CASE STUDY

Lifepoint Health brings full data visibility to organization to get patients into specialist care faster

Lifepoint Health

Organization:
Lifepoint Health

Industry:
Healthcare

Location:
United States of America

Lifepoint Health was looking to optimize its business processes in a cost-effective way to drive internal efficiencies that would benefit its patients and front line workers. They needed to automate processes that relied heavily on email and Teams for communications, and they had no platform allowing them to build apps quickly.

Several processes across Medical Services needed digitizing, in addition to the patient transfer process which saw workers calling healthcare facilities to enquire about bed availability for specialist care. There was limited visibility beyond the transfer center over this time-sensitive case which often led to work being duplicated as multiple staff tried to secure care for patients.

Using Bizagi, they built custom apps with Bizagi to create new solutions, with an in-house team taking a lean approach to run rapid improvement events and deliver results fast. Bizagi has transformed the way that Lifepoint operates thanks to consistent data management, visibility and process standardization: which in turn aids reporting and process improvement.

There is a new easy-to-use system for staff, including a portal for patient transfer management which includes real-time updates and an integrated IM system to aid transparency and teamwork. This is getting patients into new care facilities faster and more efficiently while saving staff time and effort.

Patients in need are seen faster

Custom apps now provide full data visibility

"Having all our data centralized in Bizagi is the biggest win. Being able to tap into centralized data that is consistent across multiple processes and having a single source of truth is a real savior for us."

Julie McCoy-Lange,
Director Intelligent Automation

Objectives

- Reduce operational cost
- Create customized solutions, quickly
- Data consistency and visibility
- Elimination of data duplication and manual entry
- Optimize patient transfer process
- Less follow-up phone calls from call center agents
- Decrease loss of recruited candidates in Medical Services
- Expedite newly hired providers to generate revenue

Achievements

- Custom apps and solutions built in-house
- Single source of truth for better data management
- Digitized patient transfer process with real-time updates
- Automated data entry and single source of truth
- Patients get seen quicker
- Process standardization and reporting for continuous improvement
- Automated physician services including term sheet and finances

Overview

Lifepoint Health is a leader in the delivery of community-based care, serving patients, clinicians, communities and partners across the healthcare continuum across the United States.

They are continually looking to optimize internal business processes which will in turn benefit their patients. However, the organization was limited by manual processes which led to a lack of standardization and visibility. Lifepoint automated processes and built custom apps with Bizagi to deliver a more transparent and efficient way of working.

Challenge

The team at Kindred, a smaller company that was acquired by Lifepoint in 2021, needed a low-code development platform. When they were acquired, they wanted to continue their pursuit of an appropriate vendor as they needed to optimize business processes.

Management was lacking process automation and there was no platform that allowed them to build apps quickly. One process that was need of optimization was the patient transfer process. They were paying high fees to another vendor and required a custom solution to fulfil their needs. An overhaul of this process would not only benefit the organization but also improve patient care.

The patient transfer process was previously operated over the phone. When a customer needed to be transferred to another hospital or healthcare facility, usually to receive specialist treatment, agents needed to call hospitals to enquire if there was space for the patient. Multiple agents would try to find a bed for the patient at the same time with no way to see real time updates, which meant work was often duplicated. The goal was to allow the owner of the case to make decisions based on the information provided by multiple agents. It would also reduce the number of phone calls made and allow agents to manage the process digitally, with real-time visibility on patient status.

Additional processes in need of optimization included physician services that provide doctors with the resources and support they need to do their jobs, such as risk management to ensure that physicians are insured and stayed insured while at Lifepoint'.

Solution

Lifepoint was previously using a commercial off-the-shelf product which offered limited flexibility. Bizagi provided the flexibility and ability to make iterative changes.

There were multiple process engineers at Kindred who worked with various business areas to determine their pain points and map out the current state. They then used this information to standardize and optimize business processes and provide efficiencies with new technology, such as building custom apps with Bizagi to support the solutions. The team would take the lean approach of running Rapid Improvement events, where they would spend a few days on-site with business representatives to come up with solutions. This was how they established new processes for physician services.

With the patient transfer process, the goal was to build a portal using Bizagi so that agents wouldn't need to pick up the phone for non-emergency transfers. They could enter a request in Bizagi and send it over to the patient transfer center.

> *"We've tooled them to be more successful in their roles and do their tasks in a timely manner and give visibility to senior staff"*
>
> **Julie McCoy-Lange,**
> Director Intelligent Automation

Results

Bizagi has transformed the way that Lifepoint operates thanks to consistent data management, visibility and a new easy-to-use system for staff.

Data management has not only helped to improve existing processes, but also opened the door to automate new business processes where it wasn't possible before due to inconsistencies.

> *"Having all our data centralized in Bizagi is the biggest win... Before data was everywhere and inconsistent between systems. Being able to tap into centralized data that is consistent across multiple processes and having a single source of truth is a real savior for us"*
>
> **Julie McCoy-Lange**

Work is now organized using smart inboxes, while helping teams to prioritize work and sort and filter tasks, rather than having to keep their own laundry lists. The standardized processes in Bizagi have also aided reporting capabilities as they can use data to tell stories and identify further improvement opportunities.

The automated patient transfer process allows patients to be seen faster and allows the staff to handle the process with ease. They also integrated with an IM platform, Tiger Connect, which is used to communicate with hospital staff.. This allows transfer agents to discuss bed availability without leaving the Bizagi platform to message the hospital with updates and questions..

> *"Patients get seen quicker. They arrive at their facility faster; get transfers faster and more easily... We are tooling [staff] to complete tasks in more timely manner."*
>
> **Julie McCoy-Lange**

Physician services is the business area with the most applications, including term sheet processes which are used to expedite the presentation of hiring terms to a physician candidate and eventually a contract, ready to move into the enrollment process.. This helps to generate contracts for new hires and triggers the intake process to collect necessary documents, such as ensuring providers are enrolled with insurance companies. This process was previously conducted by

exchanging Word documents over email, which could slow the process down and lead to a delay in revenue. Now there is a fully traceable, standardized process in place.

To further optimize this, the team is building an API feed to track the onboarding of physicians. The data is comes out of Bizagi to the onboarding system, so users are not entering duplicate information. The onboarding tasks are then automatically triggered once a physician signs a contract.

> *"Bizagi has been a tremendous improvement. The visibility alone to know the status of where a provider's term sheet or enrolment might be is very beneficial."*
>
> **Julie McCoy-Lange**

Bizagi has also optimized finance processes which tracks active providers to keep Lifepoint's accounting system up to date. They run reports out of Bizagi and upload it into their accounting system ready for payroll.