



Software Robotics: From Sci-Fi to the Work Place

Today's Objective



| Think Big

By introducing the concept of software robotics, modern usage, and how MNCM adapted the technology to help reduce provider burden for quality reporting in Minnesota

What Is A Softbot?

Softbot is **NOT** a Physical Robot



Softbot is a configurable software

that **sits on top of a company's existing IT infrastructure**, pulling data, performing algorithms, creating reports, and mimicking other task that a human would otherwise complete.

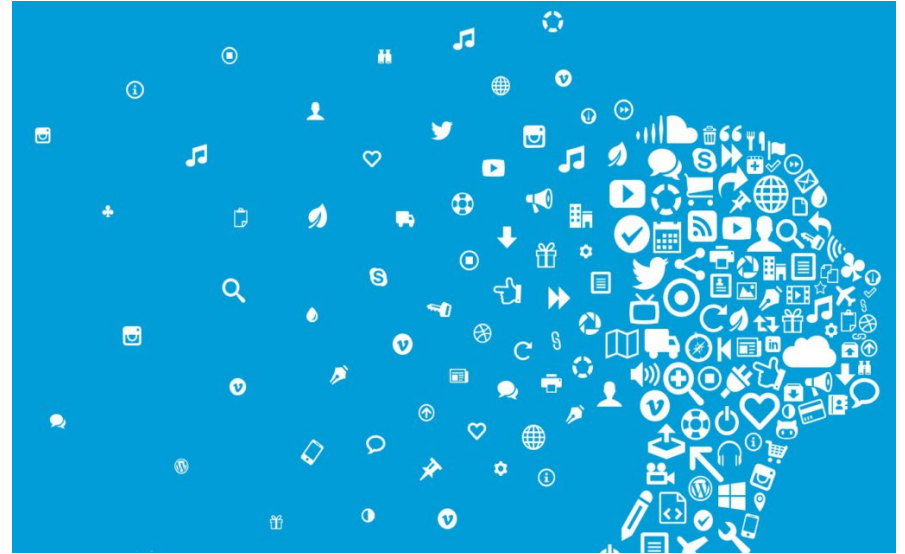
How Does a Softbot Work?

The softbot is configured to complete the same process steps, follow the business rules, and use the same systems that a human does today.

A softbot can be thought of as a virtual employee. Softbot works with existing applications and carry out structured processes automatically. No changes have to be made to existing systems – softbots do the job just like employees.

With softbots, business processes are carried out quickly, without errors and fully automatically.

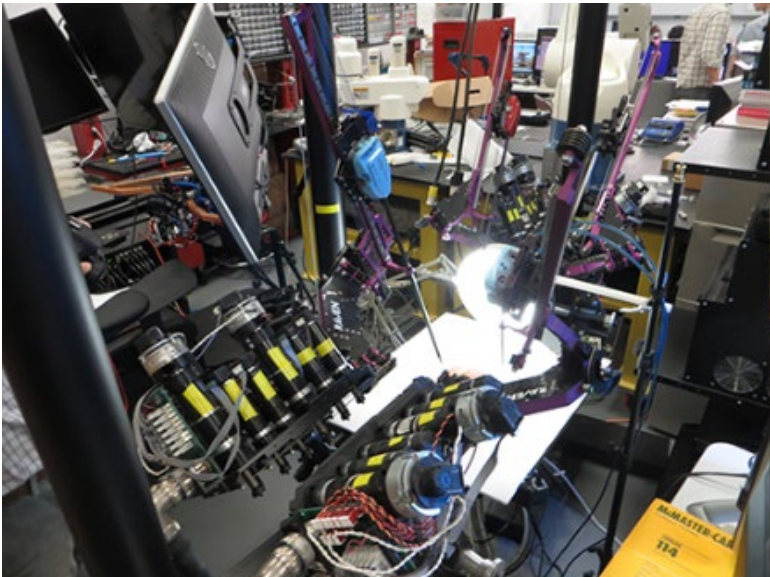
Software Robotics



The Evolution of Hardware Robotics to Softbots



Amazon Warehouse



ULCA Surgical Robot Raven

According to Forrester, in 2018 digital workers (softbots) augmented 311k positions with upwards of 100 million FTE's impacted by 2020. Current market value is 3.7 billion and expected to increase to 8.2 billion in 2024.

Industries that are heavily regulated, compliance driven, and have repeatable task are prime candidates for digital workers.

What Was The Original MNCM Use Case for Softbots?

Burden

Measuring quality of health care is an essential component to improving care received by patients and ultimately to managing the total cost of care. Current methods for the collection and submission of data to support these important ends, however do pose some challenges:

1. Collecting data requires time, resources, attention to detail, and investment of providers
2. Annual submission limits opportunity to identify quality issues as they happen
3. Complexity of data reconciliation from multiple sources requires manual interventions and integrations for measurement



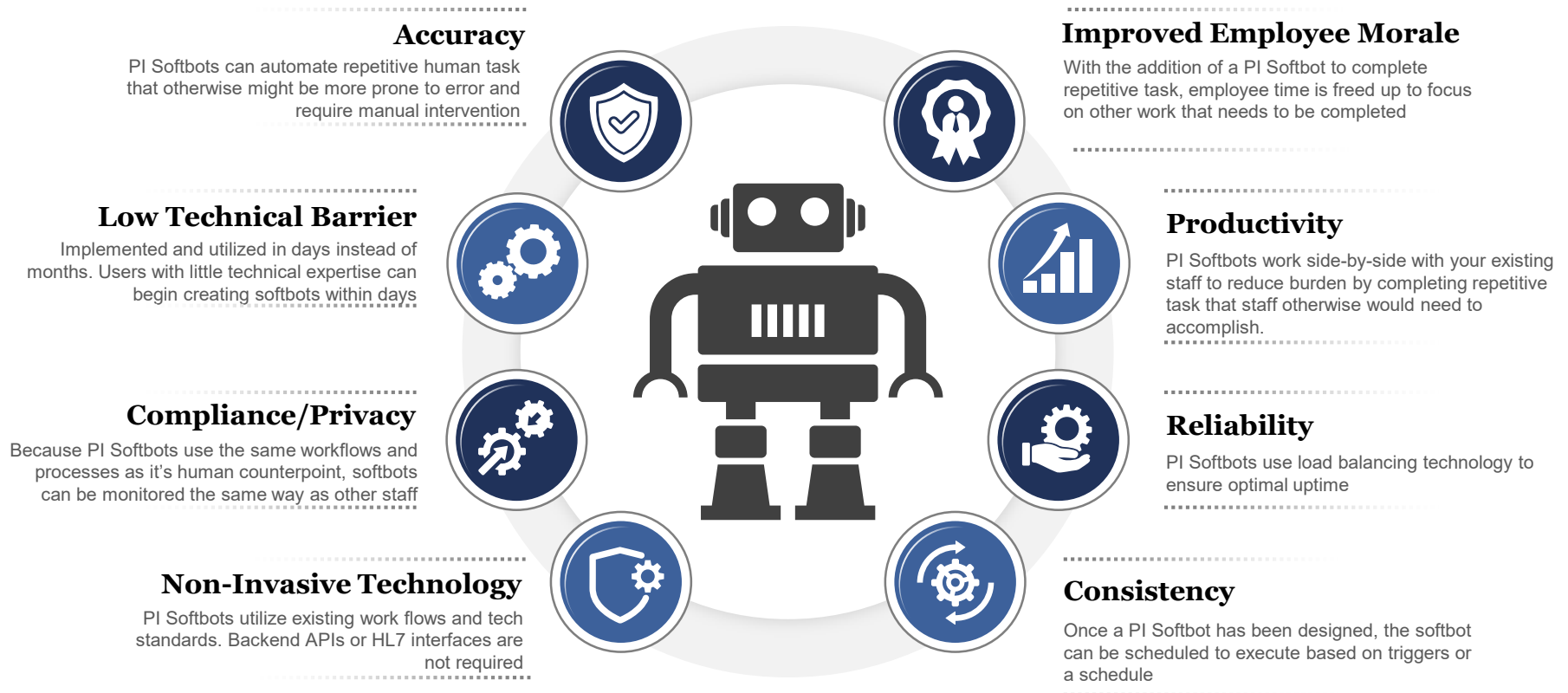
Goal

PIPE seeks to increase benefits and lessen burden for our data-contributing medical groups – while delivering more timely information to inform quality improvement.

1. Enable portal to have multiple approaches for data submission and reduce duplication of effort by central application of measure specifications by MNCM
2. Provide data submitters the ability to contribute data more frequently to facilitate delivery of timely feedback reports and improve timeliness of data files
3. Provide monthly, quarterly, and annual reports to participating groups through the new portal or directly back into the EHR
4. Reduce provider burden by deploying technical mechanism within data application to automate data retrieval, extraction, and analysis of quality measurement data

Process Intelligence (PI) – Software Robotics

MNCM PI creates a digital workforce that works side-by-side with MNCM and PIPE pilots to drive greater efficiency and eliminate almost any manual data-driven activity for quality reporting. Now information that was previously unattainable, unusable or time-consuming to collect and process is readily available to increase productivity, improve decision making and deliver a better customer experience. MNCM PI automates rules-based processes in both the back and front-office.

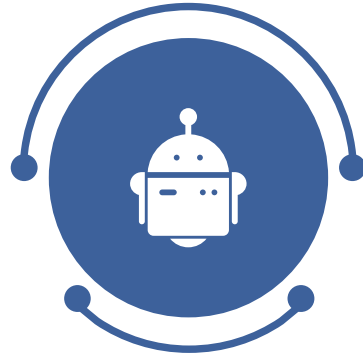


How Does MNCM Use Softbots?



A softbot designer works with a clinic to understand the use case and existing software capabilities, work flow, and process

Depending on the process that the softbot is being designed for, this process can take between one and ten days



A PI Softbot is designed based on clinic needs and requirements

Once all information has been gathered by the designer, work will begin on designing the softbot based on clinic needs.



MNCM and Clinic begin PI Softbot Testing

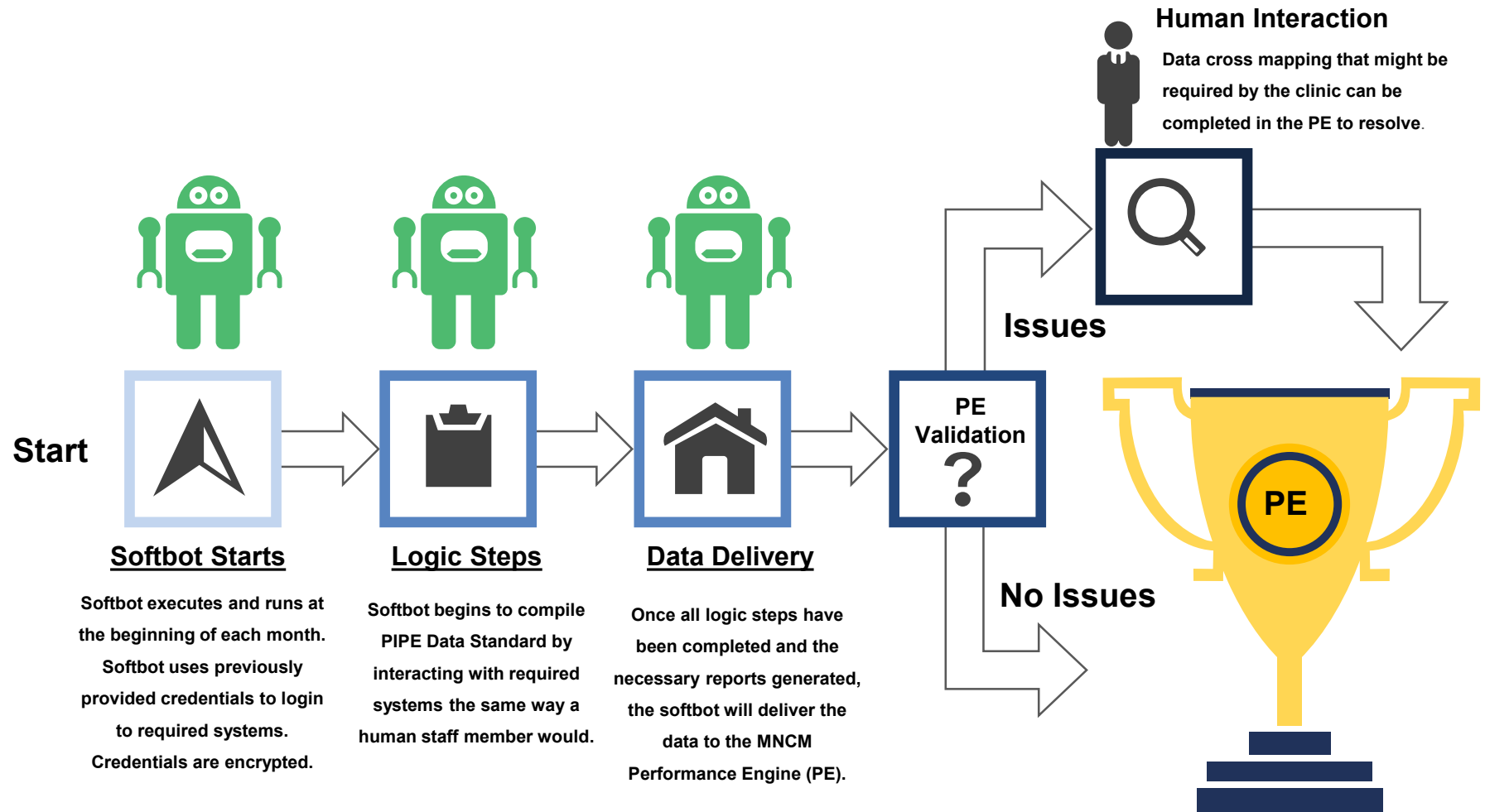
During the softbot development and testing, clinic will be engaged to ensure the softbot is functioning as designed



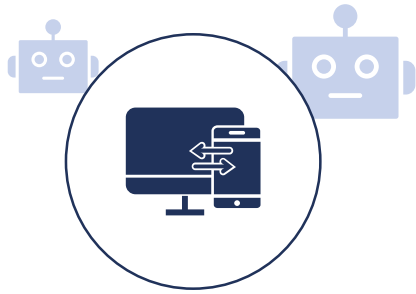
PI Softbot is moved into production

Once the softbot has been designed, tested, and signed off on by the clinic, the softbot will be moved to production and scheduled to run

MNCM PI Softbot – Process Flow



What Are The Different PI Softbot Models?



Measure Extraction Softbots

These softbots are generally created by MNM for clinics that want to use softbot technology to automate data extraction for measure reporting



Enhanced PI Softbot

Organizations that want to use PI Softbots beyond data extraction. Softbots can be used in hour segments.



PI Softbot Designers

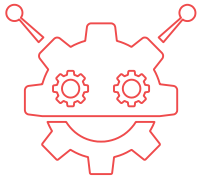
Organizations that want a dedicated softbot that can be utilized or scheduled 24/7



PI Cognitive Computing/Automatic Solutions

For organizations that want a softbot that gains knowledge from data as “experience” and apply what is learned in upcoming situations (eta. 2020)

Can Anyone Design a PI Softbot?

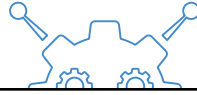


Yes! Match The Speed of Business without Months of Development

Through the Designer Studio, organizations can deploy a softbot quickly to a new process or as an organizations priorities change the softbot can be designed without the need for coding and months of development. Build and deploy automation in a matter of days and weeks—without ripping out platforms that are core to business or re-engineering processes.

The screenshot displays the Designer Studio interface, which is used for building and deploying automation. The top menu bar includes File, Edit, View, Debug, Tools, Settings, Window, and Help. The left sidebar shows a project tree with 'My Projects' and 'Shared Projects'. The main workspace is divided into two panes. The top pane shows a workflow diagram for '75 EHR, Electronic Health Records...'. The diagram starts with a 'Load Page' step, followed by an 'EMR Login Process' step. From the login process, the workflow branches into three parallel paths: 'Code Search - Logic Step 2', 'PPE Data Standard Report - Logic Step 4', and 'Code Verification - Logic Step 3 and 5'. These paths converge at a 'Patient Reports - Logic Step 1' step, which then leads to a final 'Load Page' step. The bottom pane shows a web application preview for '75Health.com'. The preview includes a navigation bar with links for HOME, ABOUT US, BLOG, SERVICES, CONTACT US, and SIGN UP. The main content area features a login/signup form with fields for 'Doctor/Patient Email or ID' and 'Password', a 'Remember me' checkbox, a 'Forgot password?' link, and 'SIGN IN' and 'SIGN UP' buttons. The right sidebar contains an 'Error Handling' tab with options for 'API Exception' and 'Log as Error', and a 'Variables' tab.

PI Softbot Demo – Click Play!





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Thank You