INCREASED SPEED, INCREASED PATIENT SATISFACTION

COMPANY OVERVIEW

This healthcare organization is a nationwide leader in specialty pharmacy and in-home nursing services for children and adults with rare and chronic conditions. They provide flexible and customizable infusion therapy options to fit the needs of all of their patients. With patient satisfaction as their top priority, the organization strives to create a positive patient experience from day one — beginning with a highly structured intake process to complete a thorough evaluation of benefits and a personalized treatment plan to best accommodate the patient's needs.

THE BUSINESS CHALLENGE

In the past 20 years, the organization has expanded their services to bring on specialty providers and new drugs. They expanded their operations to include dispensing pharmacies and nursing facilities across the Midwest, increasing their coverage of a wide range of rare and chronic conditions. As the organization continued to grow, it became apparent that their current IT solutions were failing to support the growing needs of their business. Disjointed and highly manual processes created delays in patient onboarding, limiting the organization's ability to maximize their reach to providing care to those in need. The lack of transparency and standardization through the intake process needed to be resolved quickly to enable the business to increase in scale and operate more efficiently.

ABOUT ZIMPATICA

Zimpatica is a digital transformation company specializing in building workflow, process, and business applications on the Appian low-code platform. Through a highly collaborative and structured delivery methodology we work with our customers to build and maintain solutions fit for their specific needs. We cover the full lifecycle of application development and can implement full cloud, on-premise, and off-line solutions.

SOLUTION

Increased Automation

Workflow Standardization

Unified Experience

With a focus on increasing the speed at which new patients could be onboarded, this organization partnered with Zimpatica to build a complete referral intake process on the Appian low-code platform. The solution focused on several key components to increase the speed and efficiency of the intake process. Increased automation, workflow standardization, and data accuracy and reporting were key to the success of the project.

Prior to the build, Zimpatica and the organization completed a review of the process to understand and identify the activities that could be automated. This allowed for the organization's staff to redirect their focus on the critical activities requiring human intervention. The new streamlined process was designed to ensure standardization by incorporating business logic and automation. It created a documented repeatable process
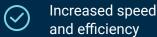
to manage new patient intake and integrated multiple systems into the Appian platform to provide a holistic view of the entire process. This unified experience provides a single interface with which to view all the necessary data across the organization's disparate systems, minimizing the swivel chair effect and improving operational efficiency.

RESULT

With the introduction of the Appian platform, the organization vastly improved the patient onboarding experience, leading to faster and better coordinated care. Through a highly collaborative partnership with Zimpatica, the organization was able to better understand the versatility of the Appian platform. They have found several other use cases to create process efficiencies, enabling continued future growth while keeping patient satisfaction and experience as a top priority. As the organization continues to expand their use of the platform, Zimpatica will continue to provide implementation support to build and deploy additional applications designed to change with the evolving needs of their business and patients.

- ✓ Improved patient onboarding experience
- ✓ Increased speed and efficiency
- ✓ Identified other areas for optimization
- ✓ Designed applications with long-term value

WHATEVER INDUSTRY YOU'RE IN, WE CAN HELP YOU DO IT BETTER. CONTACT US TODAY.

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We are your on-demand team of Appian experts.

www.zimpatica.com