

BRASS TACKS

Deploying AI-enabled Automation to Improve Operations & Patient Experience

DESCRIPTION & DISCUSSION QUESTIONS

Many health care organizations have accumulated decades of “management debt” as a result of prioritizing quick fixes or simply adding people, rather than investing in long-term process and technology changes. Now, the advent of AI-enabled automation is allowing health system executives to pay down that debt. Leading providers are looking across their organization for opportunities to create efficiencies in operations and infrastructure. Strategic applications of automation, AI/ML can enable staff to focus on high priority processes that enhance the patient experience while improving operational outcomes. Join health care leaders to discuss the potential for technology to ease the friction in the healthcare delivery system.

Discussion questions:

- What is “management debt”, how does management debt build up at health care organizations and how can we pay down that debt with AI-enabled automation?
- What are the opportunities for AI/ML to improve operational efficiencies across health care?
- How can AI-enabled automation elevate the role of a health care worker?
- What lessons can we learn from the deployment of automation in banking and other industries?

HOSTED BY



FACILITATOR

Malinka Walaliyadde
CEO & Co-Founder
AKASA

INDUSTRY LEADERS

Albert Chan, MD
VP & Chief of Digital Patient
Experience Sutter Healthcare

Edmondo Robinson, MD
Chief Digital Officer
Moffitt Cancer Center

NOTES

BRASS TACKS

Deploying AI-enabled Automation to Improve Operations & Patient Experience

A Data Driven View of Automation in Healthcare Revenue Cycle Operations

HOSTED BY



NOTES

Two-thirds (66.8%)

of provider organizations use RCM automation. Higher patient revenue is correlated with more extensive automation.



Over 90%

of healthcare financial leaders believe it's important that automation tools be purpose-built for RCM, to better streamline resource-intensive processes like denials management.