



## Values Article on Stewardship

“Live the Values” helps you learn about and put into action HealthCare Partners’ 11 Core Values, exploring one Value per month.

For October, we explore the value of stewardship in which “We all share responsibility for the organization’s resources.” The Ancillary Systems Department exemplifies stewardship by innovative yet cost-effective custom software solutions that save both time and money. Ed Kasch, who directs a 24-person team of software developers, quality assurance analysts, managers, and a technical writer, explains, “We shape the software to our HCP business; we don’t change our business to accommodate packaged software.” He adds that, “Since software is expensive to buy, and we never get exactly what we need, building it makes more financial sense than buying it.”

Ancillary Systems saves money and time for our physician offices, as well as internal HCP departments such as Claims, Finance, the Care Delivery Team, Case Management Team, Operations, and many others. Earlier this year, the department deployed a software claims portal that allows IPAs (Independent Physician Associations) to submit claims directly to HCP via computer, eliminating the need to pay third-party vendors to submit the claims.

In another custom pilot program just introduced, Ancillary Systems deployed kiosks in physician offices. Patients may now check in for their appointments automatically, saving the front-office staffs a great deal of time.

HealthCare Partners’ business model is all about stewardship—caring for our patients through responsible and efficient use of resources. So Ancillary Systems constantly works to enhance its existing programs, regularly updating and innovating, to pursue technology leadership while ensuring that time and money are used efficiently.

As Steve Jobs, the late technology guru said, "Innovation distinguishes between a leader and a follower." Clearly, Ancillary Services is an HCP leader as well as a wise steward of company resources.

### **Recognizing Stewardship at HealthCare Partners**

Know someone else who consistently demonstrates the Core Value of stewardship? Nominate him/her for a TLC Award! A nomination form is attached here and also available on MyHCP under “Forms.”

Watch for the next “Live the Values” communications on Integrity.