



Mentis Neuro Health reduces on-boarding time by 90% in 90 days



Customer:

Mentis Neuro Health

Industry:

Healthcare

Location:

Texas, United States

Digital platform Transforms Operations for growing healthcare provider.

Mentis Neuro Health is an organization delivering highly specialist neurological rehabilitation to patients in urgent need.

In 90 days the team was able to digitize the patient onboarding process. As a direct result the clinicians are now able to offer treatment within 2-3 days, rather than 2-3 weeks and offering faster treatment has led to a 21% growth in patient numbers.

“ This Bizagi project has facilitated our growth, while enabling us to improve the patient experience.”

Morgan Porter,
Mentis Neuro CTO

Objectives

- ✓ Speed up patient on-boarding process that was taking 2-3 weeks
- ✓ Move suffering trauma patients from hospital beds to rehabilitation centers more quickly
- ✓ Minimize revenue lost to competitors due to delays
- ✓ Reduce the pressure on highly stretched specialist staff members
- ✓ Enable the organization scale while maintaining standards

Achievements

- ✓ Now serving 21% more patients across 5 sites
- ✓ Patient on-boarding process reduced by 90% in 90 days
- ✓ Freed up specialist physicians to do what they do best - delivering rehabilitation treatment
- ✓ Increased operational intelligence driven by insights into process efficiency
- ✓ Organization is running efficiently and ready to continue to grow

Overview

Mentis Neuro Health is a highly specialist organization offering neurological rehabilitation to patients that have suffered serious brain injuries, often from traumatic events.

This project is a fantastic example of a business identifying the problems caused by traditional ways of working, and solving them by deploying digital technologies to transform operations.

Challenges

When CTO Morgan Porter realised that the patient on-boarding process was taking 2-3 weeks, he immediately knew that something had to be done. The delay was causing two major problems for the organization. Firstly, patients were left waiting too long in hospital before they could get treatment, and secondly, Mentis Neuro was losing revenue to other healthcare providers that could offer treatment more quickly.

This critical on-boarding process was highly dependent on thinly stretched specialist clinicians. Ultimately this led to the clinical team struggling to maintain standards and consistencies as it grew and acquired other companies.

“We knew we had to move faster, and do things more efficiently.”

– Morgan Porter, CTO

The challenge was to digitize a complex process, that at the time required significant specialist knowledge that only highly qualified individuals could provide. digitize a process application and intelligently building that vital specialist knowledge into the process using advanced business rules.

The Solution

Morgan started by looking at healthcare industry solutions, trying first to buy something off the shelf. But he quickly realised that there was no industry solution out there with the functionality required to support the complex process.

But from years of experience Morgan knew that the slow and painful path of creating a bespoke solution using traditional development was not a good option. So he started looking at BPM solutions, seeing an obvious fit for process automation technologies in a process-driven healthcare environment.

Morgan received a personal recommendation from a past colleague, and quickly saw that Bizagi is a versatile digital platform for delivering results fast.

Importantly Morgan identified that Mentis Neuro needed a platform that would enable them to operate at scale as they fulfilled their ambitious growth plans. Bizagi more than met that requirement, with an array of 500+ enterprise customers in over 50 countries.

To deliver Bizagi at Mentis Neuro, Morgan called on the expertise of InnoVelocity – a specialist service provider in the United States, experts in Bizagi deployment and service consulting. Then the internal team at Mentis Neuro focussed on the technical platform and the process mapping – leveraging online training courses to learn the platform. This small team worked together to deliver the project end to end.

As is often the case, Mentis Neuro put their success down to the platform’s ability to bring IT and the business together. The clinicians didn’t know exactly what was needed, but by collaborating over a process model, the team was able to design exactly the right process and business rules, then turn that model into a working application.

In a 90-day period this team built the minimum viable product, and then improved the application in 3-week agile development sprints in response to user feedback.

Results

Mentis Neuro successfully automated its most critical business process, reducing patient intake down from 2-3 weeks to 2-3 days – helping patients get vital treatment more quickly. As a result of this, 21% more patients now choose Mentis Neuro over competitors.

“At a human level, our Bizagi system has helped us to improve the lives of patients by reducing the time it takes to offer treatment. At a commercial level, it has enabled significant business growth.”

– CTO Morgan Porter

Recommendations

- ✓ Use a digital platform to deliver solutions faster
- ✓ Focus on collaboration between business and IT
- ✓ View transformation is an iterative process
- ✓ Plan for continuous improvement using agile development methodologies