OHSU Sets Industry Benchmarks in Prior Authorizations

The OHSU Story

Oregon Health & Science University is Oregon's only public academic health center, with hospitals and clinics across the state and southwest Washington. Its healthcare facilities include a Level 1 trauma center, children's hospital, large medical center, and clinics spanning nearly 250 specialties. In addition to the scale of the facilities, OHSU is Portland's largest employer, with almost 20,000 people. As a national research hub and public organization, OHSU has thousands of scientists developing lifesaving therapies and simultaneously provides services for the most vulnerable Oregonians to improve health in communities across the state. OHSU is a highly-ranked institution, with several leading specialties and programs, including:

- Best Hospital in Oregon (2021-2022)
- Education Rankings in six programs & more than 10 specialties (2022)
- Healthcare national rankings in six adult specialites (2022-2023)
- Healthcare national rankings in seven children specialities (2022-2023)

The Challenge

OHSU was already at the front of the pack regarding streamlined processes, well-trained teams, and high output levels. However, it wasn't immune to the challenges that come with manual prior authorization submissions. For the OHSU team, these were repetitive, redundant tasks more prone to error, limited visibility across the prior authorization continuum, and high levels of staff frustration, morale, and turnover. As an organization, they reached a point where they grappled with a hard truth: patients aren't going to stop coming, and insurance companies aren't going to stop making new policies. So, how do they make the process easier for the end user? They sought more automation and visibility.

At a Glance

Problem
OHSU grappled with challenges associated with manual prior authorization submissions, like limited visibility and high levels of staff frustration.

Solution
OHSU brought Valer on as a prior auth partner to eliminate manual workflows, create operational efficiency, and eliminate duplicate work.

Results
- 160% improvement in authorization days out
- 45% improvement in processing time
- 11% increase in diagnostic orders without increasing staff

The Solution

Ryanne Laurence, Assistant Director of Managed Care & Price Estimates at OHSU, recognized the need to approach prior authorizations differently. With the goal of speed and simplification, she sought a software solution to optimize prior authorization submission workflow organization-wide. By bringing Valer on as a prior auth partner for OHSU, the team has eliminated manual workflows, created operational efficiency, decreased errors, and eliminated duplicate work – all within a customized workflow and single platform. This not only elevated patient care but also empowered OHSU employees to do their jobs more effectively.

Results, Powered by Valer

Nearly two years later, OHSU's collaboration with Valer has resulted in impressive statistics, including a **160%** improvement in authorization days out – the number of days in advance of a procedure with an approved prior authorization. OHSU also saw a **45%** improvement in processing time and accommodated an **11%** increase in diagnostic orders without increasing staff. Valer's tool also provided transparency to employees, improving morale and empowering them in their work.

"When you talk about empowering employees, you can empower these folks who are already wonderful, great employees working as hard as they can, but it just shows you when you give them a tool that can make their work streamlined or more efficient, it's going to benefit you and benefit your patients."

– Ryanne Laurence, Assistant Director of Managed Care & Price Estimates at OHSU

11% increase in diagnostic orders

45% improvement in processing time

160% improvement in authorization days out

Built Around You

Valer's technology speeds and simplifies prior authorization and referral management by automating submission, status checking, verification, reporting, and EHR synchronization across all healthcare settings, specialties, and payers from one platform and portal.

Learn more today.