



GenAI for Operational Efficiency

Streamlining Workflows and Boosting Productivity with GenAI

4

to working prototype

40%

Productivity increase

7

A.Team builders

The Challenge

It's a classic healthcare sticking point: writing up charts and other documentation eats into the time that nurses can spend with patients.

It's unavoidable that nurses' lives are filled with tedious work; after a patient is discharged, practitioners need to send notes to the billing team and then onto the insurance provider. However, that tedium leads to burnout and staffing shortages, and clinical reporting remains at the center as the main time-consuming culprit.

One Fortune500 health system was eager to find a way to reduce their nurses' sense of burnout.

The Build

Specifically, this health system wanted to fix the broken process of insurance denials. If a denial event occurs, it triggers a dispute resolution cycle where the practitioners—mainly nurses—must write up a 45-page rite of analysis to provide to payers. That process takes an immense amount of time and attention away from patient care.

The health system wanted to use the latest AI technology to solve this problem but lacked the in-house expertise to accomplish it.

A.Teamers embedded across several teams to bring this vision to life, both towards the MVP and in the long term, working hand-in-hand with the health system's internal tech team.

Once onboarded, they quickly developed a solution via an LLM that would assist with dispute resolutions.

Along with the health system's internal team, A.Team built out a data platform – leveraging AI – to re-imagine and innovate the clinical reporting process. They designed it not just to save nurses time and automate daily tedious work, but also to improve and streamline the quality of the reports.

The ultimate goal is to evolve into a comprehensive, intuitive system. A central hub for medical records, seamlessly integrating disparate healthcare systems. This innovation promises a future where healthcare professionals can fully dedicate themselves to their patients, supported by technology that understands and enhances their mission.

“With A.Team I know that whoever I was interviewing also really wanted to be a part of the initiative.”



—Director of Innovation, Fortune 500 health system

Outcomes

In just four months, A.Team had built out a prototype for this data platform. The healthcare system's Director of Innovation projected a 40% productivity increase for its nurses, due to increased expediency around charting and documentation.

The process has been so effective that the healthcare system envisions a long-term expansion to other use cases, beyond nurses, for the AI-enabled data platform. They feel that the platform will serve as a foundation for creating a comprehensive, user-friendly experience to access any patient's medical records in one central place. Since healthcare data is notorious for being found across disparate systems in disparate formats, the capacity to streamline it is a true game-changer.

"The appealing factor of working with A.Team was the business model," said the company's Director of Innovation. "In the AI world, you have to have really passionate people."

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