



Automation Opportunities in Hospital Management Improvement

Yan Chow, MD, MBA

Global Healthcare Industry Lead

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Global leader in Robotic Process Automation (RPA) with the most widely deployed **Digital Workforce** platform



Leader in Decision Matrix



Leader in RPA Forrester Wave



Leader in RPA FIT Matrix



Leader in RPA Customer Experience



Leader in 2020 RPA Magic Quadrant

4,250+

Customers

2,000+

Global Partners

2.8M+

Bots Deployed

90+

Countries

1,200+

Bot Store Bots & Digital Workers



Hospital Automation Opportunities by Objective



Reduce Costs

Business Office

- Document data extraction & transfer
- Revenue cycle management
- **Prior authorization**
- Billing & practitioner code updates
- Inventory tracking
- HR, finance systems



Increase Productivity

Human Resources

- **Reduce errors, rework**
- Allow staff to practice at top of license
- Contact center augmentation
- Chatbots
- Self-service systems
- Employee recruiting, engagement
- Improve staff morale & retention



Reduce Delays

Operations

- **Medical billing**
- **Document handling**
- Claims reconciliation
- Claims denial management
- Overpayment process flow
- Timely financial & regulatory reporting
- Alerts & reminders, overdue task tracking



Improve Patient Experience

Convenience, Speed, & Personalization

- **Patient pre-admit & registration**
- Patient scheduling
- Benefit eligibility
- Call center & patient communications
- Data verification
- Point-of-sale collection
- Telemedicine & virtual care setup & security



Manage Risks

Quality, Safety, Security, & Regulatory

- **Sensis & risk alerts**
- **Preventive care alerts**
- Audits
- Enforce standard protocols
- Bot-mediated data handoffs lower PHI exposure
- Credentialing
- Fraud detection



Gain Insights

Business Intelligence

- Real-time enterprise-wide dashboards
- Outcomes & value demonstration
- Integration & interoperability
- Business & operational insights across multiple systems
- Predictive analytics

NEWCASTLE HOSPITALS USE OF BOTS FREES UP THOUSANDS OF HOURS FOR FRONTLINE CARE

Profiled Organization:

The Newcastle upon Tyne Hospitals NHS Foundation Trust is a leading-edge provider of healthcare, serving northeast England communities and beyond for 250 years.



CHALLENGE:

As part of the interim NHS People Plan developed collaboratively with national leaders and partners, Newcastle looked for a way to maximize 'time to care' while also being able to meet the challenge of a sustainable workforce by keeping costs down. Time-consuming work such as administrative processes and systems maintenance took away valuable time that could instead be spent with patients. After identifying the need to change work streams, the organization looked to RPA as a way to enhance workforce processes, further improve employee morale, and enable more time to focus on care.

SOLUTION:

Through the implementation of a Center of Excellence (CoE) model, Newcastle Hospitals was able to get staff involved, upskilling them as bot creators to really get to the heart of their work processes. This federated approach has accelerated progress and increased job satisfaction for those involved.

One of the major benefits of RPA is that it is completely limitless in terms of its interactions and compatibility with applications. Newcastle was able to start automating e-forms and the processing of staff records right away.

BENEFITS:

4,000

Management hours
released annually

24/7

Processing

95%

Decrease in data
input time

100%

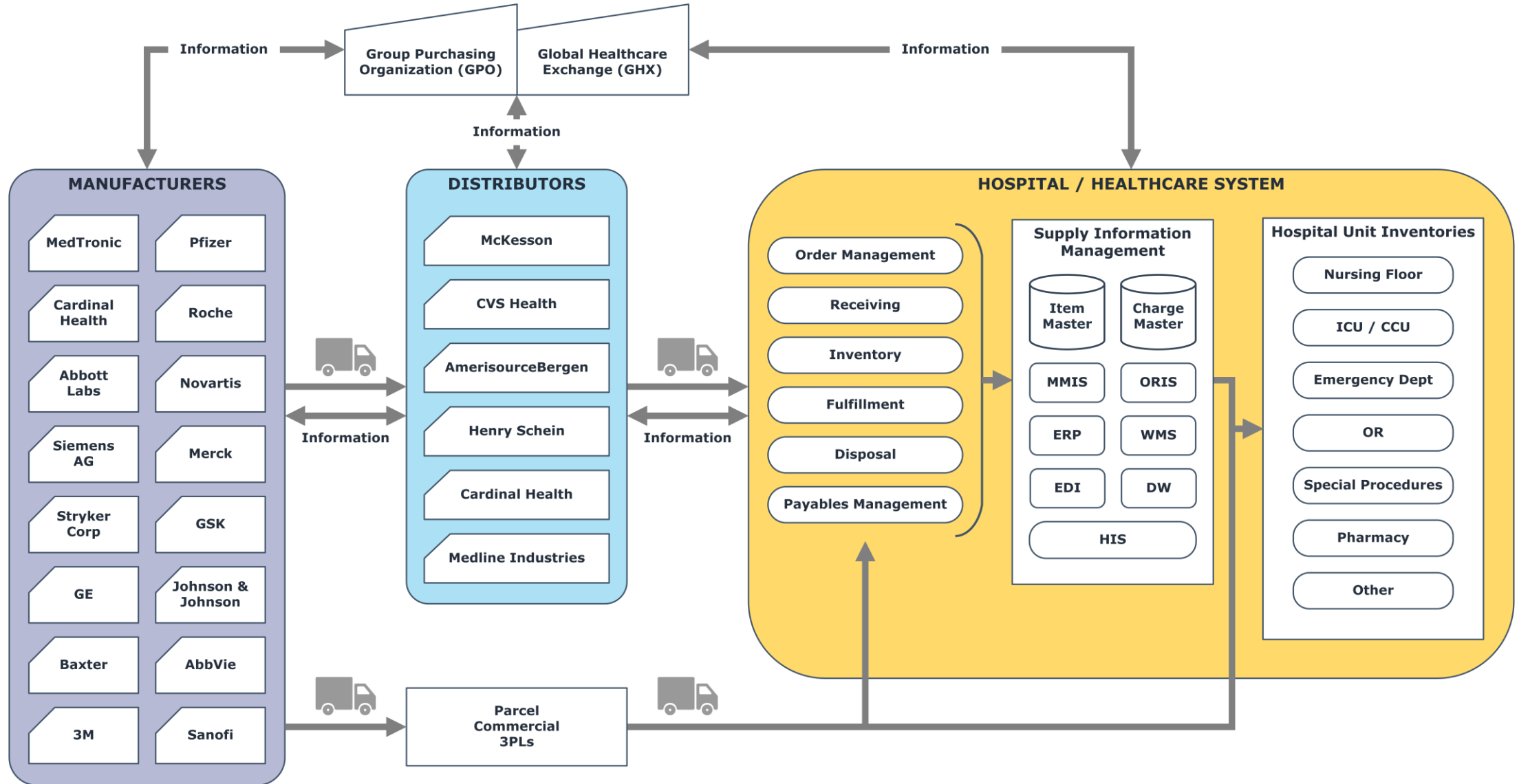
Accuracy



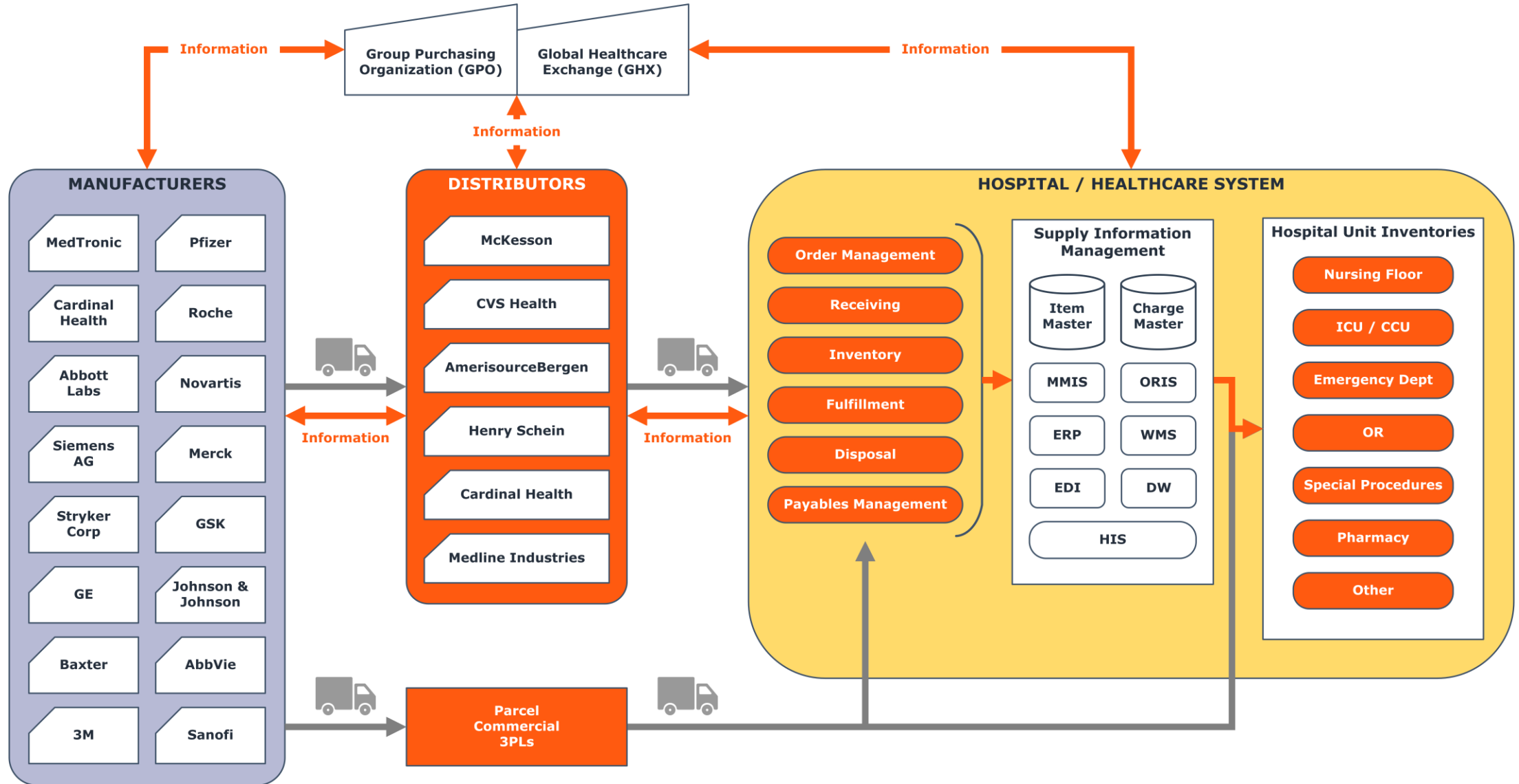


Hospital Supply Chain

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Hospital Supply Chain





Electronic Health Record (EHR)

EHR Core Functions

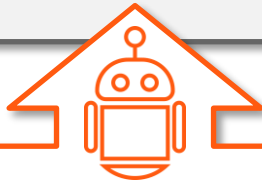
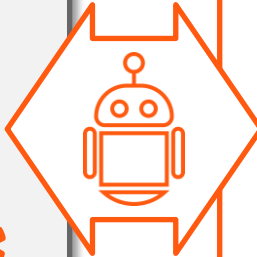
EHR Core Functions

1. Health information & data
2. Test result management
3. Order management
4. Decision support
5. Communications & connectivity
6. Patient support
7. Administrative processes
8. Reporting

RPA in the EHR and at its Interfaces

EHR Core Functions

1. Health information & data
2. Test result management
3. Order management
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5. Communications & connectivity
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7. Administrative processes
8. Reporting



EHR Input Processes

- ✓ Input/scan forms, photos into EHR
- ✓ Barcode scan of med, vaccine data
- ✓ Quality, care gap, missing data scans
- ✓ Direct patient view/scheduling
- ✓ Hospital discharge planning
- ✓ Custom EHR to PDF summary
- ✓ Discharge summaries to physicians

EHR Interface Processes

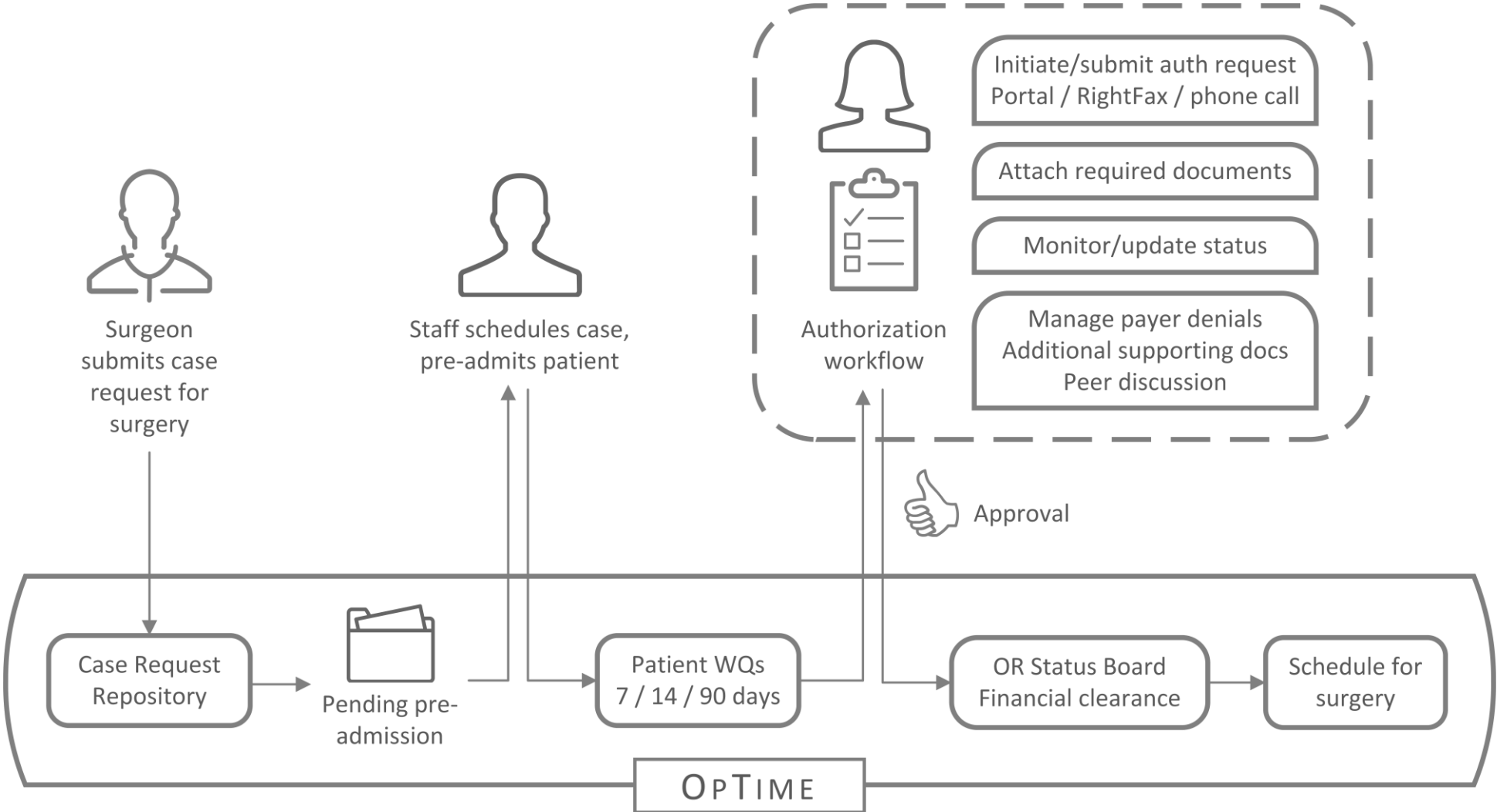
- ✓ Telemetry systems (EMT)
- ✓ Insurance verification system
- ✓ Hospital operations/practice management/analytics
- ✓ HR staffing/scheduling system
- ✓ Hospital bed management system
- ✓ RFID hospital asset tracking & inventory system
- ✓ Laboratory information system (LIS), if separate
- ✓ Radiology information system (RIS)
- ✓ Picture archiving & communication system (PACS)
- ✓ Clinical decision support & expert systems
- ✓ Operating room & ICU information systems
- ✓ e-Prescription & CPOE systems, if separate
- ✓ Patient & staff educational systems
- ✓ Patient-caregiver web portal
- ✓ Policy & procedure management system
- ✓ Patient registries, regulatory reporting systems
- ✓ Home health, nursing home systems
- ✓ Archive EHR & other data in open data format



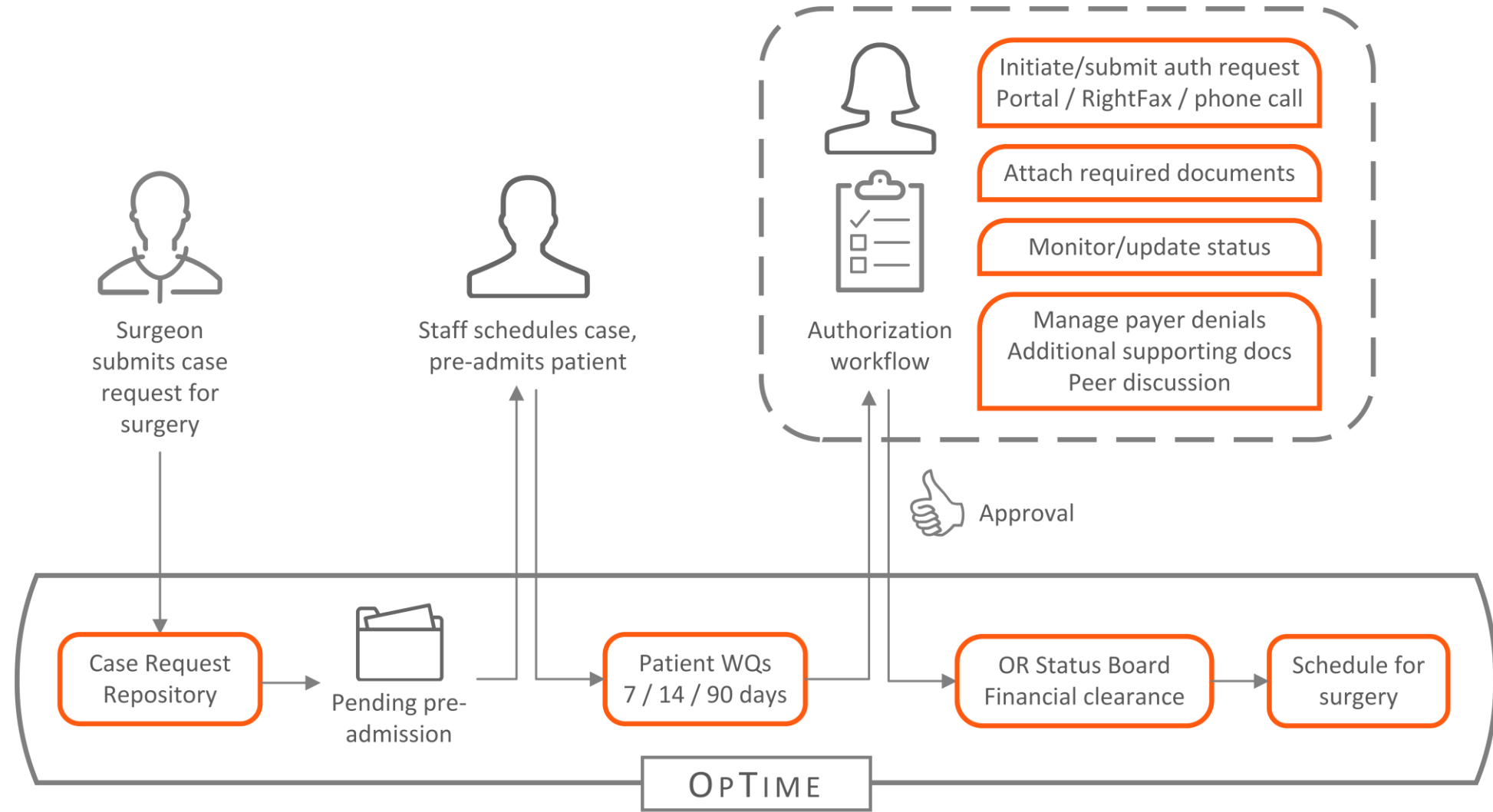


Epic EHR OpTime Scheduling

Epic OpTime Scheduling



Epic OpTime Scheduling



Go be great.TM

For more information, please reach out:

Canada @ AutomationAnywhere.com