

BPO: Reshaping the Healthcare Sector

A shifting marketplace demands provider solutions that can keep up

At Tensei Philippines, we transform processes for healthcare companies to balance costs, deliver superior customer experience and outperform business challenges.

Introduction

Healthcare is one of the largest industries worldwide. Diagnosing and treating patients is the main function of healthcare. Healthcare organizations focus on two primary goals: delivering excellent patient care and maximizing the efficiency of their staffs. Any improvement in the patient's experience, gives a reason to return or recommend the service to others.

The global market for business process outsourcing in healthcare is forecasted to grow steadily at a compound annual growth rate of close to 6 percent, reaching more than \$9 billion by 2020.

As hospital and health system continue to see organizations' bottom lines being squeezed by a confluence of factors - declining reimbursement, demand for enhanced value from patients and payers, heightened focus on improving the quality of care and overall patient experience.

There is an increasing number of healthcare organizations choosing to outsource staffing or practice management services in clinical areas, many are now realizing the incremental value of seeking one outside partner for several service lines. While outsourcing isn't a new phenomenon, it has taken on increased importance, especially as a way of decreasing costs in the healthcare organizations.

Healthcare Industry Drivers

- Costs continue to soar, limited access to healthcare
- Inadequate tax-base for long term funding of healthcare system
- Shrinking supply of healthcare professionals
- Healthcare providers are mostly located in urban centers; geographic disadvantage for patients in rural area

Improving healthcare with efficient business processing services

We believe that healthcare systems, sales channels and distribution chains can undergo constant change to ensure patients derive the greatest benefit from innovative and existing medical products and services at the most reasonable costs. We at Tensei Philippines support you in making this happen.

Healthcare contact centers provide multi-channel support through voice, email, chat, social media, and other contact methods. The use of efficient multi-channel contact centers has become important to address the diverse needs of healthcare clients and boost customer retention. Additionally, healthcare organizations deal with sensitive and time-dependent inquiries. These are all aspects of the healthcare industry that Tensei Philippines understands and strives to address.



It's expensive to deploy infrastructure, train talents and establish quality and compliance control mechanisms. And it can be even more expensive to do so in a way that maintains outsourcing customer satisfaction. We are equipped to quickly deploy right-sized solutions to support the unique needs of businesses today, and ramp them up as demand increases. We maintain HIPAA compliance and understands the importance of securing confidential customer information. We deliver flexible and customizable healthcare solutions.

ABOUT TENSEI PHILIPPINES

TENSEI PHILIPPINES INC. (BPO Division) as part of the Tensei Group of Companies, is an entity providing a valuable variety of business process outsourcing solutions that include Back Office, Contact Center, Information Technology, etc. We continually strive to be an innovative market leader in providing customized Offshore Outsourcing Management Solutions.

We want to help in making the world a better place, one problem solved at a time – all powered by solutions tailored to streamline operations, drive innovation, delight customers, and build brand recognition. At the end of the day, we only have one job – and that's to help businesses deliver better to their customers.

