



Meet Helen Lamons, Tarpon Health's COO

Agenda

- Introductions – Helen Lamons
- Automation lessons learned
- Community ideas and feedback

Today's goals:

- Formally meet our COO
- Inform future enhancements to the Community



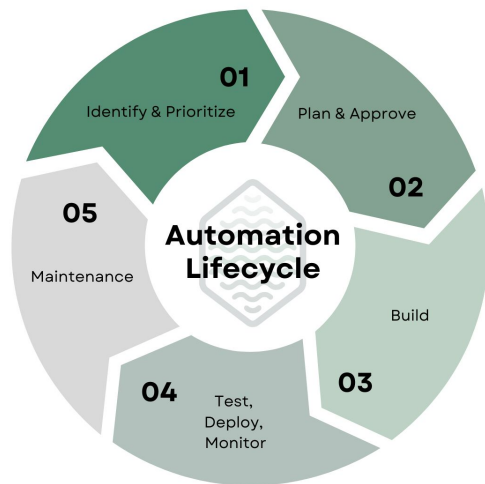
Helen Richards Lamons is the Chief Operating Officer at Tarpon Health. Helen focuses on streamlining processes to help Health Systems save time and money in Revenue Cycle so they continue to invest in life saving treatments for their patients. Helen has 15 years in Revenue Cycle Management Operations. Prior to Tarpon Health, Helen was the Senior Vice President of RCM for Advata (formerly Colburn Hill group) where she oversaw Robotic Process Automation (RPA), Client Success, and Customer Service. She led high performing teams that were committed to improving the experience and bottom line for their customers. Prior to Advata, Helen worked at Welltok where she focused on engaging employees in their health. She also worked at Pharos Health where she focused on helping patients with chronic condition management and improving value-based care. Helen started her career at R1 where she spent significant time managing the Revenue Cycle end-to-end with an emphasis on back cycle. Helen graduated from Vanderbilt where she was a Division 1 College Golfer. She still enjoys golfing today. She resides in Denver, Colorado with her husband and two small children.

Two truths and a lie ... personal

Which is the lie?

1. I have been diving with great white sharks
2. I am fluent in Spanish
3. I have lived in 6 different states

Automation Life Cycle



Lessons Learned

- Put an Automation Governance structure in place with the right team and roles
- Get your staff to participate in automation identification through education
- Spend time planning and validating use cases so you are automating activities with a positive ROI
- Errors can erode confidence so spending extra time on quality assurance is a good thing
- RPA is fragile so document thoroughly to assist with maintenance
- Reduce downtime with a thorough maintenance structure
- Community allows you to validate ideas and minimize wasted time and effort

Two truths and a lie - automation style



Which is the lie?

1. There are organizations that have saved over 50 FTEs due to automation
2. Your best source of automation ideas is the people doing the work
3. Once an Automation is live, it rarely needs any work - wait until it is live to plan for maintenance so the needs are understood

How will make the Community better?



Your feedback is important to us

1. Would you use a product for automation design (Idea Tracking, Vetting, Selection, PDD)?
2. Would you be willing to participate in a crowd sourced solution creation (i.e. claim status)?
3. Would you use a software program that connects you with people to help solve problems you are facing?
4. Do you think the next research project should be creating KPIs for automation performance (i.e. what to track and measure)?



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