



Large Mid-Atlantic Health System
Rapidly Scales to an
Enterprise-Wide AI Workforce

Health system profile

2,100-bed

health system
in the mid-Atlantic

1997

year centralized

10

acute facilities

53

outpatient locations
in the National
Rehabilitation Network

Cerner

EHR provider

Adopting artificial intelligence (AI) can be a pivotal lever in driving efficiency and outcomes. In fact, 94% of healthcare organizations believe that implementing AI will give them a competitive advantage.¹ In reality, most automation projects fail to live up to their expectations.² But a large health system in the mid-Atlantic has forged a new and effective path for infusing automation into their daily operations with Olive’s AI-as-a-Service (AlaaS) solution.

Over a year, this health system made significant progress in their AI adoption journey, moving quickly from information gathering and program kickoff to enterprise scaling. After identifying potential vendors, the health system piloted initial automation workflows and, based on early value and momentum, expanded workflows to embrace automation as an organization-wide transformation initiative.

Success with scaling automation across a large healthcare enterprise relies on an effective and sustainable adoption model. The health system accelerated its results by selecting the right processes to automate and mobilizing the right business partner to drive growth for the organization.

Responding to diverse challenges and planning for change

Headwinds from internal and external forces first prompted the health system to evaluate automation solutions. Within their organization, they grappled with disparate information systems and growing workload demands while costs were steadily increasing, primarily because of labor spend. Outside the health system, myriad pressures — from changes in payer billing requirements to declining reimbursement rates — caused hospital revenues to continue decreasing.

The health system’s CFO and other senior leadership members acknowledged the complex and excessively manual nature of their revenue cycle challenges. They launched a strategic initiative to drive efficiency and invested in automation as a key vehicle that would enable them to achieve their financial and operational objectives.



Information gathering to evaluate pilot partners

The leadership team evaluated potential partners to determine who was best suited to advance the health system's AI workforce initiative. Two vendors were chosen to participate in a six-month pilot: an AI-as-a-Service solution and a bundled approach that paired a robotic process automation (RPA) platform with consulting services. These automation solutions would be assessed based on the value they created, including their ability to drive efficiency, produce tangible results and establish a trusted relationship that would pave the way for long-term success.

Leadership's end goal was to incite broad transformational change. The leadership team was ultimately seeking a comprehensive and reliable automation program that would enable them to expand automation across the enterprise.

Program kickoff began initial automation

The pilot allowed leadership to evaluate two different automation solutions, measuring initial performance to evaluate long-term partnership potential. The magnitude of each solution's workforce efficiency gains would strongly indicate a given partner's ability to propel even greater future financial sustainability for the organization.

Olive initially launched 10 workflows in the revenue cycle department, including eligibility verification and charge capture, that highlighted several of Olive's core strengths. Olive conducted advanced data analysis, managed and evolved workflows and achieved quick wins.

The focus, expertise and commitment of the Olive team enabled them to build strong rapport and earn the organization's trust. Olive's results, including significant labor cost savings and productivity gains, made it clear to leadership that Olive was the best option for expanding the AI workforce at scale.

Success with Olive

Olive proved to be a successful AI workforce partner with quick onboarding and delivery of efficiency and productivity gains that signaled the value and impact she would have in the future.

Olive achieved strong results with initial workflows, including:

- Cost savings of \$6 million
- Complete insurance verification two weeks out improved from 70% to 90%*
- Four times faster than the manual processes*
- 835 ERA processing time reduced from 24 hours to 90 minutes**
- 20% reduction in payment issues across a three-month window**
- 99.9% operational reliability

*Represents results from eligibility workflows only

**Represents results from payment posting/remittance workflow only

Olive's AI-as-a-Service model and her dedicated team provided meaningful and differentiated benefits that advanced the health system's continuous improvement initiatives within their complex and evolving demands. Olive's agile learning model allowed her to show early success, unlocking the keys to scaling across the enterprise with ongoing success and impact.

Impressive results

\$10M

targeted savings across hospital system

\$2.1M

projected annual impact cost savings

150

workflows identified

32

live automations

“It was important for us to start with quick wins to get the trust of our team on board.”

— VP OF PATIENT FINANCIAL SERVICES

Enterprise adoption expands Olive’s impact

Cementing Olive’s value across initial workflows in the revenue cycle pilot, the health system’s leadership team elected to more than double their investment in automation and began scaling Olive’s AI workforce across the hospital system.

Olive’s AlaaS model enabled the health organization to take full advantage of uninterrupted and accelerated performance at scale while constantly learning and improving impact over time.

Post-pilot, leadership more than doubled their AI investment within one calendar year

Partnering with the health system, Olive identified more than 150 workflows across 12 departments to drive future workforce effectiveness — crossing departments such as case management, provider enrollment, accounting, quality and safety, HR and others.

Out of the workflows identified, 32 automations have gone live and 16 have been approved as automation opportunities to develop in the first phase of the organization’s enterprise-wide expansion, representing \$6 million in financial impact including \$2.1 million in projected annual cost savings. The health system, working alongside Olive’s team, anticipates this value will continue to grow over time, driven by workflow enhancements, increased efficiency gains and new sources of value.

Gaining new insights from her work every day, Olive’s performance continuously improves. She is a dynamic automation partner that standardizes processes across disparate teams and evolves with health systems to provide ongoing value and impact.

“We moved on to more complex builds that had much bigger wins and have been successful since they got underway.”

— VP OF PATIENT FINANCIAL SERVICES



Discover key learnings

Rapidly progressing in its AI adoption, the health system evolved from a focused revenue cycle pilot to an enterprise-wide AI workforce that is driving elevated efficiency and performance.

- Choosing the right model matters. Successfully implementing an AI workforce requires dedicated effort and expertise. Olive’s AlaaS solution enabled a partnership that allowed for rapid cross-functional scalability and transparent tracking of results without straining the organization’s team’s resources.
- Gaining organizational support requires a plan. Change can be challenging for large healthcare organizations. Engaging the right stakeholders, communicating ongoing value and improvements and identifying opportunities for increased impact are critical to a successful enterprise expansion.

In a short time, the health system moved from a focused and successful revenue cycle automation pilot to an enterprise-wide application, more than doubling their investment, expanding their scope and accelerating their speed and value of impact.

Olive’s unique operating model and partnership have made a meaningful difference in the organization’s success, initiating and expanding the impact of an AI workforce across the healthcare system.

→ To learn more about Olive, visit oliveai.com.

1. Stewart A. How AI can create a ‘massive competitive advantage — 4 financial applications. Becker’s Hospital Review website. <https://www.beckershospitalreview.com/artificial-intelligence/how-ai-can-create-a-massive-competitive-advantage-4-financial-applications.html>.

2. Walter A. The dark side of robotic process automation. CIO website. <https://www.cio.com/article/3433181/the-dark-side-of-robotic-process-automation.html>.