



eBook | Healthcare

Your Prescription for Success:

Optimize Spend
Management with
SAP Concur Solutions



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Introduction



In today's fast-paced economy, healthcare organizations are under pressure to “do more with less.” While doctors, nurses, and technician staff have begun to show signs of recovery, back-office staff still face cost containment pressures and layoffs. This leaves finance teams overwhelmed, tracking rogue expenses, managing late payments, and analyzing fragmented data — without a clear picture of spend.

Even with these challenges in mind, updating back office systems such as employee travel, expenses, and invoices may seem like a low priority because it's so far removed from patient care. The truth is, hospitals and healthcare systems are under increased pressure to innovate and stay ahead of the competition— not just their patient technology, but also their in-house tech stacks. Adopting a connected, cloud-based spend management system can save money and improve efficiency, and also keep your healthcare organization from falling behind. Integrating and automating travel, expenses, invoices, and continuing medical education (CME) spend provides many benefits.

In this eBook, we'll show you how modernizing and connecting your spend management processes with a robust platform can help your organization with these key takeaways.

Key Takeaways

Better Visibility:

Gain a Clear View of Budgets and Spend

Increased Compliance:

Control Compliance with Confidence

Enhance the User Experience:

Make the System Easy for Everyone

Reduce Costs and Reallocate Resources:

Focus Less on Approvals and More on Patient Care



Better Budget Visibility and Control Over CME Expenses

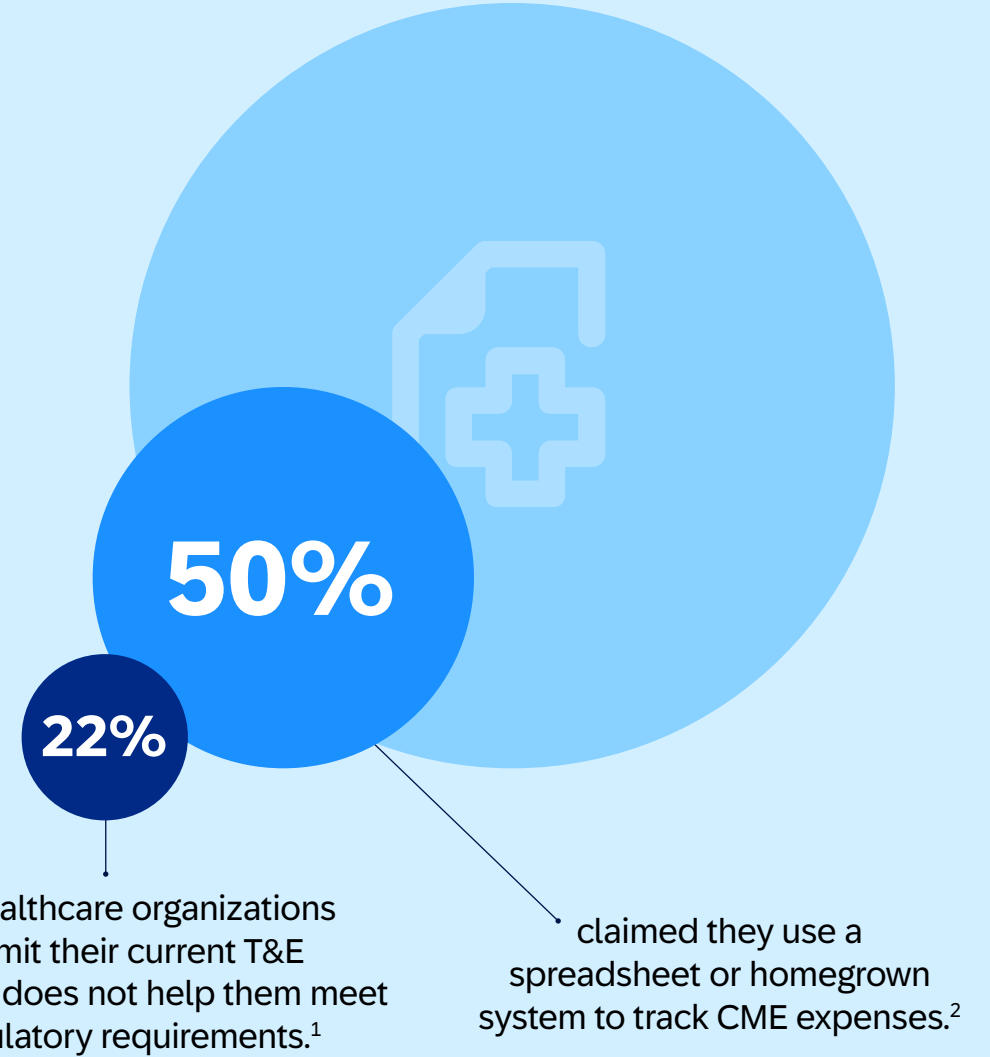
CME — it's a requirement that so many clinical employees need and it often involves travel. Even if your organization has a dedicated travel agency or travel policy, enforcing the policy in a non-mandate culture is near to impossible, often falling on finance to track down the travel details and gather receipts to ensure it gets attributed correctly. Then it must be assigned to the right budget and ensured it's within compliance. But the paper and spreadsheet process of tracking CME expenses makes managing it challenging.

Investing in an automated solution to track CME expenses can help your organization bring together general expenses and budgets into a single, easy to use interface. It enables you to manage and track:

- Individual benefits
- Expenditures
- HCP balances

You get a 360-degree view into each individual's CME benefit, allowing you to not only view balances, but prevent expenses from being submitted when the benefit maximum has been reached.

Flexible workflows and permissions allow you to take the right action at the right time, while customizable alerts – like when you approach preset limits – ensure you're never caught off-guard. Easy access reporting allows you to analyze data and make adjustments to individual CME benefits if needed, and ensure you are in compliance with regulations.



¹ Balancing Act: Healthcare Looks to Technology to Focus Less on Compliance and More on Patient Care, Wakefield Research, 2024

² SAP Concur Customer Survey, 2020

Improve Visibility into Cashflow with Pre-approvals and Corporate Cards

Staying on top of travel budgets is knowing when and where travel and expenses are going to happen – especially when tasked to keep tight control on costs. A travel and expense solution that allows for robust pre-approval workflows can help your organization manage the numerous sources of employee spend and reallocate to high-priority areas while also remaining compliant. Pre-approval rules also help employees know that they are remaining compliant.

A good portion of your finances depend on how soon staff members can create and submit an expense report or reconcile the charges that come through corporate and purchasing card (p-card) statements. The sooner the charges are reconciled, approved, and recorded in the accounting ledgers, the more visibility:

- Accounts payable (AP) has on payments due.
- Department heads have on actual expenses against their approved budgets.
- Internal audit has on checking for accuracy and compliance.
- Treasury has to monitor cashflow needs.



With a connected spend management platform, you can integrate card feeds to automatically pull spending data in, so you can get a single, cohesive view of all your outgoing spending. You also have greater control to get the data you need by setting thresholds for receipt requirements right in the system, so you no longer have to track down receipts or blindly approve rogue expenses. And payments can be made in days, rather than weeks, which means you can cash in on those valuable rebates and early payment discounts.

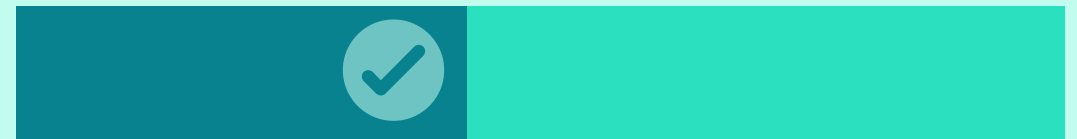


56%



of CFOs say cost management and budgeting is an issue.²

43%



of healthcare organizations stated travel pre-approval is a must-have feature of T&E software.¹

¹ Balancing Act: Healthcare Looks to Technology to Focus Less on Compliance and More on Patient Care, Wakefield Research, 2024

² SAP Concur CFO Insights Series: Top Priorities for CFOs in 2024



Simplify the Employee Experience with Modern, User-friendly Tools

As Gen Z and Gen Alpha join the workforce, their expectations for workplace technology are higher than any we've seen before. They want simple, flexible tools that make every-day tasks easier, and healthcare organizations must deliver to keep up with competition and recruit talent.

Simple, mobile tools that automatically capture receipt images, integrate voice commands, categorize charges, and calculate actual mileage driven will reduce the time your clinicians, management, and finance staff spend on expense reports. Your traveling healthcare staff can spend more time focused on patient care, while your organization improves accuracy, increases productivity, and reduces costs.

One area of particular pain is personal mileage. Manual calculation of mileage isn't only inaccurate but gathering the right information from your drivers daily can be a nightmare. Plus, it's time-consuming and expensive. **On average, travelers overestimate their mileage by 15%.** This could be costing your organization hundreds of thousands – if not millions of dollars especially since healthcare organizations **spend 10% on average of their expense budget on mileage each year.**¹

¹ SAP Concur Data, Benchmarks from Jan-Dec 2022

² Balancing Act: Healthcare Looks to Technology to Focus Less on Compliance and More on Patient Care, Wakefield Research, 2024

Control Compliance with Confidence to Reduce Costs and Mitigate Fraud

Perhaps more than any other industry, healthcare organizations face a great deal of scrutiny around fiduciary responsibility, primarily due to anti-fraud laws such as the Stark law and Anti-kickback statues. Failure to comply with these laws can lead to serious costs which can be detrimental both to budgets and brand. So, it's important for healthcare organizations to have granular levels of visibility, such as line-items on an expense report. To meet these regulatory practices, healthcare organizations must focus on:

- Gaining visibility and control over the large portion of T&E spend that comes from dispensing annual stipends.
- Reporting on how the organization spends the grant money or endowments they receive.

Without total and immediate visibility into spend, it's near impossible to ensure compliance or mitigate fraudulent activity. It's also more difficult to prevent cost overruns due to basic human error, limit control over HCP spending, and differentiate between accidental claims versus intentional acts of fraud.



With an automated spend management system, your healthcare organization can set controls for compliance based on your unique policy and remind travelers to stay inside spending guidelines. As for meeting compliance regulations such as the Stark law, simply pull a report of all expenditures with the applicable physician's name to track their spend. The system also accesses the HCP National Database of doctors so when a doctor has a common name, say Michelle Lee or Robert Johnson, you can be sure that only the related expenses are pulled.



Most Common Occupational Fraud Schemes in Healthcare Organizations

47%
corruption¹

38%
billing schemes¹

21%
expense reimbursement¹




¹Occupational Fraud 2024: A Report to the Nations, ACFE



Use Powerful Data Insights to Reinvest Funds into Patient Initiatives

When budgeting travel and expense for the year, wouldn't it be great to have accurate data at your fingertips, so you can plan ahead? Do you need to know what was spent last month on travel, office supplies, or on a particular physician for compliance? Could you simply be more cost effective? These are all valid questions that are hard to determine when spend is spread across multiple systems, or simply inaccurate due to the inconsistencies of manually reported spend.

The complete visibility you get with a spend management system makes these queries easy. No more sorting through mis-matched data from different systems. Plus, the more you know about what's happening in your organization, the more you can refine your processes for even greater efficiency. The ability to answer these questions concisely with data will help determine the efficiency of your budget and drive compliance to increase productivity and revenue. And when it comes down to it, that's how you start gathering savings, so you can re-invest back into your patient care initiatives.

 **44%** of healthcare T&E leaders say more insightful data and reporting is a long-term goal.¹

² Balancing Act: Healthcare Looks to Technology to Focus Less on Compliance and More on Patient Care, Wakefield Research, 2024

Your organization will always be ready for change... ...because the SAP Concur T&E platform is ready for anything

Hospitals and medical organizations have specific needs that differ from other types of commercial businesses. To accomplish your goals of gaining insight into reporting and compliance demands while still creating a flexible user experience for staff, you need a partner with the expertise and solution that can help you meet the objectives of today, and down the road. That's because the platform:

Provides the tools you need to master costs, compliance, and cashflow

SAP Concur solutions enable you to obtain digital control over two big sources of spending: travel and expenses. It also provides compliance-protecting AI that reviews every expense, checks it against your policies, and flags anything that needs your attention. And by creating a continuous, digital experience for your medical staff and employees, you make following the rules easy no matter where they are. So when HCP's need to spend for CME, you'll have the confidence they are choosing the right supplier and the best value for your budget.

32% more employees following company T&E policy

43% reduction in lost receipts

65% more compliant expense reports submitted

Strengthens visibility, analysis, and planning

Even as spending changes, SAP Concur solutions can help bring order and oversight to spending while freeing back-office staff and HCPs to buy what they need to fulfill their roles. It starts by creating consistency and clarity in your process, so each type of spending gets directed through the proper approvals, the appropriate policies get applied, and spending data is centralized. You'll get the visibility to see the actual story that your spend data is telling you, then adapt and close gaps in policies created by new priorities and new regulations.

Learn how SAP Concur solutions can help your healthcare organization be ready for anything by [visiting us online](#).



ABOUT SAP CONCUR

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management. Driven by a relentless pursuit to simplify and automate everyday processes, the solutions guide employees through business trips, move authorized charges directly into expense reports, and automate invoice approvals. By integrating near real-time data and using AI to analyze transactions, businesses can see what they're spending, improve compliance, and avoid possible blind spots in the budget. SAP Concur is imagining a world where travel and expenses practically manage themselves, helping businesses run at their best everyday.

Learn more at concur.com or at the SAP Concur [blog](#).

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