

Testimonial

How

Tāmaki Health
and Arkturus are Redefining
the Patient Journey



Managing a network of 55 clinics requires more than just operational oversight; it demands a deep understanding of every patient interaction. Karen, Chief Operating Officer at Tāmaki Health, shares how partnering with Arkturus turned data hypotheses into actionable strategies and immediate financial benefits.

THE CHALLENGE

A hypothesis without clear patterns

As the COO of a massive network across New Zealand, Karen's primary focus was improving patient access and ensuring timely care. While she had strong suspicions about where bottlenecks existed in the patient journey, she needed a way to move from "hypothesis" to "hard evidence." The challenge was to pinpoint exactly where daily operations were falling short and why certain clinics were deviating from the norm.

THE SOLUTION

Making sense of the patient journey

Arkturus stepped in to conduct a comprehensive information-gathering exercise. By analyzing a huge amount of data insights across multiple touchpoints in the patient journey—from the moment a patient walks in until they leave—we were able to make sense of complex patterns. This allowed Tāmaki Health to identify "red flags" and compare performance across their 55 sites to establish a clear baseline of what the "norm" should actually look like.

THE ARKTURUS ADVANTAGE

Curious, smart, and fluent in everyday language

- **Clarity:** Translating complex data into "everyday language" that is easy for leadership to act upon.
- **Curiosity:** A team that asks the right questions to prompt deeper thinking about business goals.
- **Practicality:** Applying insights to real-world scenarios rather than keeping them in abstract reports.

THE RESULTS

Immediate wins on revenue leakage and long-term future state

- **Stopping Revenue Leakage:** Identified immediate benefits by capturing missed funding from services that were delivered but never properly claimed.
- **Future-Proofing:** Developed a "future state" model to ensure these leakages and operational misses are eliminated permanently.
- **Seamless Scalability:** Creating a roadmap for the next 12 months to ensure benefits are felt across the entire organization.

"They clearly know data and can not only take data, but articulate that in everyday language that easily helps me understand the information that they're presenting."

Karen Allen
Chief Operating Officer
Tāmaki Health