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## Harness the power of a low-code automation platform for greater impact and results.

Five ways Appian helps improve patient experience.

How can healthcare organizations improve patient outcomes and satisfaction?

Healthcare organizations have long struggled to put the patient at the center of care. Despite best intentions, the "patient experience" remains hamstrung by the outdated and siloed systems that are pervasive in healthcare today.

With Appian's industry-leading low-code automation platform, healthcare organizations can quickly unify patient information on a single platform, automate disjointed workflows and systems, and create uniquely tailored experiences.
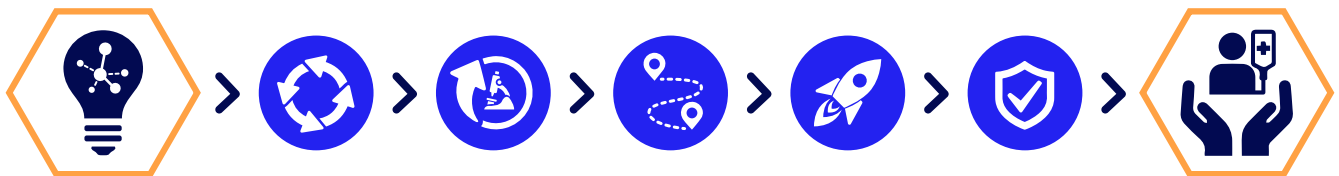
Here are five key ways Appian helps transform the patient experience through its powerful, scalable solution.

Unify patient data.
Establish a holistic view of patient information to improve the delivery of quality care.

Appian makes it easy for healthcare organizations to connect to their existing legacy systems to make the most of current investments while eliminating the data silos that affect how patients are served. Quickly aggregate multiple sources of patient information into a single, comprehensive view, without requiring a massive data migration effort.

Appian provides users with a single, unified source to view all patient information: clinical data, medications, allergies, insurance details, and social determinants of health. Healthcare organizations can also view care team members, past interactions, medical histories, health goals, care plans, scheduled procedures, community support resources, and more from a single source. With this ability, healthcare organizations can give their clinical staff the information they need to make better-informed care decisions. Appian also allows parties within an organization to more easily share all relevant information with patients, other providers, and members of the care team.

Appian enabled a large Midwest healthcare organization to bring together data from over 30 disparate systems to create a single view of patient information, allowing for more effective medical decision-making.

Streamline workflows.
Eliminate disjointed processes so that patients enjoy smooth, seamless interactions.

Appian simplifies patient interactions by streamlining critical processes, bringing industry-leading workflow, artificial intelligence (AI), and robotic process automation (RPA) together for full-stack automation. By eliminating redundant, manual tasks, staff can work more efficiently and focus on patient care.

With streamlined workflows, healthcare organizations are able to provide timely follow-up and referral scheduling for faster, more efficient care. This also allows organizations to initiate and track personalized care plans for patients with chronic conditions or diseases and reduce their time spent in the hospital or a physician's office.

Advanced business process management, case management, and collaboration capabilities help to bridge core systems and provide the impact healthcare organizations need for enterprise-wide change efforts.

With Appian, providers are able to increase the accuracy of billing estimates, track the status of claims and remittances with payers, and handle any leftover collection needs, all from a single platform.

By putting all of these capabilities together, Appian allows organizations to automate end-to-end processes, providing patients with a quality care experience—from treatment to working with their insurer to ensuring their billing is processed correctly the first time.

A large research institution needed to accelerate clinical trial startup to provide patients with faster access to the latest therapies. By automating intake and monitoring processes and integrating them with existing CTMS tools they created a seamless, end-to-end solution. Faster startup meant happier sponsors and better care options for patients.

Personalize the patient journey and impact results.
Rethink the cookie-cutter approach to patient care.

The problem with most pre-built (packaged) software solutions is that they reduce patient care to the lowest common denominator, leaving patients to feel like a statistic, rather than tailoring care to each unique case. Without significant customization, such solutions limit an organization's ability to provide personalized service, and with it an organization's packaged software is generally rendered obsolete and nearly impossible to upgrade. Users serving patients are left with cumbersome technology requiring workarounds via spreadsheets, pen and paper, or email.

Appian is different. The platform is designed to build tailored solutions that stay current as technology evolves. Organizations can rapidly build applications that support their unique needs and deliver differentiated patient experiences.

A leading cancer network deployed a quality tracking solution to ensure its affiliates can deliver consistent and differentiated care for individual patients. Using Appian, the organization delivered, in just under five months, a mobile-enabled solution to eliminate time-consuming manual processes. The solution reduced administrative burden and allowed for a greater focus on providing exceptional care.

Deliver patient solutions — fast.
Innovate faster to provide patients with differentiated experiences.

Appian is fast. Application development on Appian is up to 20X faster than traditional development. With a low-code application platform, organizations can rapidly build software that is tailored to their unique needs and leverages the latest technology.

Patients and providers get a true omni-channel experience with applications that are instantly available on both the web and as native mobile applications (iOS/Android).

With Appian, providers can get to market fast with the modern capabilities their patients want and leverage new technologies like IoT devices and telemedicine as well. This speed also gives organizations the flexibility and agility they need to quickly respond to emerging health concerns, compliance issues, and competitive threats.

With the COVID-19 crisis threatening to overwhelm its resources, a major West Coast IDN was able to rapidly build a mobile-enabled solution to track clinical trials for potential patient vaccine viability. The solution went from idea to deployment in less than a week.

Give patients peace of mind.
Alleviate security concerns for personal health information.

Patients want to trust that their private health information (PHI) is safe at their healthcare organizations, and just like their patients, organizations don't want to have to worry about security or data availability on their key systems.

Appian ensures regulatory and security compliance by incorporating HIPAA, ISO 27001, HITRUST, and PCI compliance as part of the platform's cloud and security framework. Every application and every artifact built on Appian's HIPAA-compliant cloud offering is trusted to have these certifications and the proper processes in place for governance and compliance.

Appian Cloud is also HITRUST and ISO 27001 Certified. The HITRUST Common Security Framework (CSF) helps organizations by providing an efficient and prescriptive framework for managing the security requirements inherent in HIPAA.

With the peace of mind of Appian, organizations can focus on what they do best: providing patient focused care. Let Appian focus on delivering secure technology solutions, so healthcare organizations can maximize their time practicing medicine and delivering great patient experiences.

Speed, security, and scale allow healthcare organizations to be more agile and responsive to patients and providers. Appian's powerful platform helps healthcare enterprises focus on delivering outstanding patient experiences.

Top healthcare customers trust Appian:

BMI Healthcare · KAISER PERMANENTE · NuLife Med

CIHI ICIS · psHEALTH · benendenhealth because life is precious · SHARP

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Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian solutions to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit appian.com