Driving impact at scale with Intelligent Automation

A complete implementation guide for Healthcare Providers

The COVID-19 pandemic has upended the healthcare industry as we know it.

From ramping up staffing and equipment to redirecting resources, hospitals are doing everything they can to address the spike in healthcare demand and maintain pre-pandemic levels of service quality. But the reality is they continue to grapple with staffing shortages, supply chain interruptions, and communication and monitoring issues several months into the pandemic. This comes at a time when they were already constrained by tightening cash flows and shrinking revenues due to lower reimbursement, higher uncompensated care cost, and growing bad-debts due to hard-to-collect patient balances. The outcome: many Providers are faced with a financial crisis,
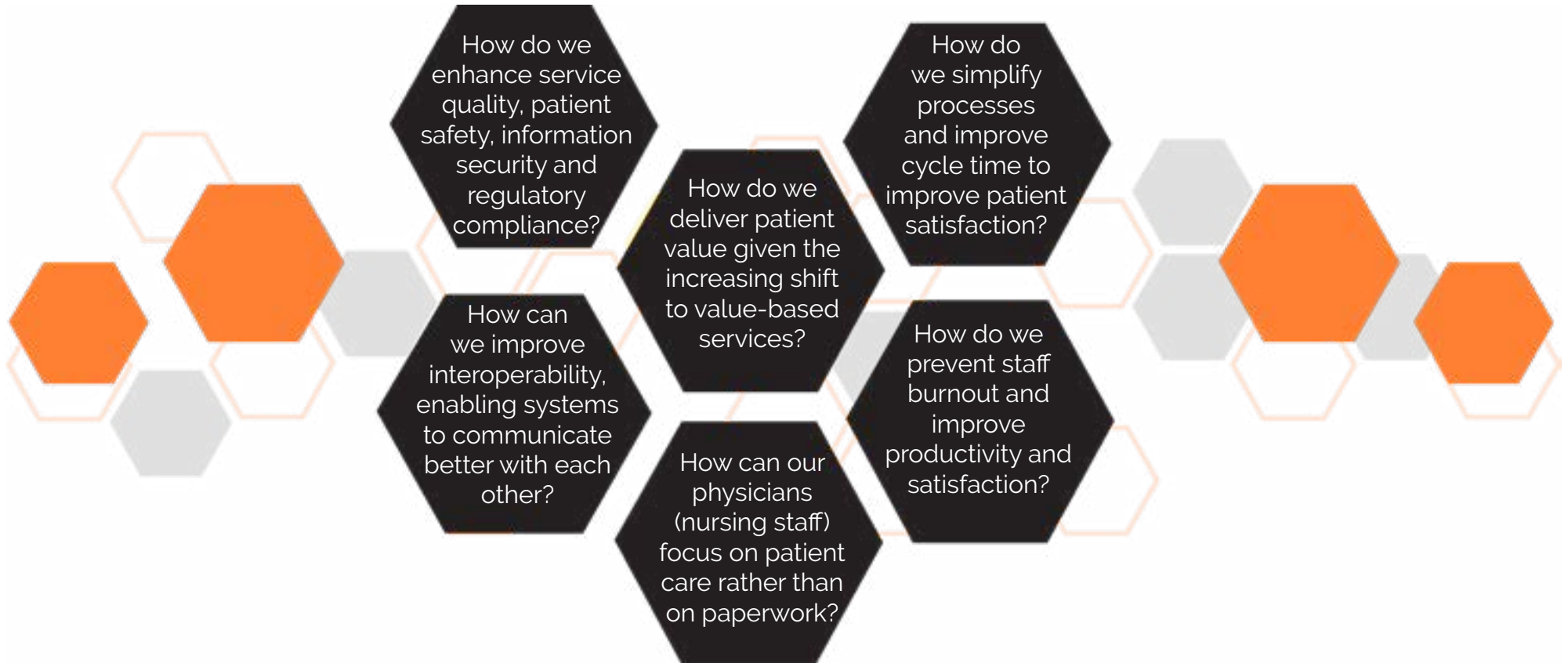
given the reduction in elective procedures and the increased cost of COVID- related services.

Intelligent Automation is poised to permeate the healthcare system with industry players looking to improve their agility and efficiency, while reducing costs, in order to navigate the new normal. Intelligent Automation can help Providers synthesize both unstructured and structured data – at scale – to up their productivity game. This is why forward-thinking Providers are looking to deploy Intelligent Automation, sooner rather than later.

This guide is designed to help you assess the Intelligent Automation potential, identify opportunities to future-proof your operations, and adopt a proven implementation methodology to maximize your investment.

Let's dive in.

Providers Routinely Grapple with Tough Questions

How do we enhance service quality, patient safety, information security and regulatory compliance?

How do we deliver patient value given the increasing shift to value-based services?

How do we simplify processes and improve cycle time to improve patient satisfaction?

How can we improve interoperability, enabling systems to communicate better with each other?

How can our physicians (nursing staff) focus on patient care rather than on paperwork?

How do we prevent staff burnout and improve productivity and satisfaction?

With bots working alongside healthcare staff, Intelligent Automation offers a powerful remedy by...

Refocusing human capital, mitigating staff burnout and address staffing shortages
Reduce monotonous and mundane work Free up staff time, enabling them to focus on patient interaction and care

Elevating patient experience
Minimize delays and improve cycle time. Empower contact center associates to deliver proactive assistance. Automate follow-up and reminders

Optimizing costs and efficiency
Reduce cost of performing routine, rules-based, low-value added work. Enhance speed, efficiency, accuracy and productivity

Ensuring quality, safety, security and compliance
Tighten monitoring, compliance, alerts, reporting and audits

Improving scalability
Scale processes, as needed, to address fluctuating demand for services

Enabling interoperability
Leverage data across systems for holistic view of operations

Driving productivity and value
Monitor and track workflow across multiple systems

What can Providers automate to maximize impact?

Several opportunities exist across the value chain to significantly enhance patient experience, employee satisfaction and revenues. Here are two examples.

Automating Patient Registration, Scheduling and Eligibility Verification for elevated patient experience

Patients can conveniently leverage digital channels to schedule or reschedule their visits and interact with healthcare systems.

By combining digital intake with Intelligent Automation, patient information can be collected securely through a digital channel to confirm eligibility and co-payment, prior to their visit. The result: a clear understanding of patients' financial obligations and a reduction in claims reimbursement rejection for ineligible services.

Automating Reporting and Analytics for reduced effort and enhanced oversight and compliance

Fully automate quality, compliance and infection reporting to CMS, CDC, State and Federal Health care agencies.

Compile, validate, and upload patient census data from EHR systems directly onto federal and state websites.

Automate month-end and receivables reporting for better insights into outstanding balances, leading to better cashflow management and forecasting.

Ready to embark on the automation journey?

Adopt a 3-step approach for implementation success

Step 1

Focus on four critical aspects

Step 2

Identify the right-fit partner

Step 3

Deploy a 3-step approach to drive value

Step 1
Focus on four critical aspects

Consider the following critical questions to successfully kickstart the initiative.

1 Objectives & Ownership: What major business objectives are we looking to achieve with Intelligent Automation and who are the executive sponsors within the organization?

2 Automation areas and technology: How do we identify the best use cases and the right technology to optimize ROI?

3 Benefits realization and maintaining the human touch: What's the best approach to estimate realistic ROI and realize benefits incrementally – while retaining the human touch, where needed?

4 Culture and change management: How can we create an enterprise-wide culture that embraces automation during and after implementation and how/who will drive change management?

Step 2
Identify the right-fit partner

Choose an Intelligent Automation partner with an in-depth understanding of your business and culture, and offering a powerful combination of deep industry experience, tools and accelerators, and process re-engineering expertise.
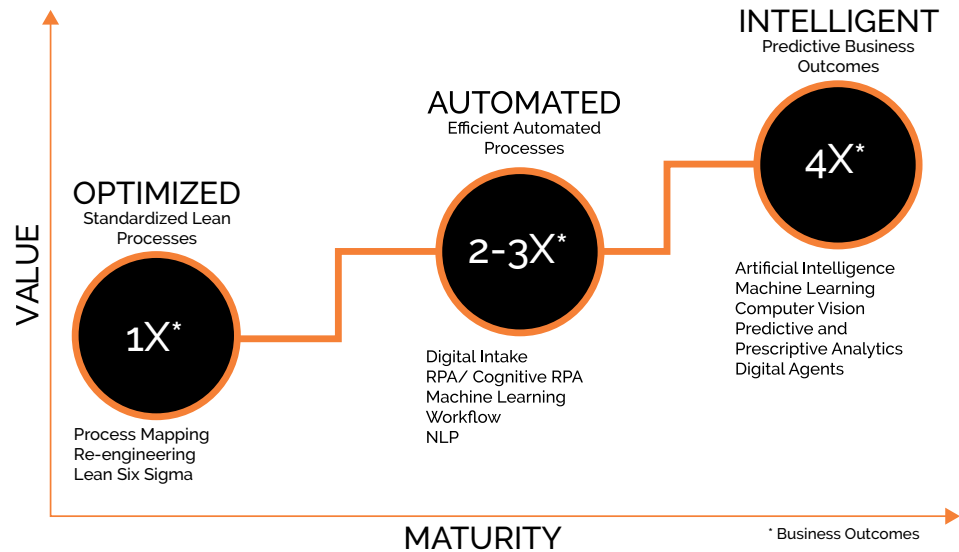
- Strong domain experience in healthcare systems, Provider revenue cycle and back office administration functions

- Holistic, end-to-end offerings spanning Transformational Advisory, Implementation and Managed Services.

- Ability to accelerate time-to-value with a pricing model based on outcomes.

- Analytics to enable continuous improvement and prioritize future automation sprints.

- Extensive technology partnerships to create the most cost-effective solutions for your current as well as future requirements.

- Partnership approach to building your automation capability by reskilling employees and setting up a COE to support the digital workforce.

- Flexible automation options customizable to your unique business requirements.

Step 3
Deploy a 3-step approach to drive value

Begin by optimizing processes through re-engineering and progressively move on to automated and intelligent operations.

INTELLIGENT
Predictive Business Outcomes

4X*

Artificial Intelligence
Machine Learning
Computer Vision
Predictive and
Prescriptive Analytics
Digital Agents

AUTOMATED
Efficient Automated Processes

2-3X*

Digital Intake
RPA/ Cognitive RPA
Machine Learning
Workflow
NLP

OPTIMIZED
Standardized Lean Processes

1X*

Process Mapping
Re-engineering
Lean Six Sigma

VALUE

MATURITY

* Business Outcomes

Lay the foundation for success in the next-normal

As the coronavirus pandemic continues to compound existing challenges and create new ones, Intelligent Automation enables you to lay the foundation for cost-effective, scalable, and agile operations for sustained competitive advantage. The opportunities are limitless.

For more information on how to automate your revenue cyce, click [here](#)