

CASE STUDY

Hospital Billing Office sees ROI within 8 weeks by automating workflows using RPA



One of the largest healthcare systems in Oklahoma took process automation as one of their key strategic initiatives to improve patient care and mitigate financial risk. Post COVID labor shortage continued to hit all sectors and hospitals are not an exception leading to huge backlogs causing longer AR cycle, higher denial rates and diminished patient experience. Like any other business office functions, there were many menial tasks that are handled by their staff and labor shortage impacted their routine.

By actively engaging a team of domain experts, the executive team identified a list of processes that are good candidates for automation. Some of the processes include posting payments, qualifying patients for financial aid, adjusting payments, etc. On average these tasks would take up 1 to 2 full-time staff to complete these tasks but since 2019, after pandemic there has been a huge backlog of accounts that are yet to be processed.



Labor shortage shouldn't curb your ability to improve the overall patient experience and mitigate risk.


Leverage RPA as a technology solution



Need and Challenge

Since there are multiple EHR systems at the hospital, there was a need to analyze the process independently to accommodate all the nuances involved with these shortlisted routines. Since most of these processes were not documented well, there was a high level of dependency created on the staff which happened to be a key challenge in running the day to day operations.

As part of the initial scoping, the automation team at StayAhead documented the end-to-end process and defined all the sub routines involved in successfully completing these tasks which also included the possible exceptions that need to be considered while processing through automation.



Benefits

Through a tailor-made approach, identified processes are automated using RPA. Attended robots are configured to automate each of the tasks and notify business users on real-time. Some of the processes require human intervention allowing business users to have more control over the process with enough checks and balances.

Automating the listed processes freed up the staff from those daily tasks and they continued to monitor the process by managing the bot's input and output data to ensure there are no errors. All exceptions were handled by the staff in a timely manner.

Processes	Processing Time (per transaction)	Volume (per day)	Processing Time	FTE
Posting payments & Charge Off's	3 minutes	500/ day	25 Hours	3
Qualifying for financial aid	4-5 minutes	2500/ month	187.5 Hours	1.5

FTE Savings : 3

Curbing labor shortage through automation

Healthcare industry faces the risk of manpower shortages but through advanced tools and technology like Robotic Process Automation (RPA), these challenges are not only mitigated but more efficiency is brought into the existing process. As added benefit, now the same staff can handle higher volume, error-free processing and shorter turnaround.



**To get started on your RPA project,
contact**

rpa@thestayahead.com

10260 SW Greenburg Road,
Portland, OR 97223 USA
Phone Number +1 (971) 358-9624

628, Everest Global City, Ganesapuram
Coimbatore, 641107 India
Phone Number +91 7708088861



StayAhead

© 2024 StayAhead, LLC, Portland, OR, United States. All Rights Reserved. StayAhead believes the information in this document is accurate as of its publication date; such information is subject to change without notice. StayAhead acknowledges the proprietary rights of other companies to the trademarks, product names and Such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of StayAhead, LLC and/ or any named intellectual property rights holders under this document.

www.thestayahead.com