

How to Enable Digital Transformation in Healthcare Organizations



Transforming Healthcare with a Collaborative Digital Business Platform

To improve patient care, efficiency, and compliance across the spectrum of healthcare services, operational and analytical business processes need to be digitized and constantly refined, augmented, and implemented with minimal impacts on existing IT resources.

Wanted: A Digital Business Platform (DBP) to Enable Healthcare Transformation

The business of healthcare creates one of the most complex organizational structures among the all the industries that are undergoing digital transformation. From city hospitals to regional



clinics, labs to outpatient surgicenters, ER to rehabilitation, the challenges of improving patient services, integrating electronic medical records (EMR), adopting privacy regulations, and integrating medical technologies that create petabytes of data, requires that healthcare must become a digital business. However, internal IT departments often struggle to keep up with the increasing number of devices and data sources that need to be integrated into legacy business systems, leaving little time to deliver on necessary business process improvements required by line of business managers. Fortunately, a Digital Business Platform designed to be used by non-programmers can alleviate the backlog of business process improvements needed to improve efficiency and patient care, while cloud services provide cost savings across a distributed healthcare organization.



Line of Business Managers Need Collaborative, Visual Tools to Design and Improve Healthcare Processes

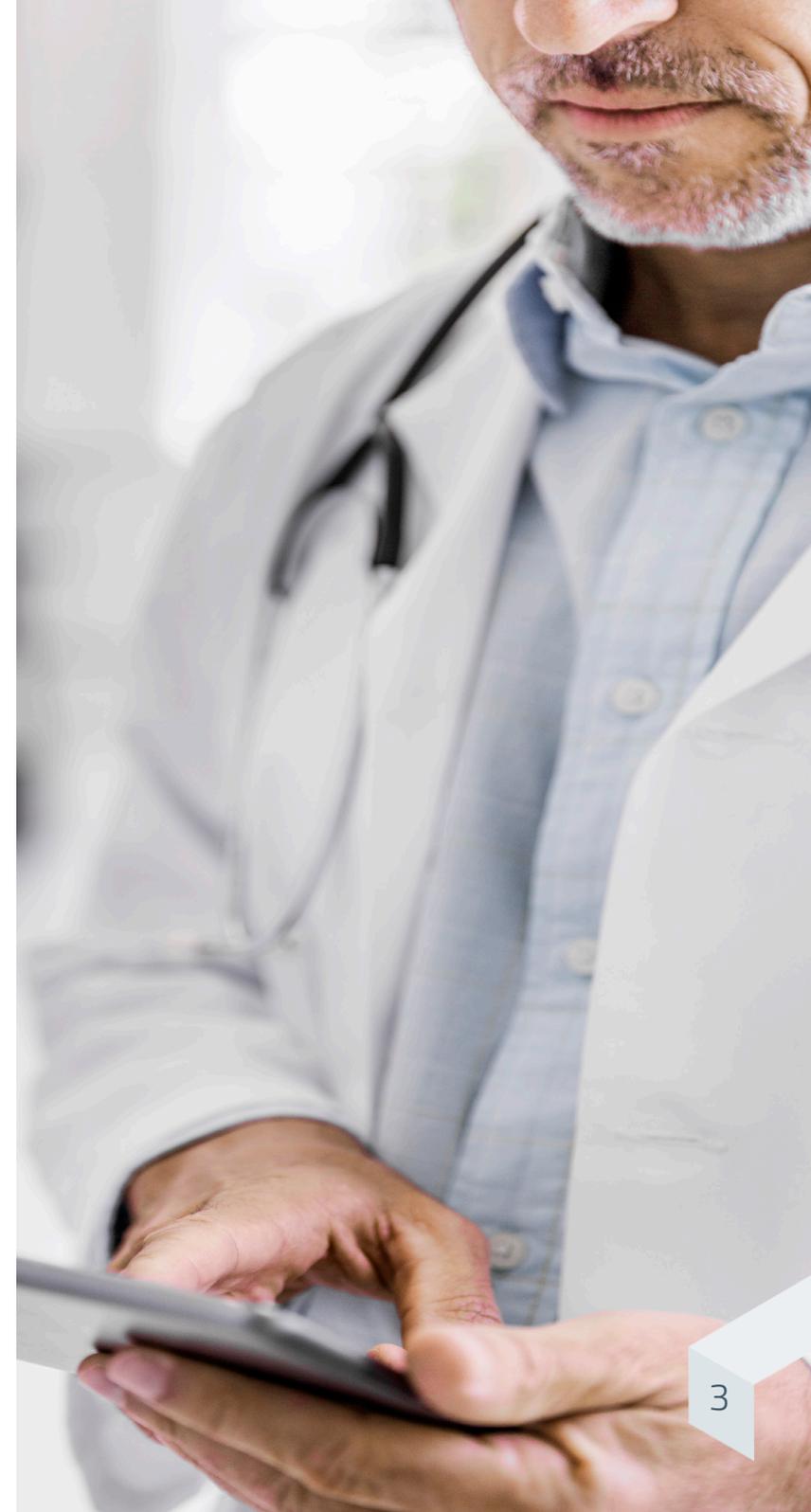
Line of business managers, who best understand the intricate processes of their domain, need intuitive visual programming toolsets to re-imagine how healthcare processes can be improved, collaborate with stakeholders, and then communicate to analysts the required steps to digital transformation.

Business Analysts Need “No-Code” Assembly Tools to Build and Test Digital Processes

Business analysts need the ability to quickly implement healthcare processes designed by the business experts, to support healthcare workers and patients, without significant and time-consuming IT support or complex changes to infrastructure and back office systems.

Administrators Require Assurance of Compliance Across the Healthcare Enterprise

Healthcare administrators need applications that ensure staff conform to approved processes for compliance with constantly changing regulations, without adding extra layers of work for overloaded healthcare staff.





Cloud Collaboration is Key to Developing and Delivering Efficient Digital Healthcare Processes

A Cloud-enabled Digital Business Platform increases collaboration among executives, business managers, analysts, IT, and staff, to facilitate rapid change and improve patient care.

In large, complex organizations like healthcare, the greatest impediment to change is often just getting everyone on the same page for process improvements—especially when a significant digital transformation is the umbrella goal.



With constantly changing regulations, data security requirements, and competition among regional providers, aligning the information needs of doctors, nurses, patients, lab technicians, and business managers is a monumental challenge. By enabling business process changes to be designed, implemented, tested, and deployed using a collaborative, easy-to-use toolset, staff across a healthcare organization can quickly see improvements in digital transformation efforts.

An easy-to-use visual Business Process Modeler enables cross-enterprise digital transformation by graphically documenting existing processes, envisioning new more efficient versions, and fine tuning workflows using collaborative tools.

Once models representing new or altered business processes are approved, business analysts can use visual, no-code toolsets to design, build, test, and publish business process automations and workflows, enabling collaboration among analysts, IT developers,



and line of business managers.

In highly regulated organizations such as healthcare, compliance can be improved with layers of governance built into the models and resulting processes to ensure that staff use the new processes correctly and consistently.

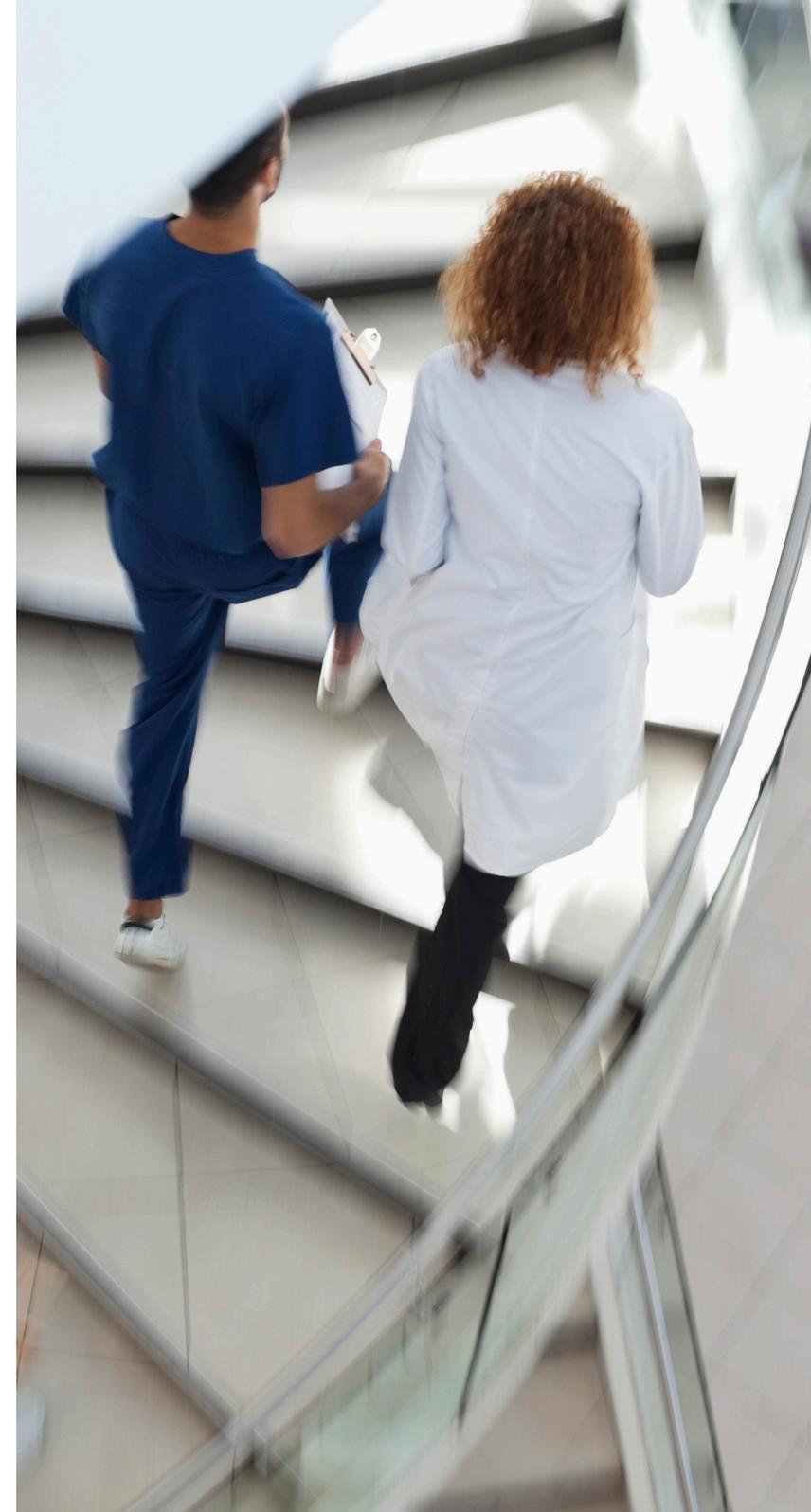
A Digital Business Platform architected for Cloud deployment provides multi-site organizations—offices, labs, surgeries—the ability to collaborate and share business process applications and data quickly, with minimal IT support, so that everyone in a distributed organization is on the same page with the same data, with the same processes.

Intuitive Business Process Modeling for Line of Business Managers

Digital Business Platform enables Healthcare Business Managers to easily visualize, design, and fine-tune new healthcare processes and refine existing ones in collaboration with executives, staff, and peer-experts.

Simulate Process Models with Intuitive and Collaborative Design Tools

As a Line of Business Manager, you are a domain expert who oversees the internal business processes that affect the operations of healthcare staff and patient care. You operate most efficiently



when you can easily collaborate with executive leadership and LOB peers to design and refine new and existing processes—without the need for endless face to face meetings. Your goals are to improve patient care and staff productivity, as well as ensure compliance with a bevy of healthcare regulations, without adding burdensome overhead.

Using a visual diagramming toolset to map out existing processes, you can gather opinions on improving efficiency from healthcare staff, and adjust and augment the processes to meet changing business, patient, and regulatory requirements. A process modeling toolset should use the same visual drawing paradigm—such as Visio—that many process managers are familiar with, requiring minimal training to become proficient in defining process models. Drag and drop process steps to visualize automating processes. Publishing the graphic models and documentation to make it easily for staff, analysts, and LOB peers in other departments to view, annotate, and discuss the proposed processes. The digital business process models can be quickly optimized and agreed upon without endless meetings and iterations.



Business Process Modeling in Action

A typical project might involve working with healthcare staff to identify obstacles to efficient patient enrollment. Domain experts can visualize and design new connections among Electronic Medical Records (EMR), patient care services, and healthcare staff to reduce manual data entry at patient/nurse/doctor touchpoints. Integration of EMR with re-engineered digital business processes means better and faster onboarding for patients; less time on data entry and thus more time with patients; and lower administrative costs through increased data accuracy. Areas such as claims service, patient self-service, call centers, insurance queries, online billing and payment can all benefit from digitization on a Digital Business Platform.

Once process models are defined and agreed-upon, the models, using standardized BPMN notation, along with documentation move through workflow to IT for implementation.





Automate, Integrate, Test, and Publish Healthcare Processes with Minimal IT Assistance

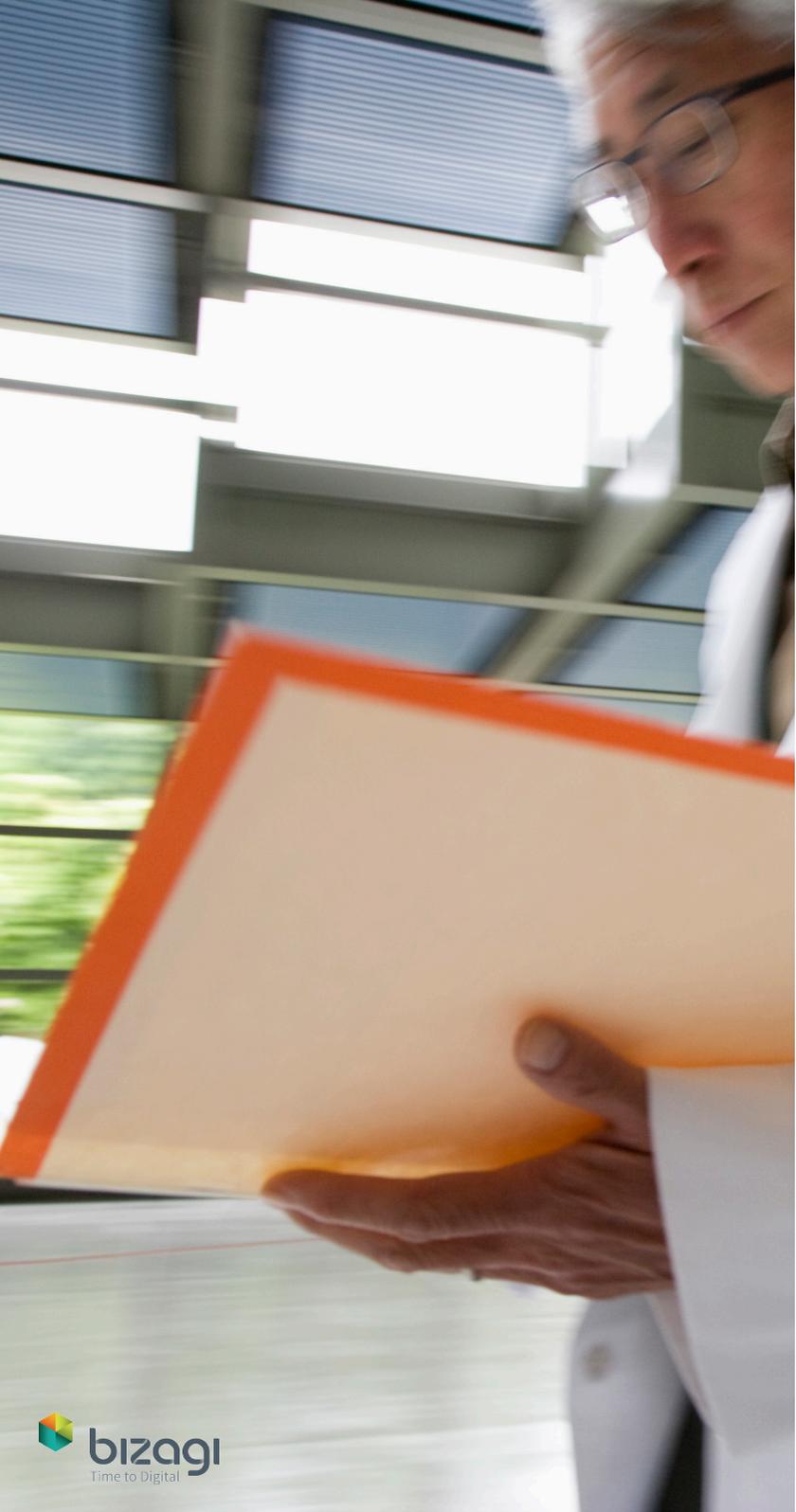
A Digital Business Platform enables Healthcare Analysts to easily select and connect shared components and services to implement innovative healthcare processes defined by Line of Business Managers.



Healthcare Business Analysts Create and Refine Working Process Applications Without Coding

As a healthcare business analysts, you collaborate with line of business managers and IT developers to implement new solutions for patient care and staff productivity. Part savvy business domain expert, part technology aficionado, it's the process not the code that kicks your enthusiasm into high gear.

As business analyst, you receive visual business process models created by LOB managers, and use a BP Automation toolset to create working process model applications—without coding. Use drag and drop fields to create forms for the user interface, define data models for processes, select business rules for decisions and calculations, choose performers and resources for the workflow. Finally integrate with back office systems using shared components and services such as predefined connectors and widgets to pull and push data as needed among applications and external sources, without having to understand the behind-the-scenes code or APIs.



Collaborate with IT Developers to Integrate Back Office Systems

Using the process applications you've built, you can visually demonstrate to IT programmers any new objects and connectors that are needed to interact with back office systems and external data resources of partners. Programmers can re-use or build new connections without impacting legacy systems. With all components in place you can publish tested BP applications without the help of IT, enabling new processes to go live in the cloud for instant sharing across the organization.

A Cloud-enabled Digital Business Platform gives business analysts the tools they need to creatively design, build, test, manage, and publish simple to complex workflows and automate many of the labor-intensive processes that prevent healthcare staff from focusing on patient care. Business analysts become a key enabler of digital transformation in a healthcare organization.

Digital Process Automation at Work in Healthcare with Bizagi

The pulse of day-to-day healthcare processes is patient engagement, admittance, treatment, results, and discharge. These processes are all open to digital process automation and transformation to improve not only patient care and experience, but business efficiency and thus cost savings.

The Bizagi Digital Business Platform for business process transformation, opens the collaborative door to visualizing healthcare processes—such as patient onboarding to payer management—by enabling business managers and analyst to



digitize existing inefficient processes, create new workflows among departments, and deploy innovative patient-management applications. Managers and analysts who have grown use to waiting in a long queue for their process changes to work their way through IT's workload can now take charge of their own problems and design, build, and publish automated processes in days, if not hours.

Bizagi is already enabling healthcare organizations to digitally transform the way they operate. At a busy neurological rehabilitation center, with regional competitors eager to compete for patients, onboarding new patients was taking 2-3 weeks. This caused patients to have to wait too long in hospital for discharge and treatment, and gave competitors an advantage in gaining new patients. Challenge: digitize a complex onboarding process that at the time required significant specialist knowledge from highly qualified individuals. Solution: Use Bizagi Studio to define and re-configure existing onboarding processes to take less time to complete and automate them to require less hands-on effort from specialist staff.



Bizagi Process Modeling & Automation

- The Operations Manager, owner of the onboarding process, worked with the executives and staff to define goals for process improvements for onboarding and patient flow into the clinics.
- Using Bizagi Modeler visual process design tools, the Ops Manager collaborates with the clinical experts to define and document how current patient data flows among departments and ways to improve patient onboarding efficiencies and create new patient care experiences.
- The resulting process models provided the Analysts and IT programmers with the visual documentation for how the processes should change and new ones be created.
- Analysts use Bizagi Studio to create applications from the models, using predefined connectors and process modules from the Bizagi Connector, Process, and Widget Xchanges.
- Using an iterative agile development approach with Bizagi Studio, process applications are built, tested, and refined with collaboration and testing among clinic specialists, healthcare staff, and office managers.
- The resulting process improvement applications reduced patient intake from 2-3 weeks to 2-3 days – helping patients get treatment more quickly, and improving business results.



Bizagi Collaborative Digital Business Platform Transforms Healthcare

Healthcare is a demanding, complex, and at times arduous series of processes, with each step having a direct impact on lives. With new tech constantly coming online—such as wearables, mobile devices, the Internet of Things, AI, and machine learning—the digital transformation of the business of healthcare is required to make operations run smoothly and efficiently, helping to ensure that patient care comes first. Bizagi Digital Business Platform can play a significant role in the transformation of healthcare to increase agility, engagement, and connectivity.



The Foundation of a Digital Business

Agility

Bizagi enables collaboration between business and IT for rapidly building and experimenting with process applications, boosting operational productivity and speed while maintaining IT control.

Engagement

Bizagi empowers employees, suppliers, and partners with personalized and contextualized information at key moments, enabling better decisions that improve the customer experience.

Connectivity

Bizagi wraps existing IT systems with an agile process layer, connecting data, knowledge workers, medical devices, and IoT on a global scale, so there is no disruption of core legacy systems.



The Bizagi DBP provides:

Lowest-code enterprise digital business platform

Fastest speed-to-implementation

Model-driven process automation

Wide and deep process application support

Integration connectors and legacy connections (HL7) via Connector Xchange

Smart forms and drag-and-drop widgets allow for reuse of processes

Collaborative modeling

Mobile engagement

Improved process visibility, efficiency, and compliance

For more information on using Bizagi DBP in healthcare environments, visit www.bizagi.com/healthcare

About Bizagi

Headquartered in the UK with operations across North America, Europe and Latin America, Bizagi is a global leader in digital process automation software. Bizagi helps ignite the digital transformation programs for more than 500 enterprise customers across 50 countries around the world, assisted by an international network of partners and a global community of over 500,000 process pioneers.