

# Smartsource Administrative Processes



Reduce Costs, Increase Efficiencies and Improve Patient Satisfaction

## Organizational Challenges

Labor shortages (acquisition and retention) challenges in competitive markets.

Poor internal process related to standard operating guidelines/decision support and over reliance on paper-based/institutional knowledge.

Underutilized contact center technology and lack of agility to launch innovative ideas, systems, and services.

Increasing hospital overhead costs (facilities and labor) and growing need for additional support services in a remote environment.

Increased pressures to deliver consumer-focused solutions and grow market share using the contact center as a lynchpin for business insights and new patient acquisition.

## Value of Smartsourcing

Smartsourcing enables global recruitment and industry-specific human resource management approaches for engagement and retention without compromising quality.

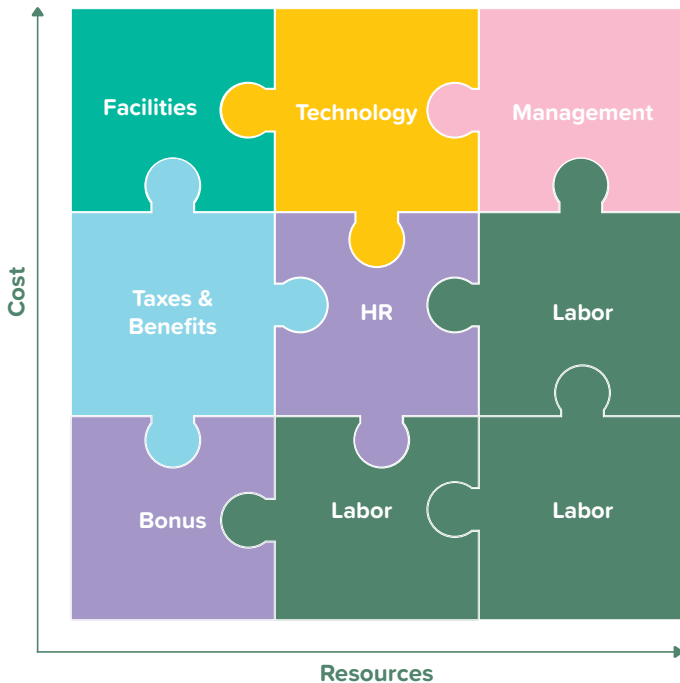
Utilize system integration, and wrap-around functionality for decision support, training, knowledge management, and quality assurance.

Take advantage of smartsourcing organizations' investments in advanced technology, management expertise, and prebuilt infrastructure for piloting of new ideas and service launches.

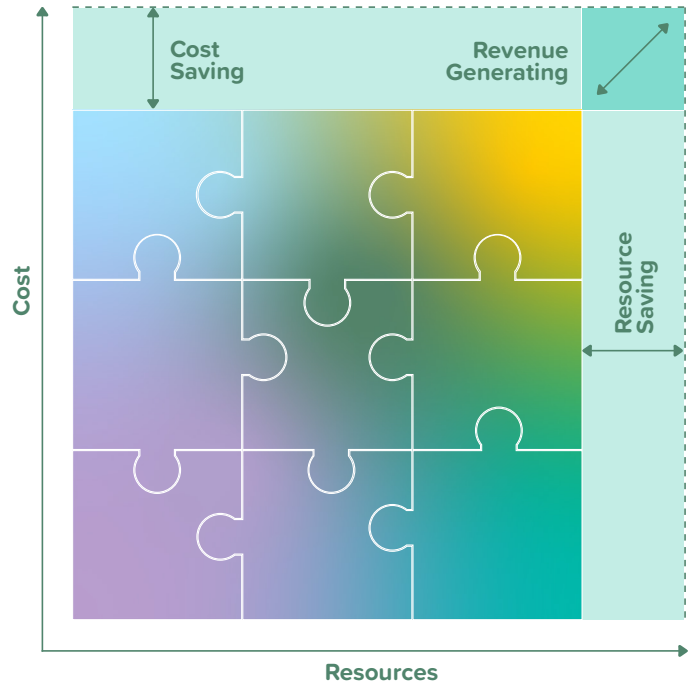
Tap into economy of scale benefits in outsourced contact center environments and achieve enhanced productivity, efficiency, and savings through labor cost differentials.

Leverage smartsourcing partners' core capabilities to deliver key contact center KPIs, patient satisfaction, and revenue cycle metrics. Utilize the contact center for data-driven insights and decision-making.

## Current In-House Approach



## RelateCare Smartsourcing (All In Cost)



## Sample Of Results Acheived



Increased scheduled appointments by 14%



70% Improvement in referral service level turnaround time



Up to 15% reduction in Cost Per Call versus internal operations



Call Abandonment improvement from highs of 24% to <5%



Workload reduction as a result of smartsourcing enhances in-house employee engagement and satisfaction