

Ob Hospitalist Group

When the Health of Your Business is on the Line

Business Overview

Ob Hospitalist Group (OBHG) spent the last 11 years defining and creating a financially sustainable company within an elaborate and shifting healthcare system. OBHG connects physicians with hospitals throughout the United States, elevating women's health. Its tireless efforts have resulted in hundreds of thousands of successful patient experiences and over 30,000 babies delivered each month across the country.

Challenges

Your next trip to the doctor's office can offer an insightful glimpse into the complexity of modern healthcare. At a minimum, you'll receive a letter from your insurance, a letter from the provider, perhaps a survey of your experience, and, did you remember to ask for a detailed receipt for your FSA? Now imagine how it looks on the other side, as the largest OB/GYN hospitalist provider. With more than 120 programs in 28 states, a 97% renewal rate on contracts, and more than 560 physicians, OBHG faces an almost insurmountable level of tracking, renewing, double-checking, exporting, synchronizing, auditing,

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— Regina Flint,
OBHG Paralegal

regulating, approving, and administering.

To sustain its advantage, OBHG needed customized management and analytical insights for their contracts, revenue cycle and asset management. When OBHG first approached Agiloft, each team had its own spreadsheet, with different fields and

data points, for maintaining contracts. At that time it was possible to have two contract types with the same name but different workflow approvals.



Industry

- Healthcare

Challenges

- Manual processes with Excel sheets used for complex business operations across key groups
- System Administrators unfamiliar with automated processes—needed to be foolproof and intuitive
- Multifaceted customization required to support hospitals, physicians, vendors and regulations in multiple states

Agiloft Solution Benefits

- Streamlines three distinct business processes
- Improved visibility and foresight reduced unnecessary spending on vendors
- System administration managed effectively by non-technical team members
- Regular and responsive reporting informs in essential business decisions

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OBHG Paralegal Regina Flint shared: “Over 200 vendor contracts were all manual; it was a hefty task just to log in and track when they needed to renew and terminate.” Regina was a key member of the selection and implementation team, but her expertise is in corporate law, not enterprise software administration. She and her non-technical colleagues needed a system that they could master easily with limited time for training and handover.

The Search

OBHG narrowed their prospects to three competitive vendors and requested demos from each. “After the demos, the decision was clear: Agiloft offered the customization that we needed. Our business is not your normal business—so many nuances. We’d be able to capture that with Agiloft,” Regina said.

The Project

Agiloft implemented solutions for three primary business processes. It streamlined insurance company payment monitoring for the revenue cycle department, automated the asset tracking of all physician equipment, and created a full contract management system. It customized each of the modules during implementation to ensure the most effective use of all the information on hand.

“The Agiloft team excelled in the implementation; we definitely got our money’s worth. We could send our spreadsheets in and

everything was uploaded for us. This way we knew that we had a good foundation to build on,” Regina said.

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Given the limited amount of time to educate system administrators, OBHG staff relied on the intuitive design of the solution and the customer-focused Agiloft implementation team to answer last-minute questions.

Regina’s colleague in asset management, Niccole Raymond, added, “From the administrator standpoint, the ease of customization is great. Whether it’s linking tables, setting rules, or adding fields, the flexibility allows us to manage and modify to meet our business needs.”



The Benefits

“We look at things differently now, more strategically. For example, the vendor contract system requires that we enter important information like cost and renewal information. With that, we can make more informed decisions. It keeps business running smoothly,” Regina explained.

OBHG is also realizing cost savings with the business insights provided by Agiloft’s easy reporting.



If a specific group requests a summary of their contracts based on dollar amount or upcoming renewals, Regina can provide it with a few clicks.

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She concluded, “Agiloft offers a great tool. It could be your one model for your total business. You don’t have to choose between repositories, workflows and signature tracking. You get it all with Agiloft.”

Let Us Show You

What Agiloft has done for OBHG, it can do for you. Let us show you how. In a few hours, we can set up a custom proof of concept featuring your toughest business process. Give us a call to schedule a time.

About Agiloft, Inc.

Over 3 million users at organizations ranging from small enterprises to U.S government agencies and Fortune 100 companies depend on Agiloft’s top rated product suites for [Contract Management](#), [Service Desk](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and adaptable technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.