

# Case Study

## Business Process Analysis

### Improving Healthcare and Service



#### The Situation

The client is a mid-sized health management firm that aims to deliver customized, integrated healthcare solutions which guide people to engage in behaviors that make the most of their health.

Faced with increased competitive pressures amid the backdrop of sky-rocketing healthcare costs, the firm recognized the need to set themselves apart from rest of the industry. The client decided to focus on their treatment authorization processes in order to reduce costs and improve patient satisfaction.

The firm turned to Roig Consulting's Business Process Analysis practice to review the entire treatment authorization process and to build a solution that would increase efficiency and improve service quality.



#### The Solution

Roig Consulting worked with the firm's clinical staff and management team to document the treatment authorization process, isolating systemic delays and procedural deficiencies. The result was an eye-opening perspective on the way routine authorization requests were handled, as well as on the exceptional cases that frequently threatened to disrupt their operational workflow.

Since the company processes over hundreds of authorization requests each day, the operational challenges needed to be addressed in a way that resulted in tangible and measurable improvements to their day-to-day processes.

Together with progressive-minded company leaders, Roig Consulting completely redesigned the treatment authorization process to automate routine requests and to expedite special cases. The new process takes advantage of significant technology improvements, specifically designed by Roig Consulting to enhance staff efficiency and to improve clinical outcomes.

#### The Benefits

The introduction of the new treatment authorization process, along with the custom-designed technology solution, resulted in measurable improvements for the company.

- Staff efficiency improved by 10%
- Increased consistency in Clinical decision-making
- Improved operational reporting
- More effective utilization of healthcare technology tools
- Improved Patient and Provider Satisfaction

The firm is currently planning to expand its market share among state government agencies and commercial enterprises.

#### About Roig Consulting

*Roig Consulting provides Technology and Management consulting services to firms in the National Capitol Region, including Baltimore, Washington D.C., Suburban Maryland, and Northern Virginia.*

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