



CONTENT FROM AKASA

PROFILE 2022 | BEST WORKPLACES IN THE BAY AREA

Improving Health Care Through Automation

AKASA, a health care technology company, provides new solutions using artificial intelligence.



AKASA EMPLOYEES PARTICIPATE IN A TEAM-BUILDING SERVICE PROJECT, COMPILING BABY CARE BAGS FOR FAMILIES AND CHILDREN IN NEED.

WHILE DIGITAL TRANSFORMATION HAS optimized many businesses, emerging technology, artificial intelligence (A.I.), and machine learning have the potential to greatly improve operations in health care settings. Incorporating these changes is becoming increasingly popular for health care providers; in a 2021 survey by Deloitte, 60% of respondents noted that their organizations were midway through their digital transformation journeys.

One company leading the automation revolution in health care is AKASA, a San Francisco-based developer of

A.I. for health care operations. “American medicine is the best in the world, but the health care system is a good distance behind because it has a complicated back-end infrastructure,” says AKASA’s chief executive officer and cofounder Malinka Walaliyadde. “We are simplifying and automating that infrastructure to make it a better experience for health care providers.”

For AKASA customers, the result has been an immediate improvement in both patient satisfaction and their organization’s bottom lines. Methodist Health System in Omaha, for example, began working with AKASA to automate the non-value-added aspects and pain points within its revenue cycle. Improvements were quick to take hold. “Now, processes that used to take more than seven minutes to determine are down to just one minute,” says Jeff Francis, Methodist Health System’s chief financial officer and vice president of finance. “The result has been an incredible increase in yield, which is up by at least 1% on gross revenue of \$3 billion.”

Walaliyadde credits AKASA’s impressive product offering and its spectacular results to the dedication and unmatched expertise of its workforce. “We recruit the best and the brightest in both the health care and technology worlds from around the country and give employees the resources to solve old problems in new ways,” he says. A commitment to diversity in this recruitment process has been another major factor in AKASA’s success. As of June 2022, 51% of its employees are women and nearly one-third of employees self-identify as non-white. “The more perspectives and unique backgrounds we can bring to a project,” Walaliyadde says, “the better equipped we’ll be to tackle challenges with new, unprecedented solutions.”

Even as AKASA cements its place in the health care technology field, Walaliyadde knows there are many more innovations to come. “We have made an incredible amount of progress already,” he says, “but there is so much more to build and so much more to do.” ■

