

# Streamline Health® Scales Customer Integrations & Onboarding With 10Bridge

Streamline Health created eValuator, which serves as a pre-billing code/data validation system for multi-facility health systems' encounter coding and billing operations. Streamline's use of the Mirth interface system created inefficiencies in diagnosing and troubleshooting errors, saturated their backlog capacity, and prolonged their customer onboarding and contract-to-revenue cycle. Streamline partnered with 10Bridge to not only resolve their supportability and scalability challenges, but to improve their expertise and establish competitive advantage within the healthcare IT industry as well.

**36M+** integration transactions per month

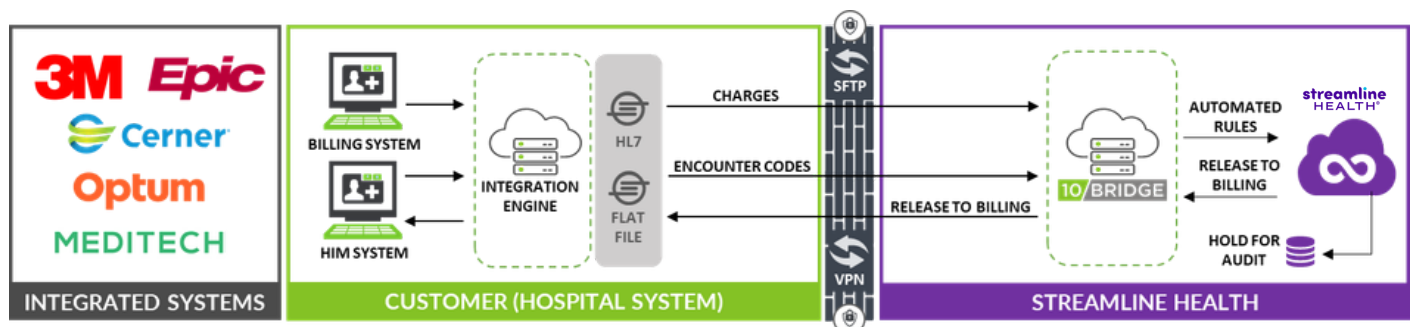
**75%** reduction in total integration costs

## Challenge

The lack of centralized interface management and transaction logging presented supportability and scalability challenges for Streamline Health. With their Mirth based interface implementation, Streamline customized interfaces separately for each customer, all held within a large library of "one-off" interfaces. This interface library forced Streamline to support multiple Mirth system instances, increasing uneconomical costs as well as complicating error troubleshooting and interface maintenance. Additionally, throughput for processing inbound encounter billing data was approximately three records per minute and was especially problematic when working to support larger customers. As a result, **Streamline's software development teams were diverted to support its interfaces which distracted from its core innovation priorities. They were diagnosing and troubleshooting issues through separate log files and had no filtering capabilities when researching errors, resulting in extended error resolution and delayed development timelines.** Without data provenance, their team's development velocity decreased, and their new customer onboarding process extended to 6-9 months.

## Solution

Streamline's solution: moving from an internally managed, hosted client-server interface system to a cloud-native enterprise interoperability and full service solution, such as 10Bridge. 10Bridge is a data interoperability platform and service which follows a "data capture by any means possible" approach to solving complex system integration data workflow requirements. **10Bridge's cloud-native data refinery platform queries, extracts, transfers and loads encounter billing data into Streamline's pre-billing code/data validation system, eValuator, to help enable multi-facility health systems to address revenue leakage, improve coding accuracy and increase financial performance.** 10Bridge securely acquires data for eValuator including, but not limited to, encounters (inpatient and outpatient), charges (inpatient, outpatient, and Profee), clinical indicators, and other billing data for pre-submission coding audits, claims denial probability and projected collections analysis.



BEFORE 10BRIDGE
~ \$70k in integration costs per customer
~ 9-month contract to revenue cycle
~ 2 days to identify & resolve data integration problems
~ 3 records per minute to process outpatient data
All integration problems <i>required</i> development involvement = distraction to core development

AFTER 10BRIDGE
~ \$17k in integration costs per customer = 75% reduction in operating budget
~ 2-month contract to revenue cycle = improved cash flow
~ 2 hours to identify and resolve data integration problems = improved customer satisfaction
~ 62.6 records per second to process outpatient data
All integration problems <i>resolved</i> independent of development = accelerated core development cycle

## Solution (cont.)

Moreover, 10Bridge provides a consolidated and highly scalable integration platform with data tracking through a filtered and searchable logging system. This capability eliminates the need for Streamline's software development teams to spend valuable time troubleshooting and diagnosing data. Streamline's migration to 10Bridge also allows for multi-threaded processing and dynamic system resource allocation, therefore, improving throughput and message processing speeds dramatically.

## Results

10Bridge has been critical in scaling Streamline's customer integrations, shortening customer onboarding cycles, and reducing total system integration costs--so much so, they have seen a **75% reduction in total integration costs and 90% reduction in associated technical personnel costs**. Through 10Bridge's transaction tracking dashboard, Streamline can now also monitor all system integration activity, including system connectivity, message receipt, data translation and normalization, and import into eValuator. This capability has greatly improved their troubleshooting and error diagnosis process to minutes and hours rather than the days previously experienced. **Most importantly though, the 10Bridge deployment enables a larger internal focus on acceleration of core innovation development and customer satisfaction. Streamline has also optimized its customer onboarding and reduced its contract-to-revenue cycle from 6-9 months to 60 days as well as increased processing speeds from 3 records per minute to ~62 records per second.** Through 10Bridge, Streamline has integrated with 20+ health systems with an average of five hospitals in their network, including the largest hospital system in the U.S.

“ 10Bridge brought a level of expertise that went well beyond the typical integration platform vendor. They were able to not only execute the tasks needed to scale our integrations, but also truly understand our technical challenges and business objectives to help guide us to the best possible solution.”

— Ben Stilwill,  
Streamline CEO



## About Streamline Health®

Streamline Health Solutions, Inc. (NASDAQ: STRM) enables healthcare organizations to proactively address revenue leakage and improve financial performance. Streamline delivers integrated solutions, technology-enabled services and analytics that drive compliant revenue leading to improved financial performance across the enterprise.

**streamline** HEALTH®