

# Client Success Story

Improving Processes with RPA Across all MEDITECH Platforms; Magic, 5.x, 6.x, and Expanse

**Client** | Surgery Partners  
Brentwood, TN

## Challenge

Surgery Partners is a very unique and complex organization, consisting of 172 hospitals and surgery centers in 32 states around the country. Twelve of those hospitals are on all different versions of the MEDITECH platform, including one which has recently completed a successful Expanse implementation. The organization was looking for a powerful and intuitive Robotic Process Automation (RPA) solution that was capable of not only supporting the different MEDITECH platforms, but also vendor agnostic to support the other health systems regardless of their EHR.

Many of the MEDITECH sites are small, located in rural communities, and have a limited staff that needs to focus on a wide range of more critical projects. Surgery Partners knew there was a better solution than continuing to allocate valuable resources to tedious, mundane, and time-consuming tasks. Furthermore, with high volume data entry there was always the potential risk of human error.

## Solution

Surgery Partners selected SST, Consensus Cloud Solutions' cost-effective and versatile workflow automation platform designed exclusively for the healthcare market. A team first evaluated business processes across the entire organization to look for areas where RPA could be implemented to improve ROI and productivity; any tasks that were logical and redundant, required many hours of manual labor, or .where data is available in a file.

A number of workflows were then developed, all of which could be reused across the MEDITECH platforms eliminating the need to rebuild them multiple times. They could easily be shared across Magic, 5.x, 6.x and Expanse with slight adjustments. The automations could also be scheduled to run repeatedly with minimal human intervention. Occurrences could be set up to run either on triggers, or at certain dates, times, first of each month, etc.

"When we began the search for healthcare automation software, we were looking for a company that had a world-class technology platform. But we were also looking for more than just a vendor, we needed a partner who excelled in customer relations. I have one other person here at Surgery Partners who can develop scripts, so to know that I have additional support with Consensus was the true differentiator. The team at Consensus is always just a phone call away when I hit a hurdle, or just need a second set of eyes. ”

**Cathy Young, Meditech**  
*Consultant at Surgery Partners*



## Results

SST has been estimated to save Surgery Partners over \$150,000 every year and countless additional resources. Perhaps most importantly, the automation of tasks frees up employees to do more challenging, satisfying work rather than repetitive and error-prone manual data entry. They have workflows that run reports that can't be run with Report Scheduler, and workflows to key in comments, automate MEDITECH access tasks, load large files of data, and perform repetitive tasks.

Staff at Surgery Partners initially believed they wouldn't need automation to assist with any Expanse projects due to routines that allow users to load data directly into their testing environments. They quickly discovered there are times when this feature is not available, so they used SST. Examples include:

### Workflows used during Expanse Implementation:

- Load Manufacturer data
- Load GL Accounts
- Load GL Convert To Data

### Workflow used during Expanse Go-Live:

- Load scheduled appointments into Community Wide Scheduling via the Scheduler's Desktop
- Over 20,000 records in approx. 24 hours, ran concurrently on multiple virtual machines or servers

One of the great advantages of SST is that it can work in Expanse with both NPR and M-AT screens regardless of whether the environment is hosted on-premise or remotely. It can connect to any system including Citrix or other virtual-hosted applications

### Other automated processes at Surgery Partners include:

- Load BAR Charge Procedure updates
- Scheduling reports that MEDITECH'S MIS Scheduled Report feature cannot schedule (prints report in PDF format for SOX compliance)
- Loading comments in the BAR Process Accounts Desktop Comment feature for patient refunds processed in Lawson's AP
- Update Auto Compile selections to run MB (month beginning date) thru ME (month end date) for each 5x and 6x site. Sends an email when workflow is complete
- MIS User Profile – Add and Inactivate Users
- BAR Clean Up Project – Cancelled ADM Accounts
- BAR Claim Check and NPR report's macro - Load tens of thousands of PSI data into 5x sites
- Meditech to Lawson Financial Projects (BAR procedure dictionary updates, GL Accounts Dictionary, GL Conver To data, MIS Vendor, MIS Insurance)
- ORM Preference Cards - A critical workflow that ran overnight on 6 or 7 machines. Thousands of cards had to be updated overnight for the surgeons and patients when they came in the next morning
- Add new patients into the Patient Portal for the 5x and 6x sites. This eliminates human errors and potential HIPAA violations



## About SST

The next generation of Robotic Process Automation has arrived with SST, the most versatile and powerful workflow automation platform available. This full featured application allows any member of your team, from a junior analyst to the most experienced programmer, to easily and effortlessly build intelligent workflows in a matter of hours, rather than days or weeks, perform testing, and release into full production.

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