



AfroCentric

GROUP

Robotic Process Automation (RPA)

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What is Robotic Process Automation?

A DIGITAL WORKER typically referred to as a “BOT”

It is scalable, secure, reliable, fast, does not make errors and wont take holidays or sick days

WHAT does it do?

It emulates the work of a human through the same user interfaces

What work can a BOT perform?

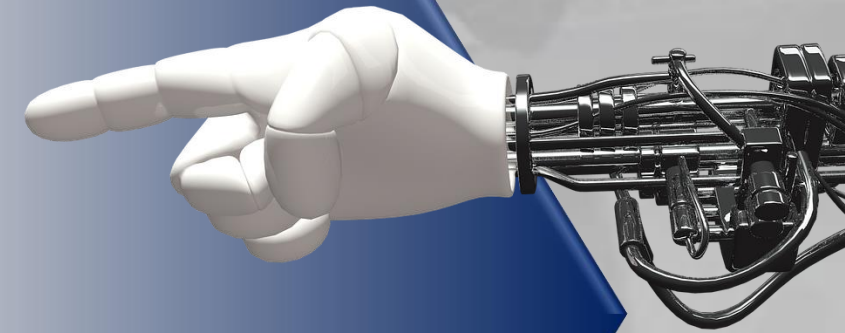
Any repetitive task that is rule based and relies on structured data

Are they able to complete tasks end-to-end?

Yes, however in some cases, it only manages part of a task working together with the human worker

How do you set these BOTs up?

Quite easily via a process design tool. You do not need IT developers.
They are controlled and monitored by humans





Challenges in Healthcare Administration

Challenges

- **Multitude of systems** - most designed on legacy requirements
- **Increasing number of healthcare funding models**
- **Increasing volume of work** - growing complexity of payment rules
- **Growing need for more agile customer service models**
- **Increasing demand for core solution development** - finite resource pool
- **Scarcity of business skills & long lead time** to develop them
- **Increasing demand on existing resource pool**
- **Consolidation of Schemes** – need to customise rules and processes
- Growing need to **accurately and seamlessly move data between systems**

Fall-Out

- Degraded service experience
- Increased workarounds and manual tasks
- Increased potential risk of human errors
- Longer turn around times on service delivery
- Increased cost of operations
- Conflicting priorities
- Employee fatigue





What needs to change....

- **Scarce skills** should be assigned to value adding tasks
- Business leaders should **embrace and drive news ways of delivering automation**
- **Reduce the dependency on core system development** to deliver business capabilities
- **Redesign processes** to add value to the customer
- **Reduce unnecessary administration** by integrating processes across silos and driving culture change
- **Business Change Management** and the skills development



**A MIND SHIFT TO
EMBARCE THE DIGITAL WORKER**



Digital Worker utilisation areas

Virtual Handling



Rapidly performing repetitive tasks otherwise done by humans - reduce cost, accelerate timing, improve reliability and reduce risk.

Data Movement



Sourcing, lightly transforming and loading data for reporting, analytics, data profiling and system testing and migration.

Digital Enablement



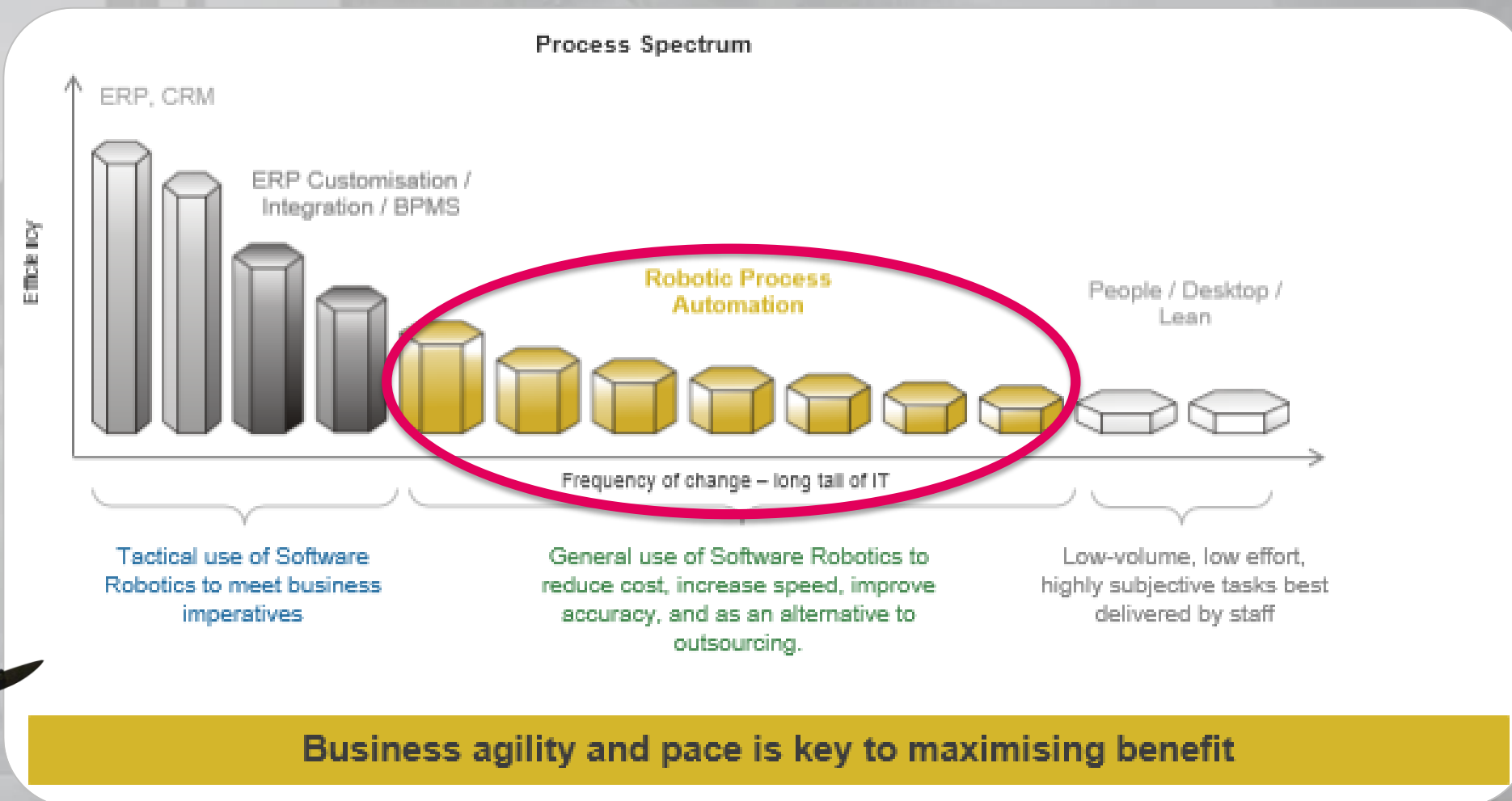
Adding digital/mobile to application(s), such as customer preference/profile, sales or service transactions.





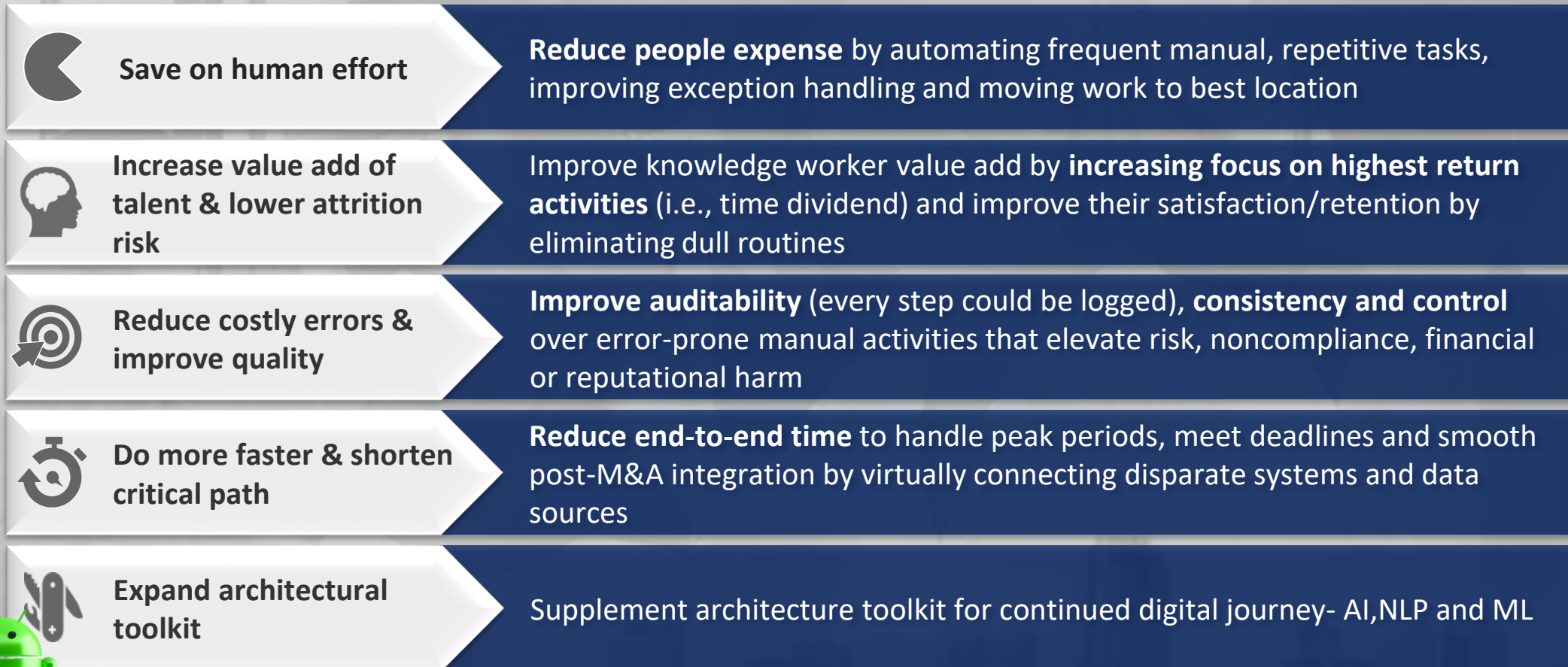
Adapt | Accelerate | Grow

Where RPA fits in





RPA benefits – The “Triple Aim”



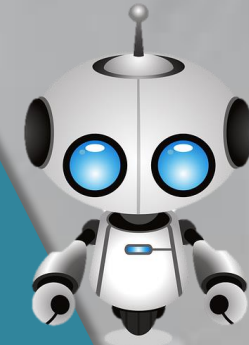


RPA utilisation via selection criteria

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Selection Criteria Process

- 1** Process is executed frequently and in large volumes.
- 2** Process requires access to **multiple systems**.
- 3** Process can be broken down into **unambiguous rules**.
- 4** **Structured digital data** will be available.
- 5** Process is prone to **human error**.
- 6** Process requires **limited exception handling**.
- 7** Process, once started, needs **limited human intervention**.
- 8** Stakeholder and process maturity



Our Journey - Typical areas to deploy

- | IT services | HR services | Administration | Managed Care |
|---|---|---|--|
| <ul style="list-style-type: none"> ▶ Data transformation ▶ Tariff file loading ▶ Data base refreshes | <ul style="list-style-type: none"> ▶ Recruitment: <ul style="list-style-type: none"> ○ Upload recruitment files onto system ○ Upload data from applications onto systems ○ Issuing of contracts ▶ Payroll | <ul style="list-style-type: none"> ▶ Underwriting ▶ Member onboarding ▶ Contribution management and credit control ▶ Query workflow management ▶ E-mail processing | <ul style="list-style-type: none"> ▶ Claims process integration ▶ Case Management ▶ Pre-authorization ▶ Clinical data transformation ▶ Communication triggers ▶ Fraud Management |

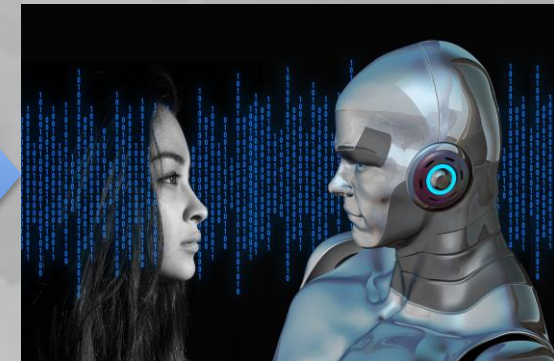
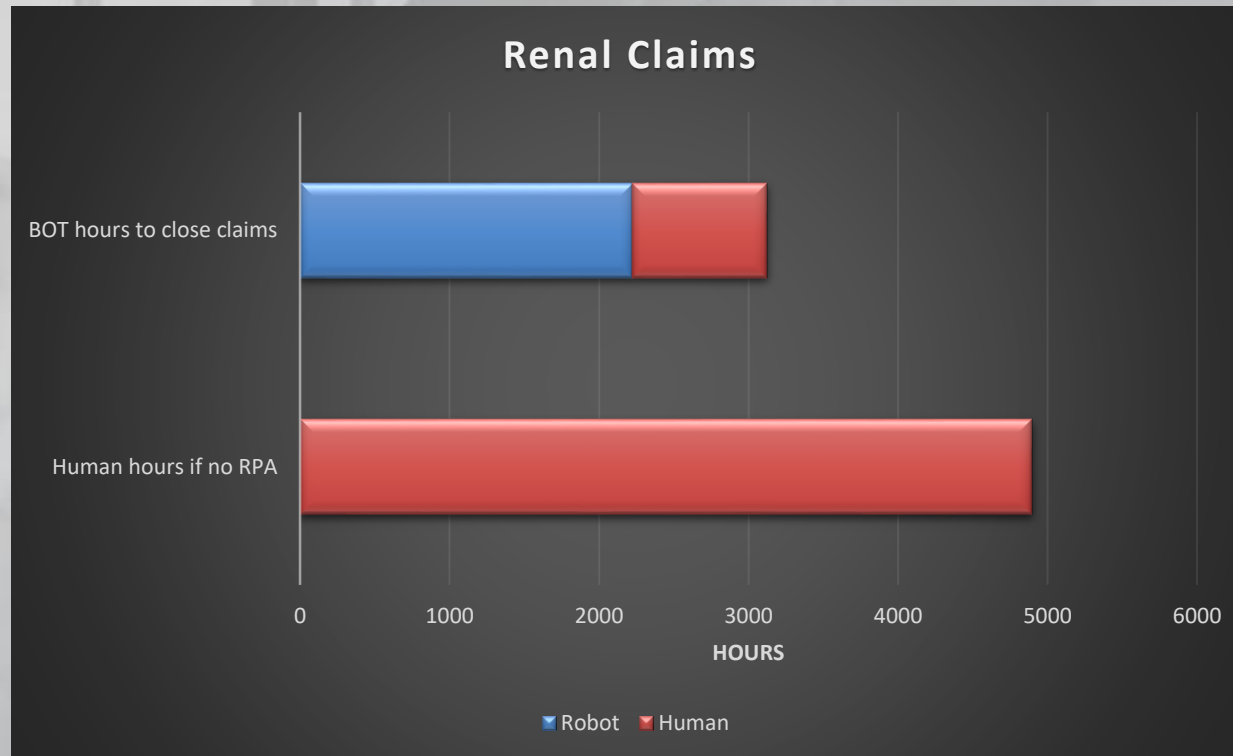
RPA has delivered on average R2 saving for every R1 invested





RPA Renal Claims Performance

(Transactional Processing)

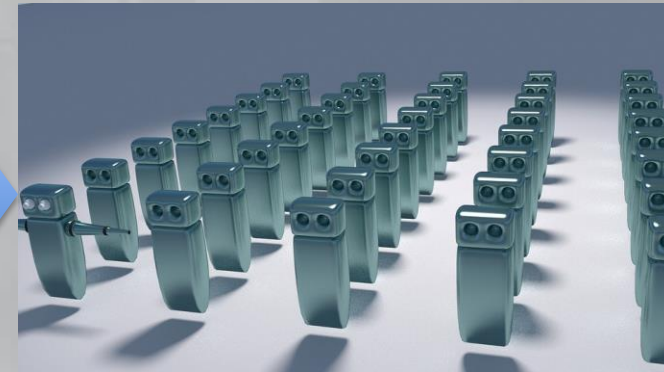
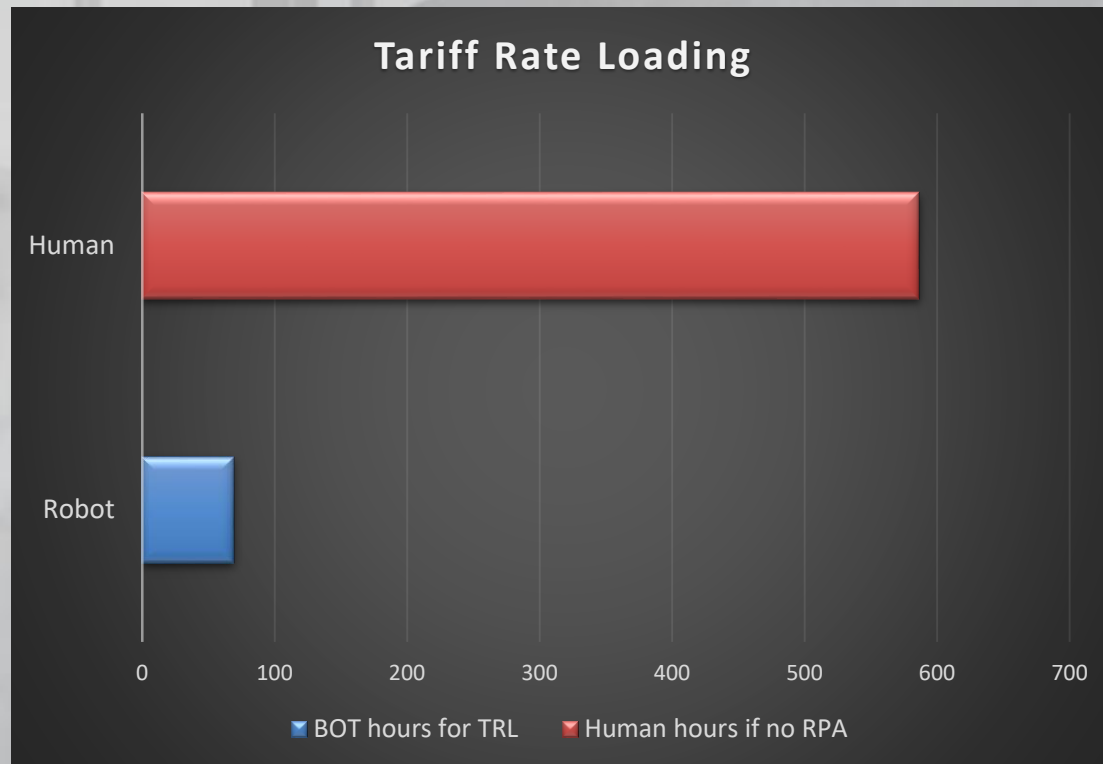


- A robot processed 97 929 claims within a period of 6 months.
- The equivalent amount would take a human 24 months to process and close.

Robot 6 months vs Human 24 months



Tariff Rate Loading Performance (Data Transformation)



- A total of 135,733 tariffs were loaded via RPA.
- The equivalent volume would take a human 8.5 times longer to load, excluding QA which is largely negated via RPA.

National Health Services - UK

Adapt | Accelerate | Grow

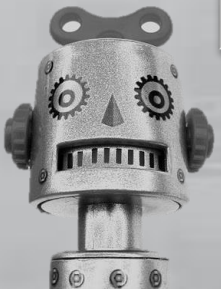


- Kiosk check-in at out-patients – separate to admissions system
- Moving data between booking systems
- Moving referral data and clinical results from disparate systems to centralized clinical system
- E-mail handling
- Data sharing / transformation between Regional Fund to National data base
- Fast tracking Oncology cases – breast cancer



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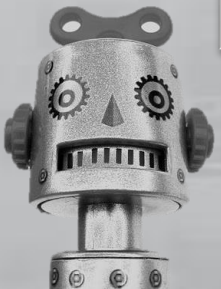
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National Health Services – New Opportunities

- Scheduling of appointments and sending reminders
- Reminders to “high risk” Chronic patients
- Human capital onboarding and credentialing
- Procurement – invoicing and fulfilment

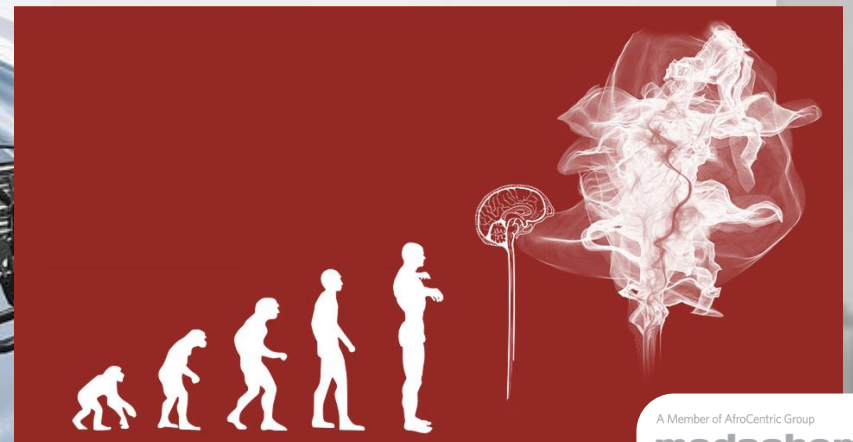
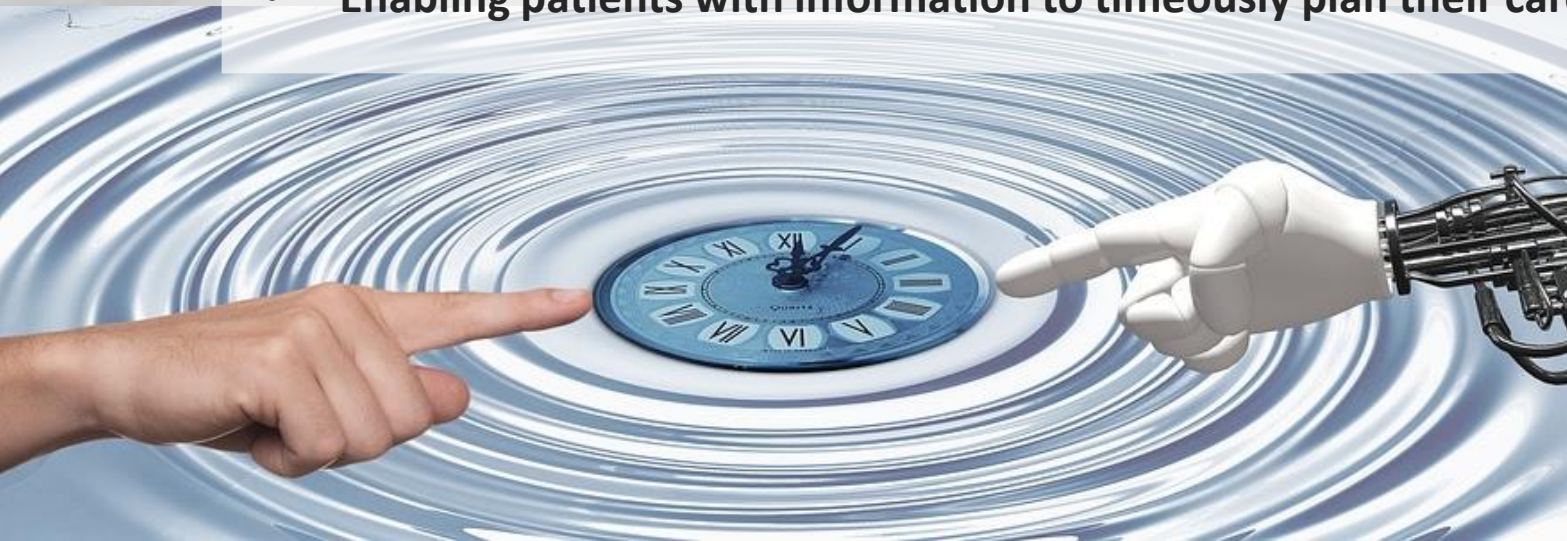


The Future of RPA

Adapt | Accelerate | Grow



- **Large scale automation** of repetitive administration processes
- **Bringing the human into the loop** as real co-workers
- **Integrating with Artificial Intelligence** to complete tasks
- **Data transformation** between healthcare data stores
- **Speeding up access** to care pathways within healthcare facilities
- **Enabling patients with information** to timeously plan their care



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Thank you 😊

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