Guidehouse

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Plug Robotic Process Automation (RPA) Into Your Revenue Cycle

Reduce Costs

Increase Revenue

Improve Worker Satisfaction

Decrease Variation Risk

Why Are Healthcare Executives Pursuing RPA?

Automation software is transforming the way companies do business by automating repetitive, manual, and mundane tasks, improving efficiency and reducing costs.

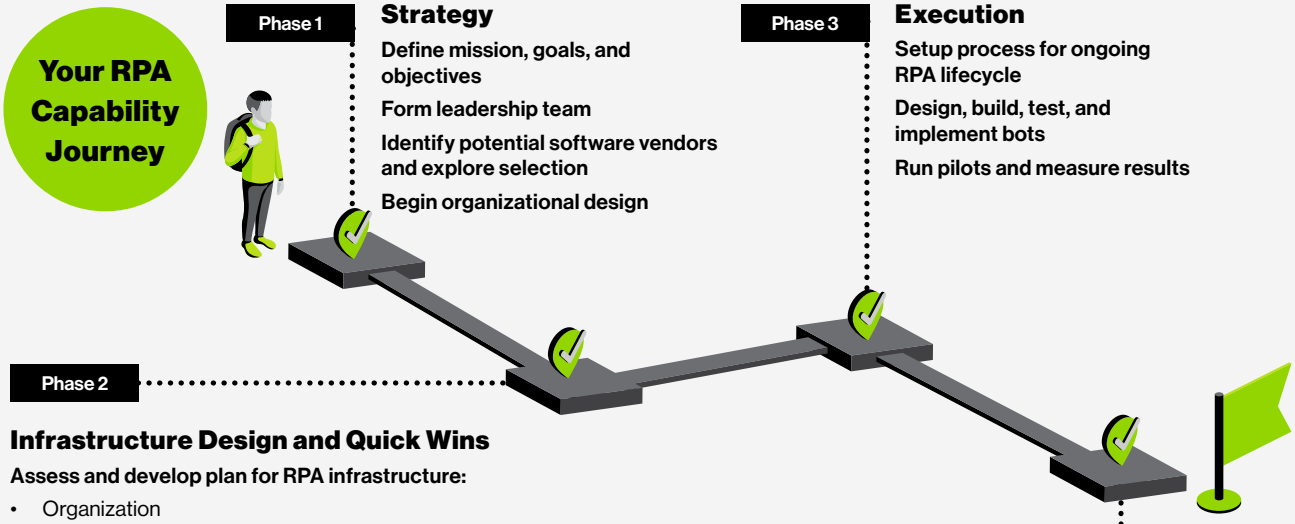
What Is Robotic Process Automation (RPA)?

Software that mimics the steps a user performs to complete a task or process.

Revenue Cycle Without RPA	Revenue Cycle With RPA
Repetitive mundane tasks lead to **poor work satisfaction** and **high turnover**.	Bots free up time so your workforce can focus on **more rewarding** value-add tasks.
A traditional workforce is **limited to regular hours** over the course of a work week.	**Bots work around the clock** and don't get sick, tired, or quit.
A traditional workforce is susceptible **to human error and inaccuracies**.	Revenue cycle bots can **improve precision and accuracy**.
Increasing or decreasing a traditional workforce **requires time and resources**.	Bots are **scalable** to meet the demands of your workload.
Traditional workforce salaries **increase costs and lower margins**.	Bots can **cost as little as 20% of an on-shore FTE**.
Knowledge can be lost during employee turnover.	**Knowledge is shared and stored** across bots and is easily transferrable.

Overwhelmed by RPA? We Can Help.

Guidehouse has created the following roadmap for businesses to use as a guide for their RPA journey. We deliver a human approach, not just the technology. We understand every health system is different with unique needs. By leveraging our operational expertise, we tailor our solutions to fit your process and not the other way around.



Phase 1

Strategy

Define mission, goals, and objectives

Form leadership team

Identify potential software vendors and explore selection

Begin organizational design

Phase 2

Infrastructure Design and Quick Wins

Assess and develop plan for RPA infrastructure:

- Organization
- Technology
- Governance

Quick wins

- All healthcare provider organizations can benefit
  - One use case generated annual savings >$100K within a short timeframe
    - Unlimited potential use cases determined by partnership
  - Reduction in aging, leading to cash acceleration
  - Increased production lending to improved turnaround time

Phase 3

Execution

Setup process for ongoing RPA lifecycle

Design, build, test, and implement bots

Run pilots and measure results

Phase 4

Production, Monitoring, and Scaling

Monitor bots

Report results

Identify adjustments

Ongoing maintenance

Why Choose Guidehouse for RPA?

Successful Implementation Both for Our Clients and Internally

- Track record of improving productivity, accuracy, scalability and cost reduction for our clients
- We believe in our solution so much we have our own bots enhancing many of our back office functions

Leverage Our Seasoned Platform

- Collaborations with industry-leading RPA firms
- Best practices from our other industries further on the development curve

Healthcare Experience and Expertise

- We don't just understand the tech; we understand the environment the bots operate
- Design new or evaluate existing RPA programs
- Lead process evaluation and prioritization to improve revenue cycle performance
- Build pilot programs and facilitate platform selection and implementation
- Establish bot development and change management support
- Provide key performance metrics and reporting analytical tools

For more information, please contact:

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