St. John of God Health Care Processes Nearly $1B AUD with RPA, Reduces Operational Costs by 20%

ST JOHN OF GOD Health Care

MINDFIELDS + **AUTOMATION ANYWHERE**®

ORGANIZATION PROFILE

St John of God Health Care is a leading provider of high-quality health care services in Australia. Employing more than 14,500 staff, the organization operates 24 facilities, comprising 3,435 hospital beds across Australia, New Zealand, and Asia Pacific, as well as home nursing, disability services, and social outreach programs.

CHALLENGE

Employees, called caregivers, were responsible for managing accounts receivable processes, including creating and sending bills to customers, adjusting charges, receiving payments, and collecting debts. The manual nature of this processing required the attention of a large number of caregivers. St John of God Health Care saw Robotic Process Automation (RPA) as a scalable solution to handle this transactional work, allowing caregivers to be more effective and efficient in their work and help reduce overall costs.

SOLUTION

Using Mindfields Consulting, an RPA and artificial intelligence (AI) advisory firm, St John of God Health Care chose the Automation Anywhere platform because of its high Gartner rating and substantial partner network. In less than nine weeks, the first bot was put into production. To date, 12 bots are in production with 12 processes automated: 5 in billing, 4 in receipting, 2 in accounts payable and 1 in management accounting.

BENEFITS

$1BAUD
Processed
with RPA

25,000
Hours saved annually

20%
Reduction in
operational costs

12
Processes automated

12
Bots in production

Processes Automated
• Billing
• Receipting
• Accounts payable
• Management accounting

Industry
Healthcare

"Technology like RPA has been available for years and the benefits are huge for businesses. Get started. Absolutely don't wait."

— **Daniel Kennedy,**
Intelligent Automation Services Manager

STORY DETAILS

Some key benefits of automation have been the script used to perform high value billing, the ability to complete processing outside of normal business hours, having a completely transparent audit trail of actions, creating a single electronic version of ingested documents accessible to all employees, and reducing the need for wasteful printing.

Automation Anywhere's RPA platform has helped St John of God Health Care process close to $1B Australian dollars in billing and save 25,000 hours annually, resulting in a 20% reduction in operational costs. The biggest benefits are seen in the organization's accounts receivable and accounts payable operations thanks to the RPA implementation.

THE FUTURE

"St John of God Health Care continues to evaluate more opportunities for RPA where there is a strong business case for operational efficiency and resulting benefits for patients". – Steve Goldsworthy, Group Chief Financial Officer

The company also plans to implement Automation Anywhere's Bot Insight, a platform that automatically generates dashboards and provides ROI analysis. The framework is currently being developed to reduce the requirement to manually created reports.

"We are a proud partner of St John of God Health Care's intelligent automation journey to optimize operation costs. It aligns with our vision to help our clients 'grow for tomorrow.'"

— **Mohit Sharma,** Founder and Executive Chairman, Mindfields Consulting

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