

HCA Healthcare: Scaling Proactive Health Solutions with The Ambry CARE Program[®]

CASE STUDY



Overview

HCA Healthcare Sarah Cannon Cancer Network aimed to make proactive care a reality for their patients across a large network of community hospitals. As one of the nation's leading providers of healthcare services, with over 180 hospitals, HCA Healthcare faced the challenge of democratizing access to preventive care and precision medicine at scale.

The Challenge

Identifying people at increased cancer risk is crucial for risk reduction and early diagnosis. However, HCA Healthcare faced several challenges:

- **Limited access to genetic testing and counseling** for cancer risk, primarily facilitated through referrals from non-genetics providers
- **Inconsistent screening protocols** across a large healthcare system with diverse community care settings
- **Missed opportunities for high-risk surveillance** as most patients at increased risk for breast cancer who qualified for breast MRI were unaware of their status
- **Resource constraints** that made it difficult to provide comprehensive risk assessment during limited appointment times

These challenges made it difficult to consistently deliver proactive, personalized care at scale across a large healthcare system.

CARE Impact

Recognizing both the challenge and opportunity, the Sarah Cannon Network leveraged The Ambry CARE Program[®] (CARE), including consultation by Ambry's team of experts, to implement a standardized approach to cancer risk assessment. Key features included:



Digital History Collection & Risk Assessment: Patient-friendly digital tools collected and analyzed medical and family history prior to appointments, increasing efficiency and accuracy.



Standardized Screening Protocols: Implemented consistent risk assessment workflows across multiple locations to ensure equity in care delivery from clinic to clinic and provider to provider.



Comprehensive High-Risk Identification: Automated checks against NCCN Clinical Practice Guidelines in Oncology (NCCN Guidelines[®]) to identify patients qualifying for hereditary cancer testing and those with elevated Tyrer-Cuzick (TC) scores requiring additional screening.^{1,2}

These changes enabled HCA Healthcare to build a more robust approach to high-risk patient identification and management.

Results & Outcomes

Sarah Cannon's implementation of CARE yielded impressive results³:

- **Strong patient acceptance:** 75% of patients completed the CARE assessment.
- **Increased risk identification:** Approximately 1 in 3 patients were identified as candidates for hereditary cancer testing or for breast MRI based on TC score.
- **Personalized care delivery:** 8% of patients had a change in recommended clinical management (e.g., breast MRI based on TC score or more frequent colonoscopy based on positive genetic test results).
- **Scalable solution:** Successfully deployed across multiple community hospitals, demonstrating that CARE enables system-wide implementation.

Voices from HCA Healthcare

“At HCA Healthcare Sarah Cannon, our mission is to provide world-class cancer care in community settings. The Ambry CARE Program[®] has been instrumental in helping us deliver on this promise by making genetic and breast cancer risk assessments accessible to more patients. We've seen firsthand how this approach leads to earlier interventions and more personalized care plans for those at increased risk.”

Dr. Dax Kurbegov, Vice President and Physician-In-Chief of Clinical Programs, HCA Healthcare Sarah Cannon Cancer Network

“I'm so grateful for HCA and The Ambry CARE Program. I'm grateful for the extra years I may be able to spend with my children and, hopefully someday, grandchildren because of the proactive healthcare choices I've been able to make.”

Christina Peratos, HCA Florida Ocala Hospital Patient, BRCA2+

Transforming Patient Care

By implementing CARE across their healthcare system, HCA Healthcare:

- Democratizes access to precision medicine by making advanced risk assessment available in community care settings
- Standardizes care delivery ensuring patients receive consistent cancer risk assessment regardless of location
- Increases appropriate service delivery by identifying more high-risk patients
- Shifts from reactive to proactive care by working to identify and act on risks before cancer develops
- Enhances practice productivity through automated workflows and digital tools

HCA Healthcare's experience demonstrates that CARE can support proactive, patient-centric care at scale, even across large healthcare systems with diverse care settings.

References

1. Referenced with permission from the NCCN Clinical Practice Guidelines in Oncology (NCCN Guidelines[®]) for Genetic/Familial High-Risk Assessment: Breast, Ovarian, Pancreatic, and Prostate. V3.2025. ©National Comprehensive Cancer Network, Inc. 2025. All rights reserved. Accessed April 2, 2025. To view the most recent and complete version of the guideline, go online to NCCN.org. NCCN makes no warranties of any kind whatsoever regarding their content, use or application and disclaims any responsibility for their application or use in any way.
2. Referenced with permission from the NCCN Clinical Practice Guidelines in Oncology (NCCN Guidelines[®]) for Genetic/Familial High-Risk Assessment: Colorectal, Endometrial, and Gastric. V4.2024. ©National Comprehensive Cancer Network, Inc. 2025. All rights reserved. Accessed April 2, 2025. To view the most recent and complete version of the guideline, go online to NCCN.org. NCCN makes no warranties of any kind whatsoever regarding their content, use or application and disclaims any responsibility for their application or use in any way.
3. Fecteau, H., et al. (2023). A scalable approach to democratizing cancer risk stratification: One healthcare system's approach using a patient-facing digital platform. *Journal of Clinical Oncology*, 41(16_suppl), 10622-10622.