



CASE STUDY: **ORDER OPTIMIZATION AT THE BELINGA CLINIC**

69% average reduction in processing times

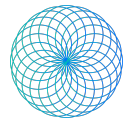
52% increase in meaningful interactions

50% increase in efficiency

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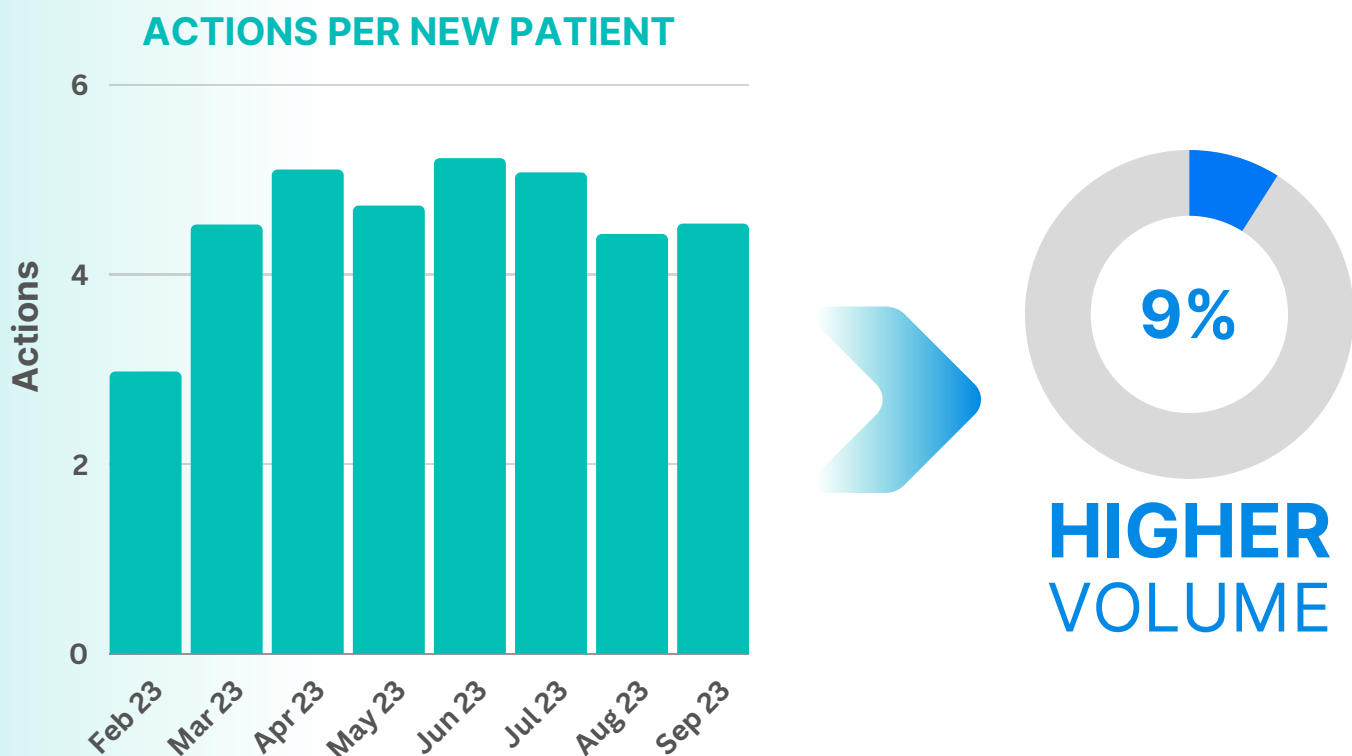
Consistent Follow Up Leads To New Patients



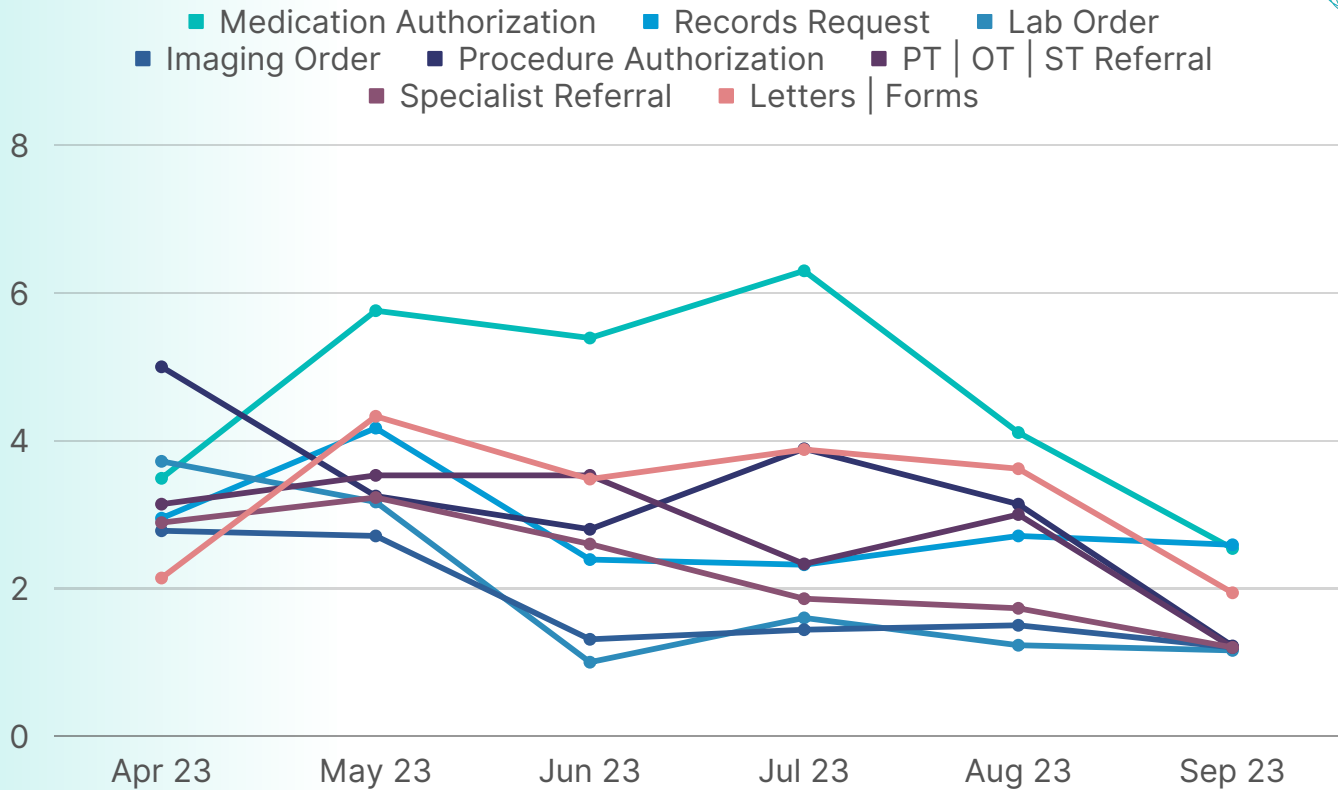
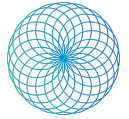
When embarking on their healthcare journey, patients deserve a solid foundation of communication and thorough follow-ups with their healthcare providers, and it is the actions from staff that make it possible. These actions range from processing an incoming referral, to calling the patient, to coordinating with caregivers, all tracked through our centralized management platform.

Our data showcases an increase from **2.97 to 4.53 actions (+52%)** per New Patient from February to September 2023. These figures represent the additional actions taken to increase appointment bookings, smooth intake for information and records, and reduced chances of delayed care.

With a notable **9% average increase in operational volume** compared to the same period last year, The Belinga Clinic has successfully navigated through an upswing in patient numbers. The consistency of our contributions even amidst this growth, underscores our dedication to preserving a high standard of care and ensuring that each patient, irrespective of the increasing patient base, experiences a smooth and reassuring journey.



AVERAGE ACTIONS TO ORDER COMPLETION

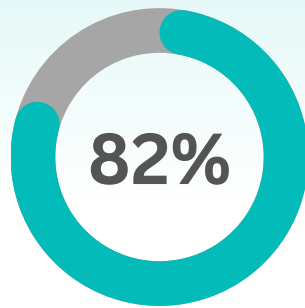


Workflow Simplification

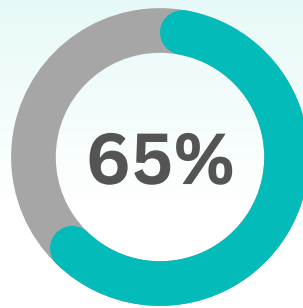
Driven by the additional actions being taken for new patients, many other care processes have been defined and streamlined at The Belinga Clinic. This has allowed a significant reduction in redundancies and unnecessary steps, minimizing friction and delays to patient care. In the heart of this data-driven transformation, the refined processes have **on average halved** the number of actions required across all order types.

- Authorizations and Requests:
 - **Medication Authorizations:** From 3.49 actions to 2.54 (a **reduction of 0.95** actions).
 - **Records Requests:** Modestly reduced from 2.95 to 2.59 (a subtle **decrease of 0.36**).
 - **Procedure Authorizations:** A notable drop from 5.00 to 1.22 (a significant **reduction of 3.78**).
- Clinical Orders:
 - **Lab Orders:** Diminished from 3.72 to 1.16 (a **2.56 action reduction**).
 - **Imaging Orders:** Downward from 2.78 to 1.20 (a **reduction of 1.58**).
- Referrals and Document Management:
 - **PT | OT | ST Referrals:** Lowered from 3.14 to 1.20 (a **cut of 1.94** actions).
 - **Specialist Referrals:** A descent from 2.89 to 1.20 (a **1.69 action difference**).
 - **Letters | Forms:** A slight dip from 2.14 to 1.94 (a minor **0.20 action reduction**).

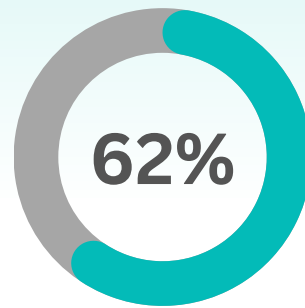
Turnaround Time Reduction



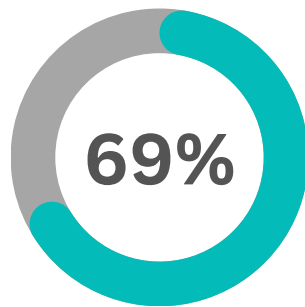
**New Patient
Consults**



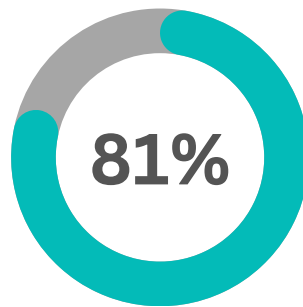
**Medication
Refills**



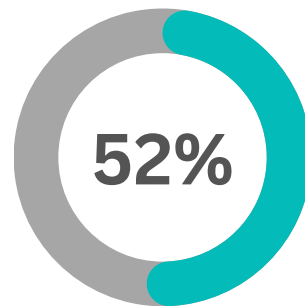
**Medication
Authorizations**



**Imaging
Referrals**



**PT | OT | ST
Referrals**



Letters | Forms

By diminishing wait times in multiple crucial care processes, our approach has helped reshape The Belinga Clinic to usher in a more fluid, responsive, and patient-centric model of care. This has not only streamlined their internal operations but has enhanced the patients' journey by delivering the quality healthcare they need quicker.

CONCLUSION

Achieving these measurable improvements within The Belinga Clinic's operations has reinforced a vital narrative: a deliberate and data-driven approach propels enhanced patient experiences and operational excellence. As we stride forward, The Belinga Clinic remains rooted in a commitment to ongoing refinement and innovation, ensuring that our patients consistently receive an exemplary healthcare experience.

Connect With Us

 Visit our website: www.kapsa.ai

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