

CASE STUDY:

psHEALTH

psHEALTH is the UK's leading provider of solutions to drive efficiency and better outcomes in healthcare. More than 20,000 clinicians and several of the largest and most respected organizations in health and social care use psHEALTH's award-winning case management and mobile solutions to transform and manage services. Completely focused on customer satisfaction, psHEALTH charges clients only once a custom solution is up and running, which is usually within 3 months.

CHALLENGE

Providers of health and social care increasingly need to do more for less. psHEALTH believes the future lies in patient-centric case management, mobile working and back-office automation to drive efficiency and deliver better outcomes. Existing Patient Administration Systems (PAS) often prevent effective case management. Modern healthcare often happens away from a clinic or hospital, and service providers must be equipped to do real work in the field and on-the-go. Further, health and social care providers must meet economic realities by streamlining processes to deliver new and better services while also reducing cost. The health industry experts at psHEALTH believe a new and more dynamic approach to healthcare is needed; one that is predicated on technology innovation and rapid deployment to transform operations and outcomes.

APPROACH

Ingolv Urnes, Principal at psHEALTH, defines the company's approach this way: "We don't want to code a single line. We don't really want to spend any time on the underlying technology. We want to spend a lot of time really understanding healthcare provider processes, and we want to roll out personalized solutions in 60-90 days."

psHEALTH sought a technology platform for rapid creation and delivery of dynamic case management solutions, with integrated mobility, social collaboration and data management. Furthermore, psHEALTH wanted to enable customers to integrate their solutions with existing IT investments for frictionless deployment. Urnes and his team determined that Appian Cloud was the best option to meet

all of their stated objectives. Appian Cloud provides a single integrated platform for process, data, mobility and social collaboration. It accelerates deployment through code-free drag-and-drop application composition, and eliminates the need for infrastructure maintenance. Also, even in the security- and privacy-sensitive world of healthcare, Appian Cloud's data security standards meet all regulatory requirements.

SOLUTION

psHEALTH has deployed a wide range of healthcare solutions across Rehabilitation and Occupational Health, Disease Management, Home Care, Rostering & Scheduling, Outcome Tracking, and Contract Management for clients including AIG, Bupa, Remploy, Roodlane Medical, Walsall Council, and others.

Examples of modern, intelligent process solutions developed and delivered by psHEALTH on Appian Cloud include:

Remote Nursing Work Management

Native mobile apps for nursing home care and patient rehabilitation solutions enable greater speed and collaboration among healthcare professionals in the office and those delivering in-home care, empowering those professionals to access data and processes, communicate with doctors and take immediate action to further patient recovery while "in the field."

Intelligent Referral Letter Triage

Appian enables automated and intelligent assessment and routing of physician referral letters using natural language



processing combined with sophisticated and configurable rules. Word and PDF documents are parsed, and based on configurable combinations of key words the system intelligently determines task routing and next steps in the process.

Patient Assessment/Risk Stratification

Appian informs the care plan for high-risk patients through an assessment process to determine the patient's current risk level, which automatically triggers a calculation of predictive indicators (based on previous cases) to capture upward/downward risk trends. The system generates an automatic "next review call" date, with the user having flexibility to "bring the call forward" if desired, but not allowing the user to push the call out beyond a maximum permitted time period based on the predictive indicator (intelligent/dynamic workflow).

Claim Pre-Authorization & Consultant Selection

Appian's real-time analytics are used to determine the eligibility of a claim through a complex multiattribute algorithm. This algorithm was created using statistically proven medical outcome data from 10 million historical claims. If the claim is triggered as an exception, the system user is prompted to select an appropriate independent consultant for peer review and collaboration. The system also intelligently selects consultants based on another algorithm of consultant availability and current case load complexity.

RESULTS

Appian Cloud allows psHEALTH to deploy solutions that have been benchmarked to improve patient care and deliver a **300% return-on-investment**. Development and deployment times are a mere 60-90 days.

Using Appian, psHEALTH designs adaptive case management solutions that provide clear benefits to the whole healthcare ecosystem. The flexibility to configure different pathways of care, equip clinicians with decision support, track and report on efficacy and cost, and connect all of the associated processes in an automated system ensures consistency of care and better health outcomes for patients. A comprehensive, systematic approach allows health care systems to identify those top 10% of patients that typically drive 70% of total expenditure and identify means for the most effective care delivery.

Appian Cloud is ideal for supporting our mission to help healthcare organizations rapidly leverage technology, while reducing cost and risk.

- Ingolv Urnes, *Principal*, psHEALTH

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