**Where did we start?**

Intensive manual entry of billing data by ITHS teams:

- Process Time: 120 hours / month
- Invoice Inconsistencies: 23/100 inv.
- % invoices outstanding: 25%
- Number of invoices/month: 77
- Multiple processes for each ITHS team
- Financial reporting unsystematic

**How we got to a better process**

- Assess and introduce QBE as accounting system and RISE as data repository, allowing a method to streamline process.
- Enter service data into RISE.
- Import RISE excel sheet into QBE.
- Process all invoices via QBE and UW Fastrans payment system.

**Solution: Manual to Automated**

Make invoicing simpler and less time-consuming

Minimize errors and maximize collections

Increase transparency for ITHS teams and customers

**Our New Billing Process**

**Highlights:**

- Save 93 hours per month in processing time
- Improve collections by 22%
- Increase invoice output

**Our Results**

Automated data flows through systems REDCap, RISE, QBE, and Fastrans with minimal data degradation:

- Process Time: 27 hours / month
- Invoice Inconsistencies: 6/100 inv.
- % invoices outstanding: 3%
- Number of invoices/month: 123
- Standardized process across all ITHS
- Effective and structured financial reporting

**Our Goals for Future**

- Improve overall process time
- Improve invoice inconsistencies to less than 2/100 invoices
- Improve collections, reducing outstanding invoice rate to less than 1%
- Ensure customer satisfaction.

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