



Improving Patient and Provider Experience with Automation

Prescribing Digital Workers Powered by Process
Intelligence to Transform the Healthcare Industry



Organizations in the healthcare industry like yours have been under pressure since long before COVID-19 made its unwelcome debut. Many healthcare systems face ongoing staffing crises at the same time as consumers demand more engagement, exposing gaps in patient pathways and experiences. Focusing on the human side of healthcare is more important than ever.

Strained economic circumstances, huge legacy ecosystems, and tightening regulatory procedures are preventing your healthcare organization from engaging with patients in the ways they expect and need for positive outcomes.

Can your healthcare organization overcome these challenges and more with an intelligent digital workforce? Absolutely.

This eBook will show healthcare providers how Reveal Group's Intelligent Automation services and expertise in SS&C Blue Prism Process Intelligence can help you get out from under routine, repetitive tasks to deliver exceptional patient experiences. Automation is a proven tool that is helping countless organizations like yours across the world deliver greater value to their patients and teams. Blue Prism Process Intelligence helps healthcare providers achieve success with automation by mining processes across the organization for the best automation opportunities.

Over the following six chapters, you will learn how to:

- **Meet healthcare industry challenges**
- **Align intelligent automation with healthcare goals**
- **Develop and scale an automation strategy**
- **Identify opportunities for automation**

As a healthcare leader, you'll be able to use this information to uncover the right opportunities for automation at your organization so you can be more efficient and cost effective while providing excellent patient care.

Reveal Group is a certified SS&C Blue Prism Partner, offering services for Blue Prism Process Intelligence. The team members at Reveal Group are experts in Blue Prism Process Intelligence, and we've helped healthcare organizations like yours to achieve successful automation implementations that involve strategy, governance, and total organizational buy-in.

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Chapter 1:

Intelligent Automation in the Healthcare Industry

The healthcare industry is in transition. Rising healthcare costs, narrowing margin, and inefficient revenue cycle management are pressuring providers to streamline operations and cut costs while delivering superior patient experiences.

Forward-thinking hospitals, health insurers, and other healthcare providers are implementing intelligent automation to achieve remarkable results. To deliver better care with lower costs, healthcare providers are investing in intelligent automation solutions that will inform their clinical, operational, and financial decisions.

But isn't it hard to automate? Can it really revolutionize healthcare organizations?

Healthcare Transformation

Automation can transform your healthcare organization by reducing expenses, increasing healthcare worker job satisfaction, and empowering your doctors, nurses, and PAs to focus on patient care.

While it takes time and resources to find the right processes to automate, this means you have ample opportunities for automation that will save you time and money and make the best use of your talent and resources in the long run.

From appointment setting to patient registration, employee human resources services to clinical trial management, intelligent automation supports the healthcare industry in:

- **Minimizing the risk of human error**
- **Saving time**
- **Providing more efficient, higher-quality care to patients**

What is Intelligent Automation?

Intelligent automation (IA) combines the power of artificial intelligence (AI) and machine learning (ML), relieving the staff of mundane tasks and empowering them to focus on the initiatives only people can deliver. IA provides everything you need to serve your patients in today's demanding world with a secure, stable, and compliant environment that propels digital transformation.

At Reveal Group, we are working to cure healthcare inefficiencies by prescribing intelligent automation so clinicians can focus on patients, not paperwork.

Key IA Components and Definitions

Process Mining

Using event data to show what people and technology are doing so that processes can be improved

Task Mining

Using information about the individual actions in steps of a process so the parts of that process can be optimized

Robotic Process Automation (RPA)

Using automation technologies to mimic workflows typically carried out by human workers

Artificial Intelligence (AI)

Using computer systems to accomplish tasks that usually require human cognitive abilities

Digital Worker

Bots that have been taught to mimic the steps in workflows that are normally carried out by human workers



Workforce Empowerment

Chapter 2:

Understanding Healthcare Challenges and Priorities

Healthcare providers are facing four main challenges that create opportunities for automation. To be successful at delivering patient care, healthcare organizations must improve their:

- Workforce Empowerment
- Financial Sustainability
- Patient Experience
- Operational Efficiency

Intelligent automation can boost healthcare worker satisfaction and engagement, as well as increase empowerment by ensuring that staff members have the time to focus on what they love: caring for patients. Healthcare teams must have access to the time, energy, and resources they need.

By training digital workers to manage activities related to back-office and front-office processes, such as patient scheduling, insurance processing/billing, and prior authorizations, healthcare providers can improve employee experience and engagement with intelligent automation.

Challenges:

- Complexity of healthcare environments and technology makes it difficult to complete seemingly simple processes
- Clinical professionals spend precious time away from their patients attending to routine and administrative tasks, such as patient intake and discharge or writing and cleaning up medical notes
- Administrative staff mostly adopt systems that aren't user friendly and work with data sources that are not integrated
- Tracking data and generating specific reports with related insights is time consuming

Solution:

Intelligent automation can boost the resilience and well-being of employees, with an enormous impact on the cost and the quality of care. Using digital workers can:

- Help healthcare workers refocus on and improve patient care
- Reduce or minimize the time spent on routine and administrative tasks
- Access information and knowledge for better patient outcomes and higher quality of care
- Improve the speed and accuracy in use of diagnostics
- Help to avoid staff burnout and reduce turnover
- Enable remote monitoring and patient empowerment through self-care

Financial Sustainability

To provide affordable healthcare, organizations work to keep operating costs down, run processes efficiently, and implement new ideas at pace. Adapting existing resources to meet peak demand or introducing new billable services without adding additional staff members are two ways to promote financial sustainability.

Challenges:

- Healthcare organizations are asked to do more with less money and fewer resources
- Service providers and payers are bogged down with tedious operational tasks that keep them from high-value work
- Reduced customer experience causes patients to turn to competitors
- Multiple departments and sites attempt to solve similar issues with different systems, generating high procurement costs of localized solutions

Solution:

Automation can help healthcare organizations create financial sustainability by:

- Pooling resources across care systems
- Standardizing processes and centralizing operation
- Helping with collaboration and innovation





Patient Experience

By using automation to introduce self-service channels that people have become used to in other areas of their lives, such as e-commerce, healthcare providers can significantly enhance patient experiences.

Digital workers can help patients access care using self-service portals to self-check-in kiosks, reducing the time they spend filling out paperwork and sitting in the waiting room.

Challenges:

- Giving patients personalized attention
- Delivering exceptional patient experiences
- Difficulty attracting and retaining patients due to increasing competition from non-traditional healthcare providers
- Time-consuming paperwork

Solution:

Digital workers can deliver the accessible, personalized and streamlined experience patients expect.

- 67% of patient engagement technologies support healthcare resiliency¹
- By 2023, 65% of patients will have accessed healthcare digitally through technology, such as EHR-enabled telemedicine, patient kiosks, and personal assistants¹

Operational Efficiency

Through intelligent automation, healthcare providers can increase the efficiency of back-office and front-office processes. Some of the key operational processes that can be streamlined using digital workers are communication and collaboration, clinical processes, and administrative and support processes.

While back-office processes are often targeted for automation, front-office processes create opportunities for automation that, while high risk, are high on return. Front-office processes are riskier because they involve interactions with patients and use of unstructured data. However, they can be automated as your healthcare organization's automation program matures.

Challenges:

- Lack of agility
- Outdated legacy tech
- Inefficient processes
- Informational silos

Solution:

- Enhance automation and orchestration processes through increased investments in information management technologies to improve operational efficiency
- Transform processes by creating and updating them with digital workers
- Use SS&C Blue Prism Process Intelligence to understand the patient journey and the processes that spread across multiple systems
- A digital workforce that is on-call 24/7, so your clinicians can take a break

With intelligent automation, your healthcare organization can create a future workforce and operating model where your human employees, digital workers, and technology systems are working together in concert.





Chapter 3:

How Reveal Group Helped a Healthcare Organization Digitize Claims with Intelligent Document Processing and RPA

To help a healthcare organization automate its document management for claims processing, Reveal Group implemented a solution leveraging SS&C Blue Prism, Hyperscience, and SharePoint. Using Blue Prism as the orchestration and downstream system input, the first process leveraged Hyperscience to digitize, classify, and extract information from incoming documents and SharePoint as a workflow platform for archival and exception remediation. The automation gave 15,000 annual hours back to the business by using accurate data extraction to eliminate rework, providing operational insights with digitalized process metrics and volumes. Additionally, this solution enabled the archiving of client records via SharePoint.

100k Forms processed monthly

15k Annual hours given back to the business

610k Fields extracted per month

73% Reduction in end-to-end form processing

60% of end-to-end forms processing automated

92% Automation rate

Chapter 4:

How Reveal Group Uncovers the Right Processes for Automation

As a Certified SS&C Blue Prism partner, Reveal Group can help healthcare organizations develop a process automation strategy by using Blue Prism Process Intelligence to identify processes with the most potential for automation while reducing time to value.

Blue Prism Process Intelligence is an easy, faster way to achieve automation success. Process Intelligence is an end-to-end solution for process and task mining to uncover automation opportunities, automation, and monitoring.

Just automating your bad or broken healthcare and payer processes isn't enough. You need to develop an automation strategy that aligns with your healthcare organization's vision. Being strategic means evaluating processes to see where you have operational gaps or inefficiencies.

The Reveal Group Discover Approach

Reveal Group has the methodologies necessary to help healthcare organizations leverage Blue Prism Process Intelligence to uncover automation opportunities, evaluate them to avoid potential problems, and develop an automation strategy.

- 1. Automation Heatmap:** By creating an Automation Heatmap, Reveal Group shines a light on potential high-impact areas throughout your organization that have automation potential. An automation heatmap, combined with Process Intelligence, which uses process execution data that displays variations and reveals time and cost implications to uncover candidates for process automation, provides an end-to-end view of process workflows.
- 2. Operational Diagnostic:** The Reveal Group Operational Diagnostic approach allows all IA opportunities to be quickly identified, scoped, and prioritized. An experienced team of Reveal Group Consultants take a rigorous approach to identify all automation candidates within your organization.
- 3. Process Mining:** Reveal Group Process Mining incorporates big data and ML techniques to provide visibility into process performance. Process Mining works with Process Intelligence to avoid automation of broken or poorly executed processes by reviewing processes exactly as they are carried out. This review process allows business and IT teams to identify, analyze, and correct issues before they're automated. That way, healthcare leaders can avoid or fix broken processes that increase automation development costs and delay return on investment.





How Reveal Group Makes Process Intelligence Work for Healthcare

Reveal Group uses our experience working with organizations in the field of healthcare to ensure SS&C Blue Prism Process Intelligence makes it possible for healthcare providers to improve the patient experience, meet HIPAA compliance, and increase their clinical effectiveness by keeping a close eye on processes.

As the regulatory environment for healthcare continues to evolve and change, it introduces new complexities to the task of controlling access to patient information.

Reveal Group services help healthcare providers use Blue Prism Process Intelligence insights to collect the right patient demographics and payer information across the patient journey. These insights can be used to identify inefficiencies in the appointment-making, treatment, and payment process to improve patient experience.

Healthcare That Works Smarter, Not Harder

With the help of Reveal Group services, Process Intelligence empowers healthcare organizations to optimize their revenue cycles cost-efficiently by providing visibility into which processes are working, which aren't, and why. By helping you sort through your patient care and payer processes to uncover which should be automated first, Reveal Group's methodology, paired with Process Intelligence, helps you accelerate return on investment.

Reveal Group's services can show healthcare leaders how to use Blue Prism Process Intelligence to gain results faster, while quickly establishing the robotic process automation credibility necessary to build a solid foundation for digital transformation.

Chapter 5:

Linking SS&C Blue Prism Process Intelligence with Intelligent Automation

Learning about how Reveal Group's services and expertise makes SS&C Blue Prism Process Intelligence work for healthcare providers inspires healthcare leaders to use it to make the most of their intelligent automation projects. Blue Prism Process Intelligence helps intelligent automation integrations succeed because healthcare innovators and visionaries are increasingly considering automating processes that use unstructured data, as well as those that keep humans in the loop, or where some cognitive reasoning may need to be employed.

This increase in complexity and sophistication drives up deployment costs, in turn reducing automation ROI.

In this scenario, Reveal Group services and use of the SS&C Blue Prism Process Intelligence tool can help you realize and demonstrate return on your automation investment by:

- Uncovering inefficiencies in complex healthcare processes
- Discovering variations and identifying the correct method for automation
- Finding optimizations to free up digital worker cycles
- Uncovering inefficient human-digital worker handoff
- Providing quantifiable data on the financial impact of digital workers
- Comparing human vs. digital labor in terms of cost, accuracy, efficiency, and duration
- Creating a risk and compliance framework for your automation operating model
- Establishing a data-driven foundation for process governance
- Building a solid foundation for an automation center of excellence



Chapter 6:

Scaling Your Automation Program with Reveal RoboSuite Accelerator Tools

To increase the efficiency and effectiveness of healthcare provider automation teams, Reveal Group has created a set of accelerator tools that are offered with our services to benefit our clients by improving efficiency, collectively known as Reveal RoboSuite:

- RoboManager
- RoboDesigner
- RoboReview

RoboDesigner and RoboReview reduce development time by 30%. In concert with SS&C Blue Prism Process Intelligence, RoboSuite upgrades healthcare automation programs by revitalizing pipeline, delivery, control, and maintenance.

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RoboManager[®]

RoboManager: Scale With Confidence

With RoboManager, you gain end-to-end, real-time visibility into your healthcare organization's RPA program so you can deliver automations quickly. RoboManager empowers healthcare providers with built-in methodology, visibility, and controls.

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RoboDesigner[®]

RoboDesigner: Design With Precision

Created for RPA developers, by RPA developers, RoboDesigner sets your healthcare organization up for success by 'automagically' creating your automation objects. RoboDesigner reduces configuration time and effort by instantly creating automation components that meet best practice standards, for you.

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RoboReview[®]

RoboReview: Build With Speed

RoboReview provides a proactive self-service check of your code, so you get feedback in line with intelligent automation best practice every time. Whether you're a seasoned automation expert or just getting started, RoboReview unlocks the power and value of intelligent automation.



Benefits of Automation

Intelligent automation improves patient experience by freeing up healthcare providers' time to focus on patient care. Healthcare organizations also benefit through economic payback in under 12 months, reduced costs, and time savings.

Ideally, automation combines human brilliance with machine precision to optimize people, the digital workforce, and systems. Healthcare workers can use human skills, such as empathy and problem-solving. Digital workers can take over back-office processes, as well as create new ways of engaging with patients. Automation also connects disparate systems, ensuring you get the most out of your technology investments.

Reveal Group experts, services, operational diagnostic methodologies, and RoboSuite products accelerate the process of creating and deploying quality automations so you can realize their benefits sooner. We can help you leverage process discovery technology, such as SS&C Blue Prism Process Intelligence, to uncover automation opportunities across your healthcare organization.

Want to Know How Automation Can Help You? Contact the Experts at Reveal Group.

[Get In Touch](#)



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SOURCE

1. Source: IDC FutureScape: Worldwide Health Industry 2021 Predictions

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Reveal Group, a platinum certified SS&C Blue Prism partner, is your Intelligent Automation services company. We have been helping our clients #AutomateBetter since 2005. Our highly accredited team of experts are focused on delivering technology-driven, innovative consulting services that accelerate change, reduce costs, and improve the overall performance of our clients around the world. US-headquartered, with locally based teams across North America and Asia Pacific, we have enjoyed 15 years of uninterrupted growth to be recognized as an international leader in Intelligent Automation services.

To learn more, visit www.revealgroup.com



SS&C Blue Prism allows organizations to deliver transformational business value via our intelligent automation platform. We make products with one aim in mind – to improve experiences for people. By connecting people and digital workers, you can use the right resource, every time, for the best customer and business outcomes. We supply enterprise-wide software that not only provides full control and governance but also allows businesses to react fast to continuous change. Exceed customer expectations, stay competitive, accelerate growth.

To learn more, visit www.blueprism.com and follow us on Twitter @blue_prism and LinkedIn.

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