

BPM for Healthcare

Delivering BPM Group Training to the Healthcare Industry



Process Improvement is Critical to Reducing Waste

One industry observer has argued that the best system for driving, measuring, and sustaining healthcare process improvement involves three dimensions:

1. **Systematically integrating data and measurement**
2. **Systematically applying evidence and standardization**
3. **Systematically changing processes and behavior**

BPM represents a practical approach to addressing such major issues and BPMInstitute.org has offered an action oriented BPM curriculum since 2003.

The application of BPM principles and tools has the capability to create a transparent, end-to-end environment that provides insight on a range of factors including, improving: healthcare outcomes, medication management and claims processing environment.

Healthcare providers have used BPM to resolve challenges such as:

- **Claim settlement error rates**
- **Lack of critical control and auditing features**
- **Slow and costly exception handling**
- **Lack of visibility into documents from multiple sources and in various data formats**

BPM is a mature discipline and has been adopted by many healthcare organizations looking to improve the efficiency of their operations.

At BPMInstitute.org, we understand the challenges that many healthcare organizations face today. Our clients have used our Business Process Management (BPM) approach to improve business processes such as:

- **New Member Enrollment**
- **Provider Enrollment**
- **Claims Processing**
- **Medical Cost Management**
- **Inquiry/Complaint Handling**

It has been a turbulent period for the U.S. healthcare industry. While the implementation of the Affordable Care Act has captured much of media attention, healthcare providers are also facing major challenges in reducing the amount of cost and waste, the consolidation of physician groups and hospitals, and an increasingly complex regulatory environment. The industry has had to bear the implementation cost of these changes and this has had an impact on operating costs.

We have helped dozens of healthcare organizations train their BPM groups.

- [Schedule a Consultation](#)
- Call Us at: 855-304-8444
- Learn More at BPMInstitute.org/group-training

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