from manual tasks to high-value clinical care, improving both provider satisfaction and the patient experience.

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RESULTS FOR YOURSELF?
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About Glooko

Glooko is a global portfolio of companies advancing intelligent connected diabetes and glycemic care across the care continuum. Through its offerings, Glooko is the only organization delivering integrated support from hospital to home. Together, these capabilities empower patients, healthcare providers, and health systems with data-driven tools that improve outcomes, simplify workflows, and scale care across inpatient and outpatient care settings.