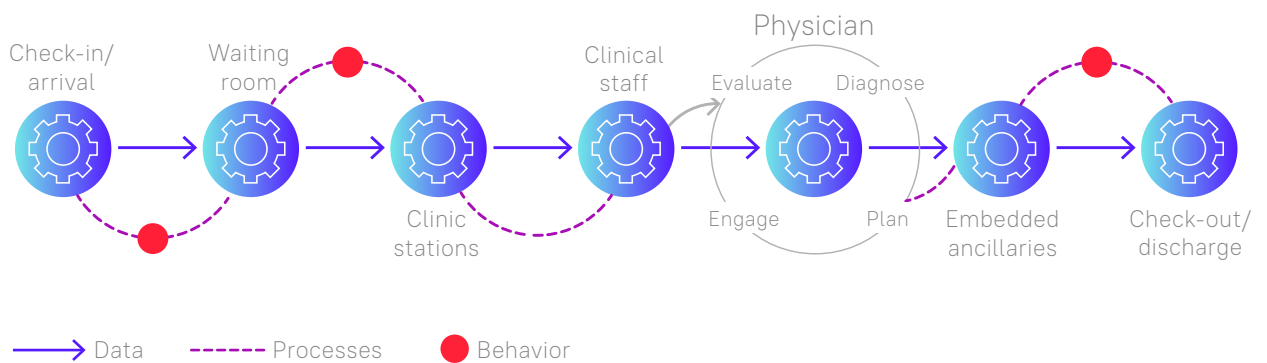**ABBYY**

Patient Journey

Get the insights you need to improve patient satisfaction at every step

Pulling back the curtain on the patient journey

From appointment setting to check-out, from arrival to discharge, every touchpoint in the patient journey offers a chance to increase (or decrease) patient satisfaction and cost efficiency. To deliver the highest quality of care while controlling costs at every stage, optimizing the interaction of people, processes, and technology is key.

Mapping the patient journey and identifying opportunities for improvement can be a challenge given the **ad hoc** nature of healthcare and the uniqueness of every patient's condition. Some business intelligence and process mining tools can offer insights regarding **what** happens at every step, but often fall short of explaining **why** things happen the way they do.

Check-in/ arrival

Waiting room

Clinic stations

Clinical staff

Physician

Evaluate   Diagnose

Engage   Plan

Embedded ancillaries

Check-out/ discharge

Data   Processes   ● Behavior

Uncovering opportunities at every touchpoint

Mapping the patient journey manually could require hundreds of hours of interviews, observation, and data analysis. Even if there were no human error or bias to skew the results, the organization could still be left with more questions than answers… or with more exceptions than standard paths.

ABBYY Process Intelligence uses data from your own systems — including legacy applications, databases, EHRs, LIMS, RIS, PACS, RCM, and more — to recreate the patient journey as an interactive model for each individual. Patient journeys are then organized into groups representing similar paths. As more journeys are mapped, patterns emerge to reveal standard, expected paths as well as unexpected outliers.

When patient demographics, diagnoses, and payment histories are added to the analysis, more patterns emerge, enabling you to fine-tune your improvement efforts. Overlaying organizational data such as treatment location, equipment, and staff members involved in patient interactions can provide additional insights to enable further optimization.

## ABBYY Process Intelligence delivers the insights that can help your organization to:

- Create a current, real-world picture of patient journeys, both "standard" paths and exceptions

- Identify specific root causes of process inefficiencies and address them efficiently

- Predict and plan for future process failures

- Streamline interactions between departments

- Optimize asset utilization in key areas such as the ED and OR

- Identify best practices that can be shared across departments and facilities

ABBYY for the patient journey

ABBYY's Process Intelligence platform applies artificial intelligence to process mining methods to create a visual model of the "typical" patient journey as well as all its variations. This snapshot, based on data from your own systems, helps you understand what's working well, where the bottlenecks are, and how you can improve the patient experience without driving up costs.
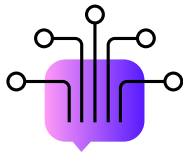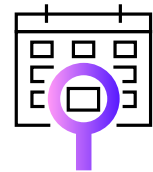
Discovering and Mapping
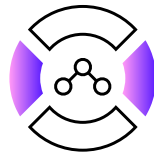
Analysis and Optimization

Monitoring and Alerting

Prediction and Forecasting

Discover the ABBYY difference

ABBYY empowers healthcare providers to easily discover, understand, and manage business process execution more effectively. Through our proprietary approach to Process Intelligence, we place in your hands the solutions you need to achieve

- End-to-end process visualization
- Customer journey visibility
- Intelligent Document Processing
- Greater efficiency
- Compliance risk management
- Continuous improvement
- Cost reduction

Digital transformation enables healthcare organizations to optimize use of their resources while maintaining high standards for patient care. ABBYY uses Digital Intelligence to ensure that technology accelerates the organization towards the achievement of its goals, now and in the future.

Learn more at **ABBYY.com**.