



2024

CASE STUDY

Digital Transformation in Healthcare

Better care. Better operations. Better insights.

Business Impact

Swift Patient Acquisition
and Service

Efficient Shared
Operations

Rationalized
App Ecosystem

About the Customer:

The client, a large healthcare provider, provides acute care, rehab facilities, behavioral health and other healthcare services in 31 states through more than 87 hospital campuses, including 61 long-term acute care hospitals, and 250+ additional sites of service across the care continuum.

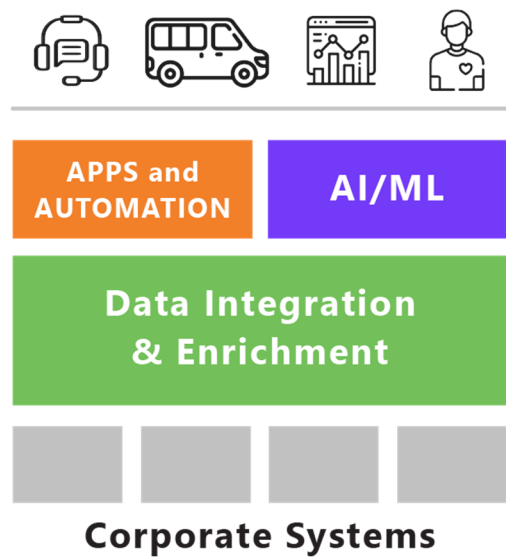


Customer Objective

The client aimed to digitize their processes to significantly improve patient acquisition and service. Their existing infrastructure was plagued with data residing in multiple systems, outdated and inefficient applications, and manual-intensive floor operations. The key objectives were:

- Swift Patient Acquisition and Service
- Efficient Shared Operations
- Application Rationalization
- Data Services

Solution

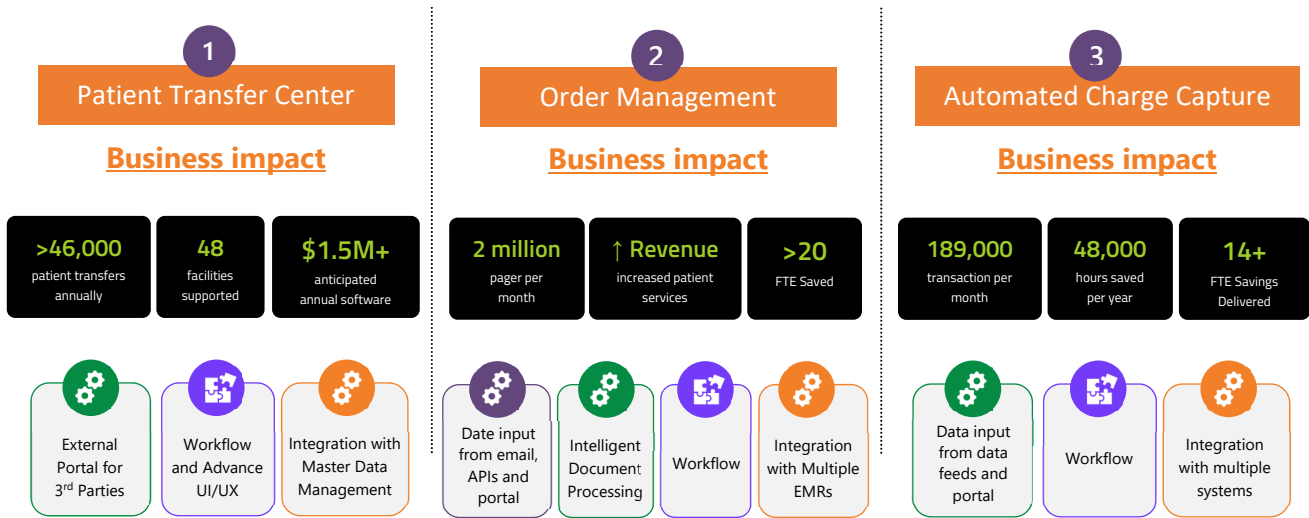


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Lateetud implemented an integrated approach that brought together data, AI, and collaboration to create the foundation for a new and efficient digital environment. The solution included:

- An Industry Data Model to create unified views for providers and patients
- Modern applications to replace legacy, costly, and inefficient applications
- AI and analytics to make faster decisions for patient acquisition and services

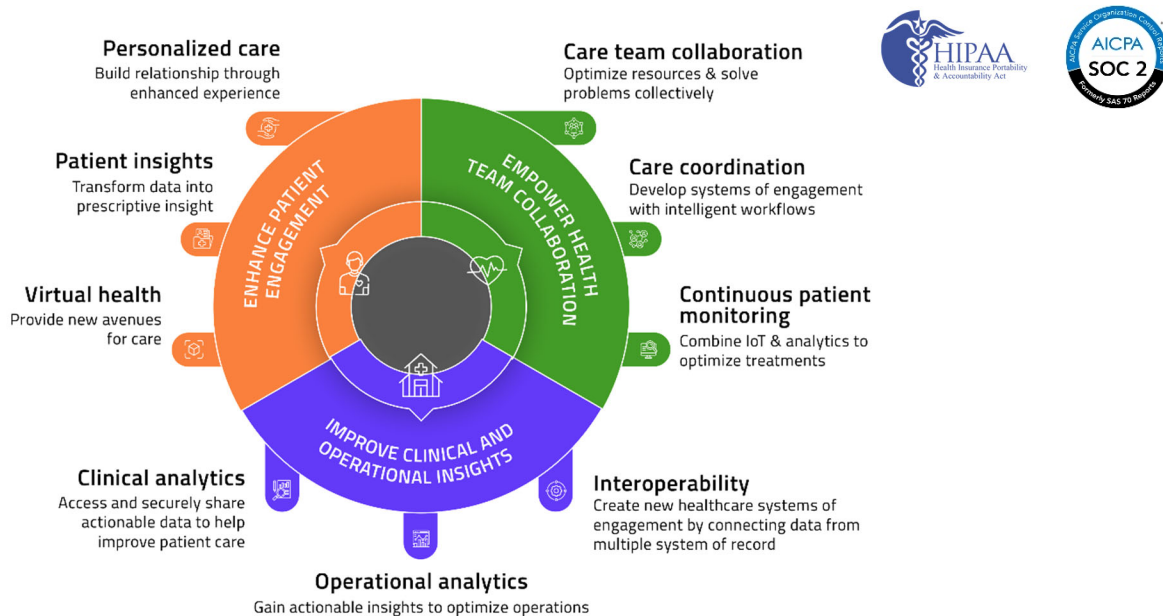
Business impact of 3 of more than 30 apps/automations



Outcome:

The digital transformation led to several positive outcomes:

- Unified data to build modern applications
- Reduced cost and increased efficiencies with modern applications
- Increased team satisfaction from custom bespoke solutions that reduced manual effort
- Reduced cycle time to bring patients on board, increased charge capture, increased bed/room utilization, etc.
- Reduced time to onboard providers



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