Adapting to Change with Robotic Process Automation

July 22nd, 2020
Today’s change is just the beginning
can disrupt your business model
Adaptability
Is the new normal
Organizations need to be Change-Ready
Overburdened staff can’t adapt

Health care teams spend many hours/week:

- Running, formatting, and submitting reports
- Swivel chair applications
- Checking payer websites
- Saving and transferring files, etc.
People do repetitive, tedious work
What is RPA?
RPA automates repetitive tasks
Automation creates **agility**
Automation creates agility
RPA makes time for impactful work
Forrester: An adaptive enterprise is key*

Adaptive enterprises grow 3.2 times their industry average

1. Leverage automation to free up staff time
2. Reconfigure employee teams per project

*The Adaptive Workforce Will Drive The Future Of Work, Forrester, July 2019
Make your center  Change Ready

“Processes that were just inefficient in 2019 are now impediments to survival” - Forrester

- **Adaptation** requires executive and staff time
- **Automation** returns time to your team
  - While increasing visibility, consistency, accuracy
Demo: Collection Settlement Letters

- Example – Site with 12 doctors
- Manual customization of EHR templates
- ~3000 letters per month
- ~200 hours per month
- Only sending half of letters possible
- Higher letter volume = increased staff
1. Open the RPA bot process
2. Open a spreadsheet with settlement data
   - Patient names, balance, settlement offers
3. Open the EHR (Junxure used in example)
4. Search patient record, open letter template, fill in spreadsheet data, save to EHR, repeat
Keep your digital assistant busy

- Increase speed and cut costs
- Reduce errors and inconsistencies
- Leverage staff time and skills for communication and problem-solving
- Reallocate time to direct patient care
Use Case Example

Executive Dashboard at Wesley Community Health Center
Wesley objectives

- Increase provider utilization
- Reduce time to next visit
- Meet all funding requirements
- Identify new improvement opportunities
Reporting time and challenges

40 hrs/wk
$85k/yr

$85k/yr
Reporting automation
Targeted financial improvements

POTENTIAL HRSA FUNDING INCREASE FOR NEW PATIENTS
- 5% INCREASE = $500k/yr

50% of PAYER INCENTIVES
- 27 PAYERS X $10K avg./yr = $270k
- $270k x 50% = $135k
- $135k - $20k existing = $115 increase

LABOR SAVINGS/
NEW HIRE DEFERRED
Benefit summary

- Projected implementation – 3 weeks
- Operational improvements
  - Increased visibility and speed to decisions
  - Increased patient visits and care delivered
  - Improved ability to meet funding requirements
- Projected return - $85k - $700k
Adaptability is the New Normal
Make your center Change Ready

- Automation creates capacity to adapt
- Adaptability turns challenges into reinvention
- Leverage your time, staff, and data
- Automate new ways to expand your mission
Adapting to Change with Robotic Process Automation

July 22nd, 2020

Albert Morales – Dir. of Healthcare Automation
albert.morales@trumpetinc.com

Theo Kipnis – Commercialization Strategist
theo@trumpetinc.com