Use Case
Summit Scripting Toolkit - Streamlining Workflow and Task Automation

Client

Halifax Health

Daytona Beach, FL

Challenge

Halifax Health had gotten to the point where their automation technology was more work than it was helpful. They found themselves dealing with operational inefficiencies, as many of their employees had to spend significant amounts of time entering data and performing other tedious tasks that tended to be both time-consuming and mundane. At the same time, the issue of typing errors when inputting data and content manually created significant problems, as errors in the patient record system could pose a serious risk to care.

The Hospital also realized the costs associated with time and money spent on FTE's performing these redundant, manual tasks. Halifax Health's goal was to find a cost-effective solution to replace their current technology, while maximizing their resources, boosting productivity, and freeing-up the staff's workloads in order to focus on higher priority tasks.

Solution

Halifax Health chose the Summit Scripting Toolkit (SST) to automate manual workflow processes and data entry tasks. Since implementing SST in 2015, Halifax Health runs about 45 scheduled workflows daily, automating tasks ranging from patient and financial records, to management of general financial and administrative processes. They've implemented another 10 on-demand scripts to run on an as-needed basis. The Summit Scripting Toolkit allows users of every level of experience to build full-featured workflows to solve simple to complex problems with a user-friendly automation process. The hospital has also implemented a workflow automation to act as an interface. APR Lab Results run daily, entering discrete lab results.

Since its initial deployment, the organization maintains a significant number of day-to-day processes that are automated on an ongoing basis. With this level of automation in place, the facility has been able to apply RPA to a number of key departments, and also implement the technology for a variety of purposes. The hospital has used RPA in an effort to run reports on a scheduled basis, schedule auto-reboots and log ins, create new user accounts, deactivate accounts, and register patients in TEST for nursing training. They are able to manage and monitor all of their workflows through a "Daily Script Report" sent by e-mail.

Results

SST has completely revolutionized operations in the facility, allowing for more efficient and effective care through better data maintenance. The ease of use and workflow improvements offered by the healthcare RPA system has paid dividends on the hospital's bottom line.

The value added and Return on Investment was almost immediate after fully implementing the Summit Scripting Toolkit. FTE's are saving approx. **37 hours/ day**. With an estimated hourly rate of $14/hour, that's the equivalent of just over **$188,000 per year saved** on salaries alone. In addition, all enhancements are included in the Summit Scripting Toolkit software, and it has a perpetual licensing model, therefore, there are no additional costs per year as it relates to licensing fees.

Money is not the only area where resources were preserved through SST. Employees experienced a major reduction in the hours devoted to performing data entry tasks and were able to free up their workloads to focus on more important projects.

> "Since we implemented the Summit Scripting Toolkit in 2015, the Summit Healthcare team has gone above and beyond for us to ensure we are getting the most out of this technology. We truly look forward to a long partnership between our organizations."
>
> - **Tom Stafford,** former VP & CIO, Halifax Health

Summit Healthcare

About Summit Healthcare

Summit Healthcare is the choice of hospitals who want to take full control of their healthcare system integration, automation, business continuity, patient matching, and data archiving technology. Since 1999, we have worked to provide the industry with the most flexible interoperability and RPA technology with complimentary tailored services and solutions.

Contact Us

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