

Healthcare Company Streamlines Manual Processes And Improved Organizational Effectiveness Through Digitization With Mythos Group

EXECUTIVE SUMMARY

- Our client is a national integrated managed care consortium serving over 12.2 million members and committed to helping shape the future of healthcare.
- They are recognized as one of America's leading healthcare providers and not-for-profit healthcare plans.

THE OPPORTUNITY

- The current organizational structure was ineffective due to continuous changes in leadership, bandwidth and staffing limitations, and customer relationships management issues/limitations.

AT A GLANCE



INDUSTRY
Healthcare



ORG SIZE
310,000



US/INTERNATIONAL
USA



REVENUE
\$95.4B






OUR ASSESSMENT

Mythos Group conducted an organizational assessment and recommended an org-redesign to - address the organizational inefficiencies.

- Gaps were identified in current delivery and process as well as opportunities for improvement.
- There were interdepartmental redundancies that needed to be eliminated.
- Cross-functional integration needed improving.
- A strategic vision, their guiding "North Star," for aligning the leadership team on the future direction of the organization, defining and prioritizing strategic goals and objectives, and creating a roadmap to achieve them was necessary.
- New growth and cost reduction opportunities needed to be identified.
- Leadership and organizational alignment were needed to achieve the strategic vision.

WHAT WE DID




Mythos Group partnered with the Vice President and his senior leadership to develop a strategic vision and objectives for the company.

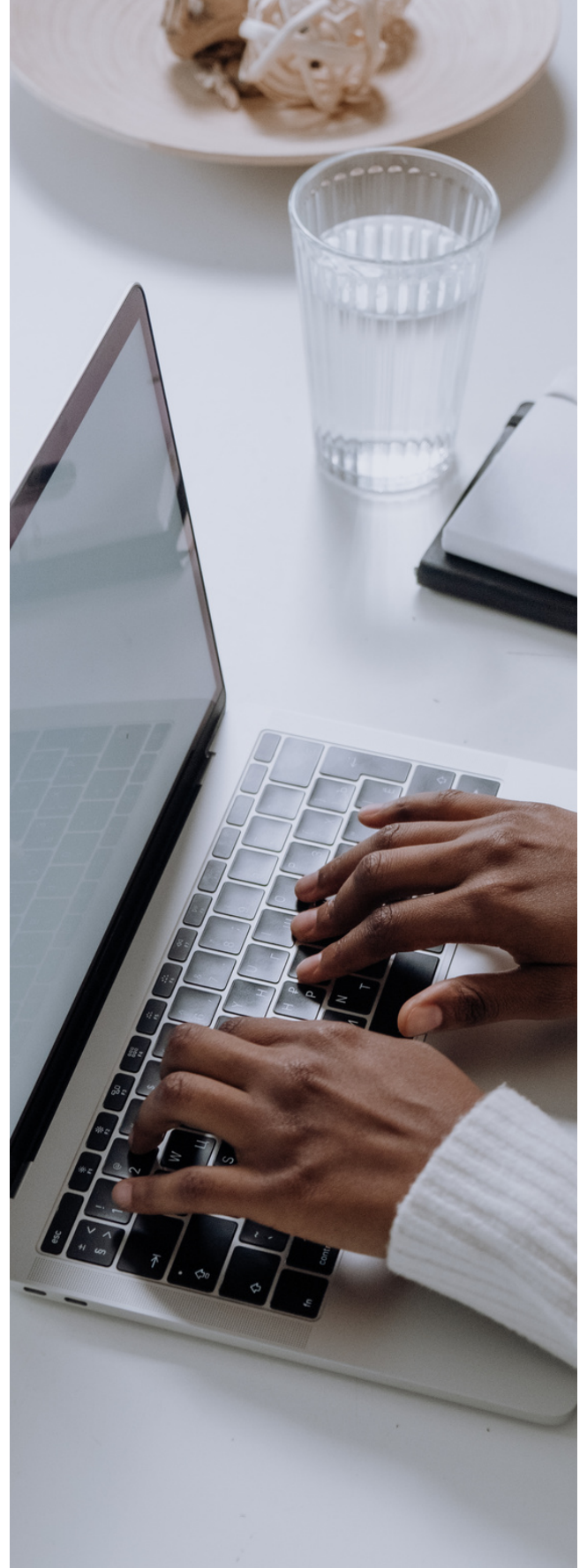
-  Facilitated strategy planning workshops with the Vice President, his leadership team, and key stakeholders to develop and gain alignment on the strategic vision.
-  SWOT analysis workshops were conducted to evaluate and recommend best practices and growth opportunities.
-  New training courses were identified to help bridge the gap between existing functional and technology skills. High-level strategies were developed to help jump-start the implementation process.

MAKING A DIFFERENCE

Through collaboration with the leadership team and stakeholders, a digital transformation took place to increase process efficiencies, reduce operating costs, and improve the customer experience.

KEY RESULTS

-  Leadership alignment on strategic vision and objectives
-  15 manual processes were streamlined through digitization
-  Formalized training certification programs



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Does your organization have a digital transformation strategy in place to streamline processes?

Book a Consultation