

BPM for Healthcare

- > **Better**, faster, smarter decisions
- > **One click** to comprehensive, actionable information
- > **Dynamic** and ad hoc processes made simple
- > **More meaningful** customer engagement

BETTER OPERATIONS. BETTER DECISIONS. BETTER CARE.

Especially in Healthcare, interactions between people, process, data, and content can be dynamic, ad hoc, and unpredictable. And, with all the changes taking place in an already complex environment, it's more important than ever to make sure your technology is an enabler, not a roadblock.

Enter Appian.

Appian supports dynamic case management for healthcare that combines institutional process and content management with data navigation, native mobility, and an intuitive interface supporting social collaboration.

POWERFUL CAPABILITIES THAT SIMPLIFY AND UNIFY HEALTHCARE

Appian brings together healthcare IT components to better connect everything that's important to make sure you take the most appropriate action.

Records – Converge information from across systems and get a complete picture of your members and providers.

Collaboration – Receive updates, collaborate, and initiate tasks and actions, all from a single, user-friendly interface.

Enterprise Mobility – Provide staff immediate access to their data, activities, and work anytime on any device. With Appian, enterprise mobility is included: no extra cost, no extra resources.

Dynamic Processes – Handle dynamic and ad hoc processes with Appian event management, rules, and process capabilities. Create Complex Event Processing (CEP) scenarios and automatically route provider updates or member episodes for review and action.



Rules and Policies – Ensure adherence to policies and procedures with Appian’s integrated rules engine. Create and manage business rules to quickly adapt to the ever-changing regulatory environment.

Analytics – Get real-time, actionable data to improve operations and population health. Easily personalize process and business reports in Appian to get immediate visibility into a single event or a series of interactions.

FOCUS ON OPERATIONS

- Unify Provider and Member data from across systems
- Increase speed and accuracy of contracting and on-boarding
- Link data to action
- Accelerate better decisions
- Increase transparency
- Gain end-to-end visibility into processes
- Automate and track cross-functional hand-offs of work
- Enforce business rules automatically
- Streamline Provider operations
- Optimize provider networks
- Get an accurate view of Provider information
- Lower network management costs
- Improve new Provider satisfaction

FOCUS ON MEMBER HEALTH

- Dynamic care orchestration
- Complete data visibility
- Rules-based guidance
- Decision support integration
- Real-time member analytics and reports
- Care plan automation
- Role-based user experiences
- Automatic alerts and referrals
- Mobility included
- Mobile capture and geo-location for mHealth
- Cloud, on-premise, or a hybrid of both
- Scalable across millions of cases
- PCI-compliant
- HIPAA certified
- International privacy and security standards

FOCUS ON THE FUTURE OF HEALTHCARE DELIVERY

How can you keep your systems healthy while avoiding the pain of continual IT maintenance? Ensure your systems and people are always able to embrace and deliver on the latest improvements?

Adopt a platform for solutions that unify and simplify interactions between providers, members, payers, and every system they touch. Work with Appian for better operations, better decisions, and better care.

“We think of Appian as a master of ceremonies—it’s a platform of interoperability and gave us the flexibility to integrate workflows and grow our business.”

– VICE PRESIDENT, INFORMATION SYSTEMS AT A LEADING PROVIDER OF MANAGED CARE PLANS

Appian

Appian delivers an enterprise platform for digital transformation in healthcare that enables payers and providers to bridge core systems, enhance member experience, and significantly improve patient outcomes. Powered by industry leading Business Process Management (BPM) and Case Management capabilities, Appian’s low-code approach can radically accelerate the time it takes

to build and deploy powerful, modern applications, on-premises or in the cloud. The world’s most innovative organizations use Appian to revolutionize their customer experiences, transform their business operations, and master global risk and compliance.

For more information, visit www.appian.com