

Optimizing

Doing more . . . with less.

For a healthcare payer, that means handling more work as cheaply as possible. Because, while the workload will just keep growing, you know your budget won't grow with it.

There's no question that a healthcare payer's workload will mount over time.

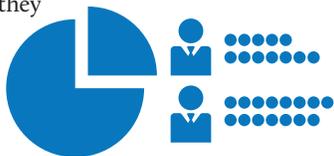


This has many causes, including our growing (and aging) population, the always volatile regulatory environment, and changes and advances in healthcare itself. It's also certain budgets won't get larger to handle these challenges.

So your team must handle as much work as it possibly can. That raises a simple question: "Just how much work is that?" To answer that one, you need *analytics*.

A key to doing more with limited resources is making sure your workers not only do as much work as they can but also do it well.

If you deploy an effective *analytics*



solution, you can learn what you must know to manage them accordingly to get their maximum effort.

The right analytics solution will give you real-time data to make objective judgments of how much work your people are doing and, for that matter, how much they *aren't* doing. That lets you *optimize* things so your people handle the work with little or no budget-busting overtime.

Without real-time data, you're reduced to trying to manage the past. But, with real-time data, you can "coach in the moment." That enables you to reinforce best practices, and discourage poor ones, *as they happen*.



That sounds good, right? The problem is: it may not be enough. Your team's workload may be beyond its capacity, while your budget lacks the room for overtime, much less more people. That's when you need *process automation*.

In the end, there's a limit to how much a given number of people can do, even if your budget could afford unlimited overtime. So another key likely is moving increasing amounts of work over to *process automation*.

Note that this also requires use of analytics, so you can determine which work still is most efficiently handled by people. Without that data, even the best automation solution can be hit-or-miss.



The right automation solution will plow through work, regardless of its complexity, with blinding speed . . . all while fitting smoothly within your IT infrastructure and costing far, far less than either overtime or new hires.

No two process automation solutions are alike (except that they all are much less expensive than overtime or new hires). The one you choose must be able to scale to meet the growing workload; and it must be something your already overworked IT team can maintain as simply as possible. This means it should be server-based, rather than living on individual desktop PCs. And, because it will deal with items such as medical claims, it must be able to handle both simple and complicated tasks.



Our suggestions.

WorkiQ® from OpenConnect is the only analytics solution that provides all the real-time data you need to obtain the most from your team.



You may also choose an accompanying process automation solution.

If so, consider WorkiQ's sister product, **AutoiQ**™, which is server-based and built to handle high-value, complex back-office processes. Some of the largest healthcare payers depend on OpenConnect solutions 24 hours a day, seven days a week, to help them do more . . . with less.



Find out more today.

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