

How Foxo Reduced Total Admin Time for Radiologists by 83%

A CASE STUDY

Purpose

Foxo has been in active commercial use across a national diagnostic imaging provider comprising over 80 clinics and 2000 staff. The self-reported study was undertaken to validate further product deployment across the business's growing portfolio of acquisitions.

PROJECT OVERVIEW

Radiologists at a national diagnostic imaging business were burdened with a high volume of manual administration tasks interrupting clinical duties. We hypothesised shifting administration tasks to cost-effective clerical teams and automating repetitive workflows using Foxo would save a significant number of expensive labour hours from radiologists.

A self-reported study was undertaken to capture the average administration time that could be eliminated from daily workflows using Foxo's integrated platform. Mapping of the operational inefficiencies was completed with the help of several volunteer on-site Radiologists using the TANDM Suite. Timings were collected across both manual and Foxo workflows for comparison to measure the total impact achieved.



WORKFLOWS STUDIED

Several key incentives drove Foxo deployment across the organisation. This study was focused on benefits for the organisation as seen by Radiologists when automating administrative tasks currently being performed.



Admin Support

Large volumes of administration work via email, phone, and faxing was required to support clinical reporting



Appointment Scheduling

Longer answering times to book appointments meant a direct loss of revenue when customers had to wait for assistance.



GP Consults by Phone

Radiologists experienced long delay times waiting on the phone to consult with GPs on findings, reducing total reports delivered.



Reviews and Referrals

Forwarding information individually per case via email and fax took meaningful time away from each patient's case work.



ACTIONS TAKEN

Using the **TANDEM Suite**, on-site Radiologists performed a self reported study on several workflows impacted by the Foxxo solution. The average time spent per task was timed and anonymously submitted by a team of volunteers. Collectively, the total time and labour savings showcased a major benefit of the software across several areas of the Radiologist's admin laden workflows.

1 Month Self-Reporting

Using the **TANDEM Suite**, Radiologists reported their workflow timings and anonymously sent findings instantly to real-time online dashboards.

7 Key Workflows

Radiology workflows studied included Admin support, Appointment Scheduling, Concierge Tasks, Billing, GP Phone Calls, and Secondary reviews.

Front Line Research Team

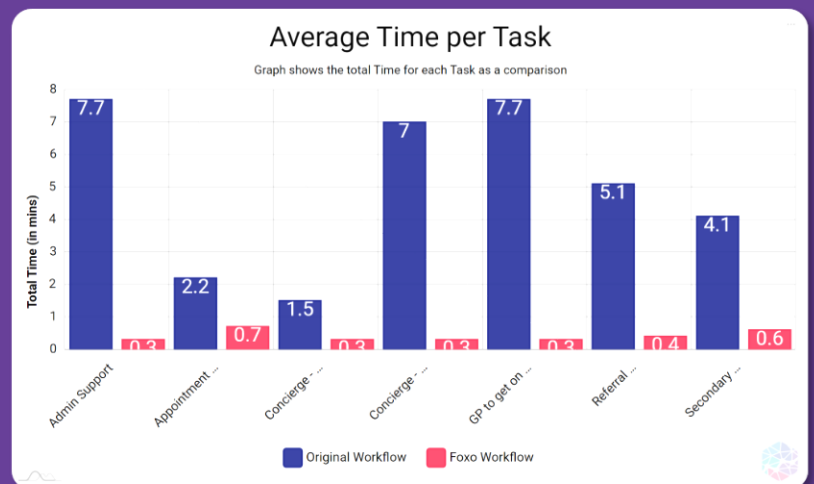
Volunteer Radiologists captured data and insights to form a collective baseline that captured the improvements that were seen during the Foxxo solution pilot on site.

Final Impacts

At one month, Foxxo had substantially reduced time spent on administrative tasks, freeing clinical time for Radiologists.

OUTCOME RESULTS

Throughout the study, the average time and cost savings across seven key workflows was analysed and reported in real-time using the **TANDEM Suite**.



96%

Total reduction waiting on outbound GP phone calls



~10

Equivalent full time (FTE) radiology staff available



3.3K

Weekly additional reports after rollout to 65 Radiologists



83%

Total average reduction in administrative workflows



Upon the completion of the study, all 7 Radiologist workflows that were studied had an average **83% reduction** in total required administrative time. In particular, the time Radiologists spent waiting to reach GPs by phone was **reduced by 96%**.

Such substantial improvements are expected to improve Radiology reporting efficiency, improve Radiologist's satisfaction by reducing administrative burden and drive better consumer experience.

This pilot provides compelling evidence for widespread deployment of Foxxo across the entire organisation.

ABOUT TANDEM SUITE

TANDEM Suite helps teams and organisations quantify the total impact of new innovations. Organisations get real-time reporting on the value of solutions like Foxxo with total time savings, total costs reductions, and overall employee/customer experiences improved – all in one place.



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