USE CASE
Supplementing their MEDITECH Platform with Summit Healthcare's RPA Technology

Client

St. Claire HealthCare
Morehead, Kentucky

Challenge

Repetitive data entry projects and workarounds being used in the MEDITECH platform were increasingly tedious and time consuming for the staff at St. Claire HealthCare to manage day to day. Mass dictionary edits and builds also needed to be completed which were adding to the stress. Additionally, after their upgrade to Expanse, a discovery was made regarding account verification preventing accounts from creating a claim causing delays in over $2 million of billable income. These projects alone would have taken days, weeks, or even months for the staff to accomplish.

Solution

St. Claire HealthCare selected the Summit Scripting Toolkit to assist with their organization's workflow automation needs. Not only was the technology reliable, affordable, and easy to use but the team at Summit Healthcare also demonstrated a strong understanding of the project needs and requirements, backed by exceptional customer support.

After developing automations and implementing the Scripting Toolkit, St. Claire was able to track a very real return on investment. They used four factors to measure the success of the technology: time and money saved, reliability of data, usability of the software, and efficiency. There has been a significant increase in billed accounts, and improved productivity throughout the organization. Email alerts help the staff to manage their daily automation workflows, and summaries are also set up for the automations that are created on an as-needed basis.

Current RPA Workflows Being Used

Account Check Cleanup - in the organization's current MEDITECH version, when a certain charge forwarded account gets created by the Background Daemon, there are required fields that are left blank. This automation runs daily to populate the missing fields, which in turn allows the account to create the claim. It took a few hours to build out the workflow, and a few days to clear out thousands of accounts that would have taken a person weeks, if not months, to complete.

Client Build Automation - builds new clients in Meditech from a shared Excel file that users can update.

ITS Materials Dictionary Revamp - a decision was made to change the Mnemonic naming convention of the ITS Materials Dictionary. SST automated the build of all the new materials and created a separate automation workflow to set the old materials to inactive.

About Summit Healthcare

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

About The Summit Scripting Toolkit

From the simplest to the most complex processes, the Summit Scripting Toolkit (SST) provides a cost-effective solution that enables organizations to improve business processes, operational efficiencies, expense control, and increased productivity in a fraction of the time it would take staff while also eliminating human error. SST can connect to virtually any system; all Healthcare Information Systems, Windows / Web-based and remote-hosted Citrix applications.

> "The Summit Scripting Toolkit is a product that can save your hospital countless turnaround time and money. Once you discover all the ways Robotic Process Automation can help streamline manual, repetitive tasks, your entire organization will benefit from the results. Utilizing RPA has also helped alleviate employee burnout and increased workloads due to reductions in staff."
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> - **Steven Taylor,** Systems Analyst III, St. Claire HealthCare

Summit Healthcare