Tarpon Health Automation ROI

Brought to you by: RCM LEADERS FORUM + Fitzroy Health

Agenda

- Toolkits overview
- Example in action
- Common challenges

Today's Goals:

- To educate the Community on the tools that are available (refining where needed)
- Outline approaches to solving common problems

Identify and Prioritize Toolkits

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Identify + Prioritize Toolkits

Tools	Goal
Tarpon Health Library Access here	To provide a detailed list of in-house automations for identifying use cases and cohorting members.
Identify and Prioritize Toolkits Access here	**Identify Toolkit:** Capture volume, complexity, and ROI for go-no-go decisions. Outputs are used in the Prioritize Toolkit **Prioritize Toolkit:** Compares multiple automations at once so organizations can prioritize automations with the lowest complexity and highest ROI.
What else would be helpful?	Examples / Ideas: • Programmatic ROI? • Time tracking guide? • ???

Let's do a walkthrough

UTSW - Max Benefits Example

UTSW recently used our toolkit to evaluate a process being requested from the operations team.

Process being evaluated

The automation:

1. Grabs Medicare patients that are coming to be seen in the next week
2. Go to the Medicare website to scrape maximum benefit information
3. Return information into Epic

Outcome

Halted. UTSW is not pursuing at this time. It was determined that the automation would only produce a savings of 30 min of FTE per day. There would be a financial loss over a 3 year period.

Time tracking approaches

What are the best approaches on estimating labor savings?

Approach	Example	Discussion / Approach
Self-reported	An employees spends 10% of their time on the process and population. **Calculation:** Savings = [% of time] x [salary + benefits] x [FTEs]	
Stop watch	Use a stop watch to time an employee performing the process 10 times. **Calculation:** Savings = [hours on task] x [cost/hr] x [accts]	
Recording	Use a software program to record an employee performing the process. **Calculation:** Savings = [hours on task] x [cost/hr] x [accts]	

How do teams calculate other savings?

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What are the best approaches to incorporating savings beyond labor?

Metric	Example	Discussion / Approach
Cash Acceleration	A bot adds E+M charges automatically, driving down Discharge Not Final Billed (DNFB)	
Margin Improvement	A bot checks for authorization status prior to service, resulting in fewer prior authorization denial write-offs	
Quality / Compliance	A bot automatically downloads data from a 3rd party software system into a database for quality metrics	

Question: Who makes the determination on whether to incorporate another savings approach? Is finance involved in these conversations?

Tell us how we did

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1 - Least valuable

10 - Most valuable

We value your feedback!

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Benjamin Reigle | benjamin@tarpon.health

James Stanford | james@tarpon.health