

Process Intelligence for Healthcare

Every health system, hospital, and physician is being asked to do more with less. These providers face increasing pressure to manage incoming revenue, optimize resource utilization, and reduce overall costs while preventing illness, optimizing care, and improving patient outcomes. It's an increasingly difficult challenge, made even more so by pandemic-induced stress.

But, as a healthcare provider, you must continuously improve, streamline, and accelerate your business. Revenue cycle management is the one unique area where administrative and clinical workflows combine. This combination offers opportunities to optimize both operations and the end-to-end revenue cycle, and process intelligence is the key.

Healthcare Complexities Require a New Approach

Administrative and clinical activities interact in the healthcare revenue cycle to create complex processes that impact every area of your provider operations. Along the way, revenue activities require data from dozens of systems, impact hundreds of processes, and require input from a broad array of workers. To improve this process requires first understanding the true steps behind such a complex cycle

FortressIQ Process Intelligence delivers real-time, data-driven insights to create a detailed map of your healthcare business—across all applications, through each department, and for every process. This intelligence enables informed decisions as you optimize the tasks powering your complex and cross functional revenue cycle. With a deep understanding of the interconnectedness of your people, process, technology, and information, you're then equipped to make rapid and impactful changes to your business.

How FortressIQ Helps Healthcare Providers

FortressIQ Process Intelligence uses computer vision, machine learning, and artificial intelligence to capture and discover the details of every business process. The process data is then decoded to provide actionable insights so you can make faster, more informed decisions on process optimizations, digital transformations, cloud adoption, and more. FortressIQ also requires zero integration with its universal application compatibility, works without disrupting employees, and captures granular process details unmatched by traditional process mining and discovery methods.

FortressIQ Benefits for Healthcare



Speed

Discover and document revenue cycle processes up to **90% faster**



Scale

Automatically generate process documentation and a transformation roadmap



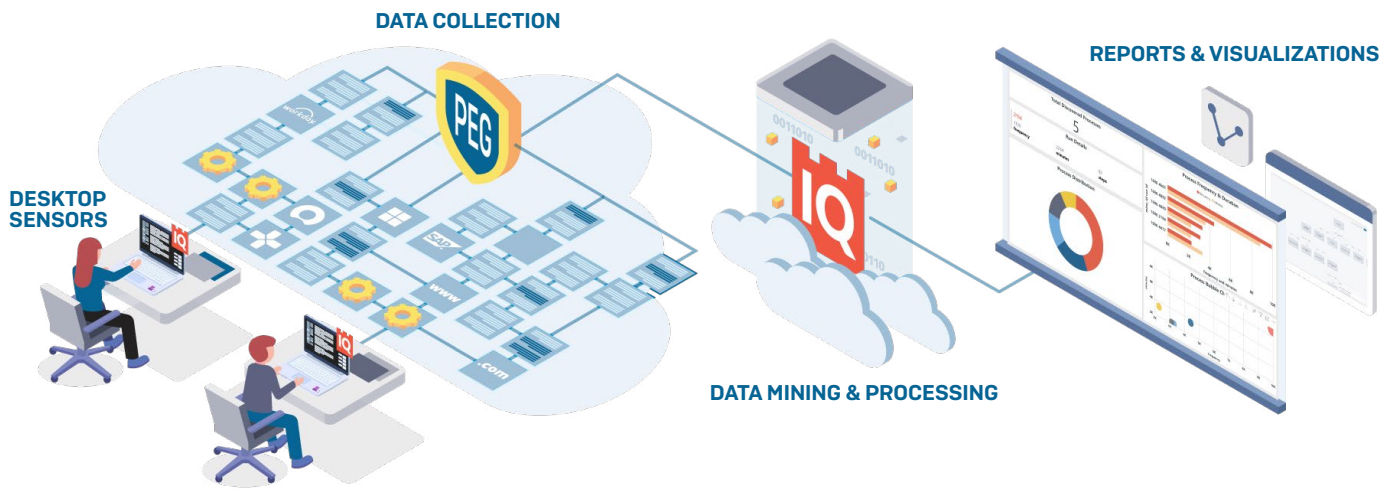
Accuracy

Easily capture **every step across every application** and your entire operations



Efficiency

Deploy in minutes, with no integration, no log files, and no process friction



Decode Work With Comprehensive Visibility

Instead of capturing limited process logs or conducting slow, expensive consultant interviews, FortressIQ follows the human with automated business process discovery, modeling, and documentation. It works everywhere your business works, capturing process data at the most granular level, from patient to payer, performed on any application, and across your entire operations. It then presents process visualizations and reports, allowing you to view the data from a broad perspective or focus on a single process thread, and empowering you to make data-driven decisions with increased confidence.

Where Healthcare Is Putting Process Intelligence to Work



Provider

- Optimize patient flow
- Focus quality improvements [QI]
- Improve revenue cycle management



Payor

- Streamline policy issuance and underwriting
- Accelerate claims processing
- Improve member relationships



BioPharma

- Accelerate clinical trials
- Improve GCP/GMP compliance
- Optimize pharmacovigilance (PV) and AE reporting




Adapt to Healthcare Disruption

The effects of the pandemic may be receding, but continued healthcare disruption shows no signs of abatement. Simultaneous pressures to digitize, innovate, and scale your administration are being exacerbated by increasingly demanding patients, faster and more agile vendors, and constantly shifting healthcare business models and trends in payer preferences. Process optimizations and adjustments are required, but moving forward with incomplete or incorrect information can cause even more problems.

FortressIQ quickly decodes work at every level, with no bias or blind spots, and no gaps. You can then use this process intelligence to optimize operations, automate repetitive processes, accelerate supply chains, increase compliance and controls, streamline logistics, and much more. Even if systems and processes change across brands, business lines, and regions, FortressIQ provides continuous and comprehensive coverage so you can identify risks, optimize work, and focus on sustainable growth.

FortressIQ in Action: Insurance Enrollment Automation

Healthcare complexity combined with manual processes leads to inefficiencies, poor utilization, and excessive costs. Automation offers huge improvements, but only if processes are granularly decoded:

 CHALLENGE: Manual Process Inefficiencies	 SOLUTION: FortressIQ Process Intelligence	 RESULTS: Positive ROI in Just 3 Months
<p>This leading health insurer was losing more than \$5 million annually due to a manual patient enrollment process. The firm considered automation, but manual process discovery methods would consume 6 months, followed by a 6 month automation effort. It was time they couldn't afford.</p>	<p>In just 2 weeks, FortressIQ automatically discovered, mapped, and documented the details of processes spanning 100 administrators. The resulting process intelligence provided full coverage and recall across processes using both custom and web applications.</p>	<p>FortressIQ captured 100% of processes and variants to ensure accurate process automation with minimal rework across approximately 1,600 hours of manual work. The accuracy of process intelligence reduced the time to automate by 75%, enabling the firm to recover \$2.2 million in previously lost revenue and delivering a positive ROI in 3 months.</p>

Is FortressIQ Right for You?



Automation

Reduce time-to-value on your RPA investment



Operations

Leverage your existing technology investments



Experience

Maximize workforce productivity



Performance

Reduce operating expenses



Transformation

Optimize your business outcomes

Learn more about how we enable accurate, automated process discovery in just a few weeks.

REQUEST A DEMO TODAY

About FortressIQ

FortressIQ enables enterprises to decode work, transform experiences, and enhance workflows with the industry's most advanced process intelligence platform. Using innovative computer vision and artificial intelligence, FortressIQ delivers unprecedented process insights, extremely fast, and with detail and accuracy unattainable with traditional methods. The platform autonomously acquires process data at scale even as processes extend across systems, empowering enterprises to understand, monitor, and improve operations, employee and customer experiences, and every business process. FortressIQ was founded in 2017, and is backed by Lightspeed Venture Partners, Boldstart Ventures, Comcast Ventures, Eniac Ventures, M12 and Tiger Global. To learn more, please visit www.fortressiq.com.