IMPROVING HEALTHCARE OPERATIONS: RPA IMPLEMENTATION INSIGHTS

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1

LEARNING OBJECTIVES

- Understand the Role of RPA in Healthcare Organizations.

- Why Process Automation Matters
- Discover a structured approach to implementing RPA, starting with manageable processes to establish a foundation for scaling up to high-impact areas.

- Understand how initiating RPA with smaller, routine tasks can lead to substantial impacts on productivity, improved accuracy, and employee satisfaction.

2

RPA and RPA with AI

RPA

Robotic Process Automation employs software robots to automate repetitive, rule-based tasks. They mimic human interaction with computer systems, executing tasks like data entry and report generation. Best for well-defined processes with clear rules.

RPA with AI

RPA's capabilities expand with Artificial Intelligence, automating complex processes with unstructured data and decision-making. AI technologies like machine learning enable the system to learn and improve. Natural language processing allows robots to understand human language.

3

The RPA Revolution: Why It Matters

40%
Efficiency Increase

Potential percentage increase in efficiency across healthcare with RPA.

70%
Task Automation

Percentage of routine tasks that can be automated with RPA.

30%
Cost Reduction

Potential percentage cost savings through RPA implementation.

These statistics, as highlighted in **Forbes** (Forbes Tech Council, April 2024), underscore the growing importance and impact of RPA in streamlining operations and reducing costs. Discover our secret to choosing RPA.

4

Benefits: Cost-to-Collect Indicators

"One of their biggest issues was a manual, 13-step process for getting paid, involving multiple workflows through 170 unique payer portals — an enormous but not uncommon number. Their average time to receive a payment ranged from 20 to 148 days." - Ceciley McNair

3-4%
Industry Average
Standard cost-to-collect ratio for healthcare providers

$200K
Labor Cost Avoidance
Achieved by the company through RPA implementation

20-148
Days to Post
These automations decreased payment turnaround time to 2 days.

40%
Legacy System Automation
MGMA, survey of medical groups have automated 40% of processes by evaluating legacy systems.

As reported by [Becker's Hospital Review,](#) monitoring these cost-to-collect metrics provides a comprehensive view of revenue cycle efficiency and identifies automation opportunities that directly impact financial performance.

5

Healthcare Opportunities

Focus on automation opportunities from quick wins to complex workflows

Low Hanging Fruit

Simple, repetitive tasks like registration forms processing, insurance verification, and appointment scheduling offer immediate automation benefits with minimal implementation effort.

High Manual Step Processes

Complex workflows like multi-payer billing, cross-departmental approvals, and prior authorization management yield substantial ROI through strategic automation.

Efficient Resource Allocation

RPA redirects staff time from repetitive administrative tasks to patient-centered activities, improving both operational efficiency and care quality.

6

Endless RPA Use Cases
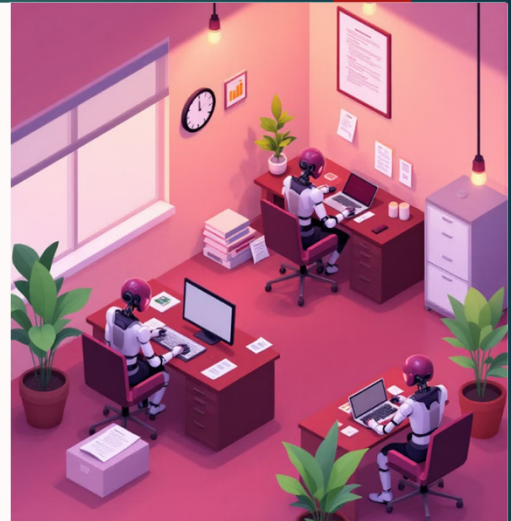
Invoice Processing

Automate invoice data extraction.

Report Generation

Generate reports automatically.

Data Entry

Automate manual data entry tasks.

7

Automation in Healthcare: Focus on Patient Care

Automation is not just about cost savings—it's about redirecting valuable resources from administrative overhead to what matters most: delivering exceptional patient care.

Better Patient Outcomes

Financially healthy hospitals maintain optimal staffing ratios and invest in resources that directly improve care quality.

Sustainable Healthcare Delivery

Reduced administrative costs through automation create more resources for patient-centered innovations.

Community Health Impact

Financially thriving hospitals can expand services and better serve communities with improved facilities.

8

The Cost of Inaction

Not implementing RPA is no longer an option. It's a necessity for staying competitive and efficient.

Frustrations with EHRs Electronic Health Records (EHRs) frustrating due to their design as systems of record, not systems of engagement. Repetitive processes, clunky portals, and a lack of personalization contribute to a negative experiences.

9

How We Chose RPA

Rev Cycle VP
The Rev Cycle VP's departure created a leadership gap. I assisted with...

Manual Task...
I was drowning in manual tasks, overwhelmed by the workload.

Chinese Buffet...
Post-Fortune Cookie the solution struck me: we needed...

Lotto Dreams (and...
Lotto failed, but RPA is our winning ticket to...

10

Driving Forces: Why We Chose RPA

1 **Inefficient Workflows**
RPA streamlines processes.

2 **Human Error Reduction**
Automation minimizes mistakes.

3 **Time Savings**
Freeing staff for high-value work.

4 **Staffing Challenges**
RPA fills critical gaps.

RPA addresses inefficient workflows and staffing issues. Human errors are reduced, time is saved, and high-value work can be prioritized.

11

Quantifiable Results: Our RPA Success Story

40%
Work Decrease
Reduction in work for payment posting.

< 1 day
Reduced Backlog
Improved from months behind.

35
Automations
Built in one year

5x
ROI
First-year return on RPA investment.

Experience a 40% decrease in posting work. We reduced being months behind to less than a day. Our automation achieves near-perfect accuracy while delivering significant first-year returns on investment.

12

1 Person doing the work of 10

13

Implementation Hurdles

- Securing Leadership commitment
- ROI Calculation: Accurately measuring the return on investment.

Sell Internally

- Big Challenge: Identifying and prioritizing automation opportunities.

14

Administration and Strategic Goal Alignment

how did we talk the CFO into the venture?

How to get our Organization to invest?

15

Strategic RPA Deployment: A Phased Approach

1 — **Vendor Comms**
Establish single communication channel.

2 — **Targets**
Prioritize team relationship, minimize backlog.

3 — **Low-Hanging Fruit**
Focus on readily achievable automations.

4 — **Stakeholder**
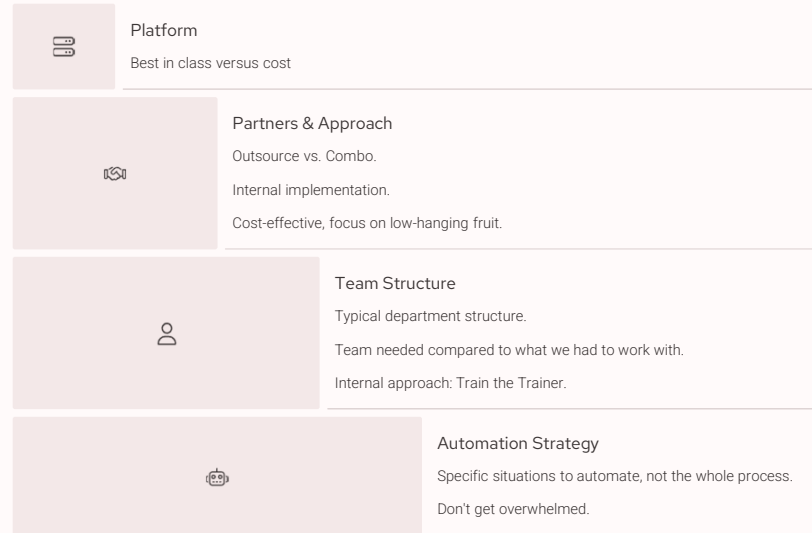Show light at end of tunnel with tools.

Start with achievable targets and prioritize team relationships. Show stakeholders how RPA creates opportunities.

16

Tech Stack

Our decision-making framework for RPA implementation

Platform
Best in class versus cost

Partners & Approach
Outsource vs. Combo.
Internal implementation.
Cost-effective, focus on low-hanging fruit.

Team Structure
Typical department structure.
Team needed compared to what we had to work with.
Internal approach: Train the Trainer.

Automation Strategy
Specific situations to automate, not the whole process.
Don't get overwhelmed.

17

Building Your RPA Team: BI Department Advantage

1 Business Acumen & Stakeholder Skills
BI analysts understand business needs and effectively communicate RPA benefits.

2 Data Expertise
BI teams excel in workflow analysis, making them ideal for RPA initiatives.

3 Low-Code Implementation
Limited programming needed; integrates with ECW, Cerner, Oracle systems.

4 Rapid Deployment
Quick identification and implementation of automation solutions.

Leverage your BI department's expertise to lead RPA initiatives effectively.

18

Unlocking Value: Identifying Automation Opportunities

High Value

Focus on quick wins.

Stakeholder Buy–In
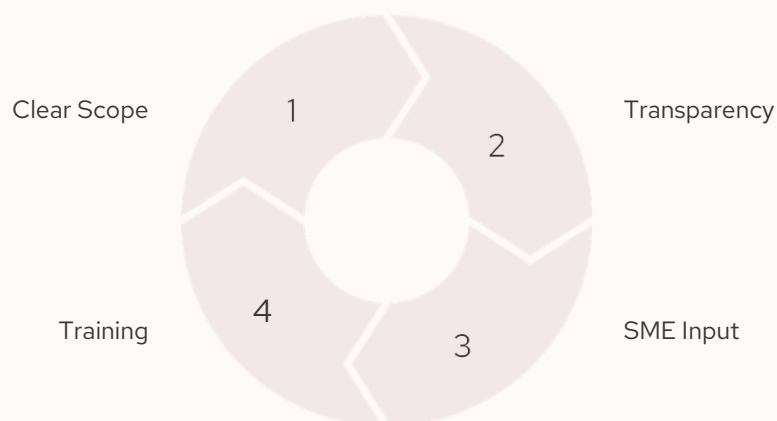
Educate end-users.

Workflow

Demonstrate benefits.

Target high-value processes with quick implementation. Secure stakeholder buy-in through education and demonstration.

19

Stakeholder Alignment

Clear Scope   1

2   Transparency

Training   4

3   SME Input

Avoid overbuying by understanding needs. Communicate openly with staff. Involve Subject Matter Experts.

20

Embrace Workflow Enhancement

1 Show the Light at the End of the Tunnel

Explain what employees will do in the future.

2 Tool, Not Replacement

Emphasize that RPA is a tool to augment, not replace, employees.

3 Seeing is Believing

Show the workflow in action

4 Word Spreads

Positive experiences encourage wider adoption.

5 From Data Entry to Quality Focus

Staff transitions from repetitive tasks to higher-value quality assurance and exception handling.

21

Key Lessons Learned

1 Know Your Needs

Avoid overbuying by understanding actual requirements.

2 Transparency is Key

Communicate openly with staff and managers.

3 SME Involvement

Subject Matter Experts are crucial for success.

4 Product Education

Ensure thorough understanding of the RPA product.

5 Embrace Change

Adapt to behavior changes and new workflows.

6 Avoid Status Quo

Prevent reverting back to old processes.

22

The Future is Now ; Embrace AI

RPA is a tool, not a replacement. The future is now with AI integration.

23