

Service Delivery & Financial Optimization for Healthcare

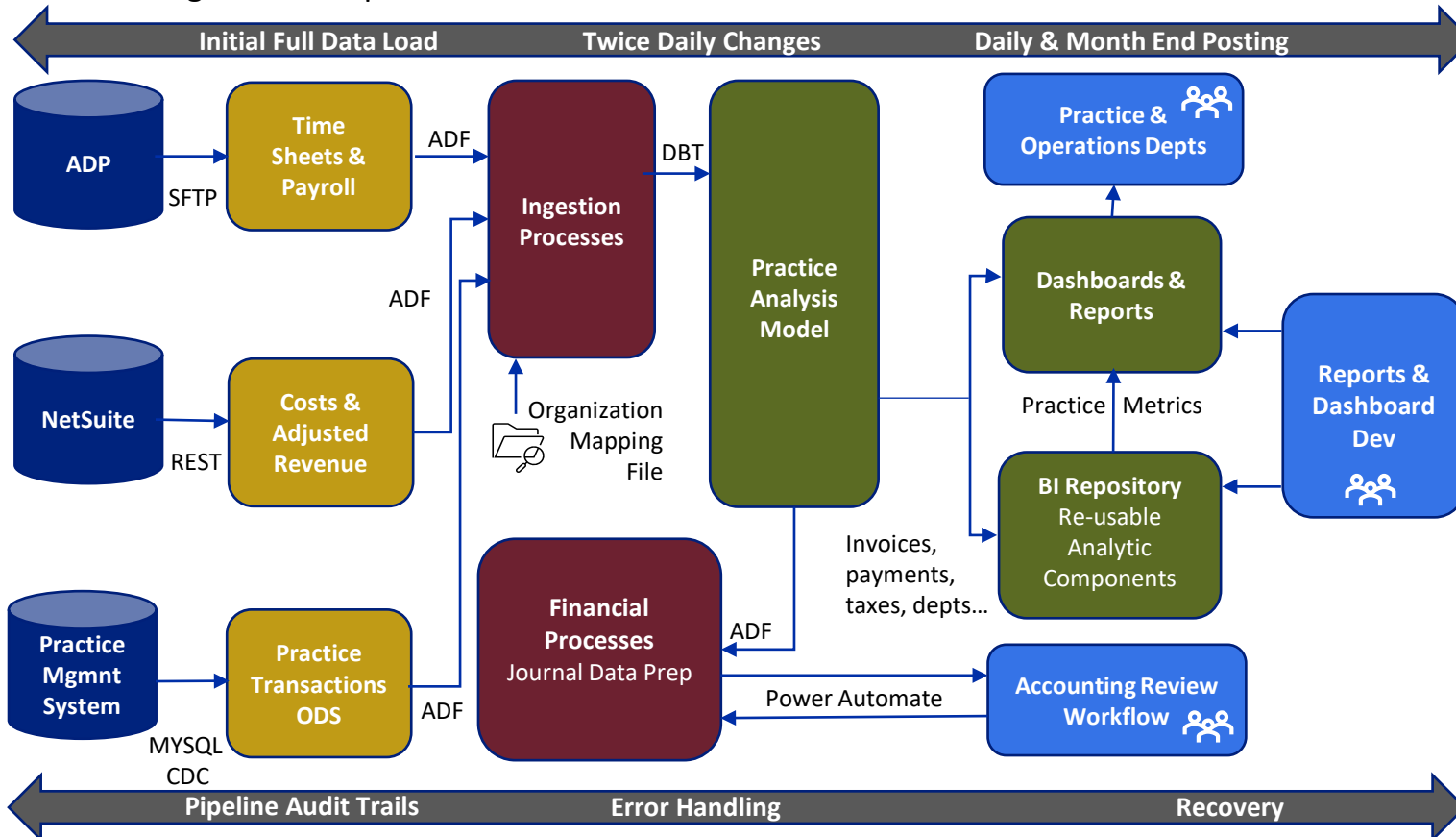
Business Challenge

A national veterinary health organization performing thousands of daily appointments had no visibility into staffing and patient workflow inefficiencies, and the related cost management opportunities to meet surging demand

Solution

Service delivery analytics: Capable of providing intra-day visibility into service delivery processes, staffing, and related clinical outcomes in order to identify gaps & inefficiencies.

Automated financial processes: Streamline billing and cost capture and automate the accounting allocation process.



Approach

- Created a **service analysis model** with the objective of detailed inspection of clinical workflow and related revenue and costs
- Incorporate **financial exception analysis**, including AR write-offs, goodwill write-offs, and service and medicine discounting.
- **Standardize business data** identifying inconsistencies in processes and arming management with gap reports

Business Value

- Enabled the organization to assess inefficiencies, customer impact, and benchmark performance
- Accelerated **financial reporting**, the posting and sharing of financial results, increase the scalability of the financial processes
- **Divisional accountability**, providing divisional P&L managers with daily flash dashboards to control cost and revenue levers