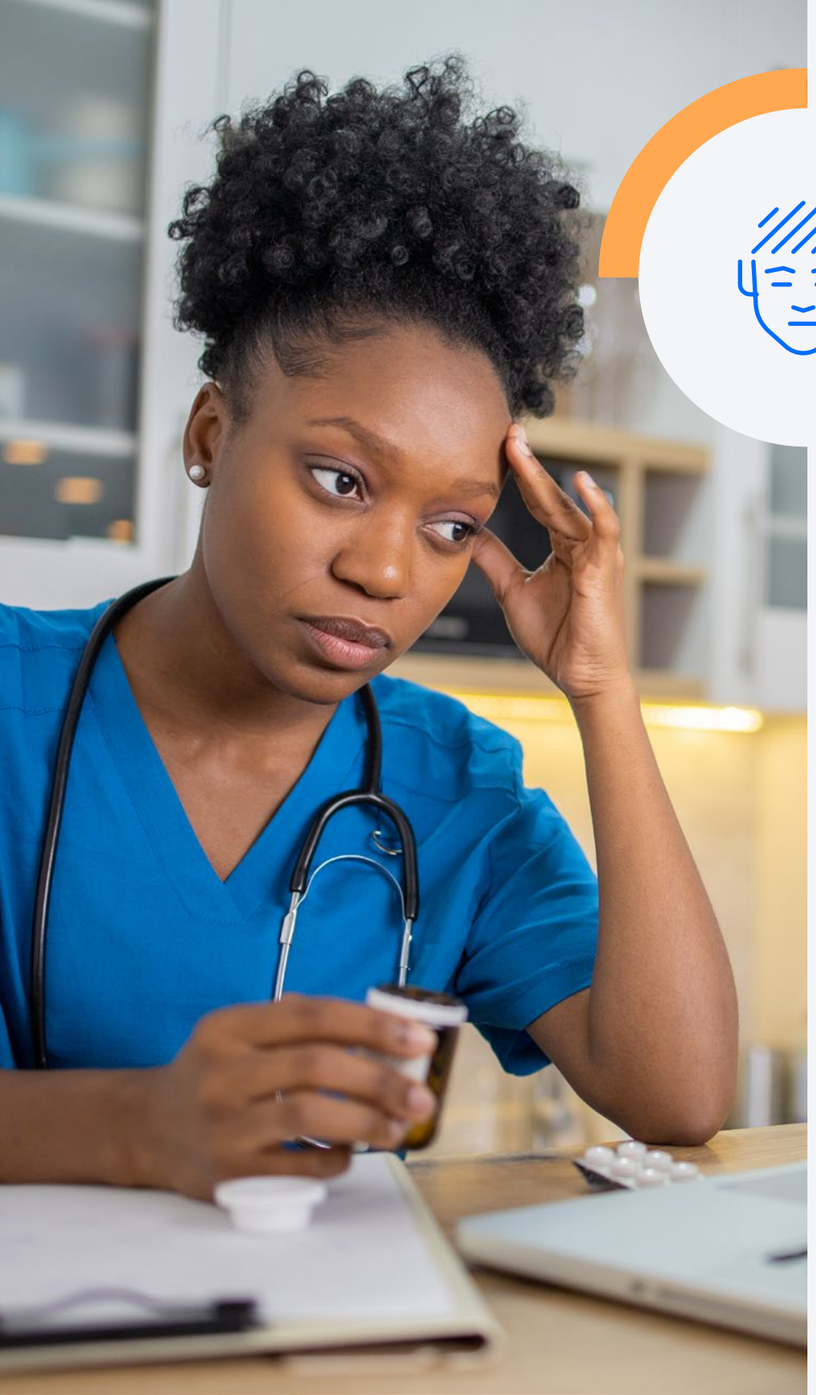
LGi healthcare solutions

From burnout to breakthrough:

How RPA transforms healthcare workflows.



Healthcare professionals face unprecedented levels of stress, leading to burnout, staffing shortages, and decreased patient satisfaction. With over **50% of healthcare workers experiencing burnout post-pandemic**, the industry stands at a critical juncture. Studies from JAMA Network Open confirm this crisis is affecting patient care quality and healthcare sustainability.

The consequences of this burnout epidemic extend far beyond individual well-being. Healthcare organizations are experiencing record turnover rates, with nearly 1 in 5 healthcare workers having left their positions since 2020. This exodus creates a vicious cycle—fewer staff members must shoulder increasingly heavy workloads, further exacerbating stress and burnout.

At the heart of this crisis lies a troubling paradox: healthcare professionals enter the field to care for patients, yet find themselves drowning in paperwork and administrative tasks instead. A Mayo Clinic study found that for every hour physicians spend with patients, they spend nearly two hours on documentation and administrative work. This imbalance fundamentally undermines both job satisfaction and care quality.

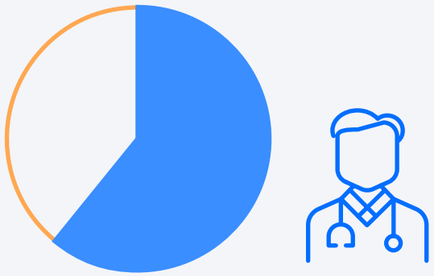
Robotic Process Automation (RPA) offers a powerful solution, alleviating administrative burdens and empowering staff to focus on what matters most—patient care. By automating repetitive tasks that consume valuable clinician time, RPA technology is emerging as a key strategy in addressing healthcare's burnout epidemic.

Unlike other technological interventions that may require significant infrastructure changes, RPA works with existing systems to automate routine processes through software "robots" that mimic human actions. These digital workers can handle everything from insurance verification and appointment scheduling to claims processing and data entry—tasks that traditionally consume hours of staff time without adding clinical value.

Chapter 1

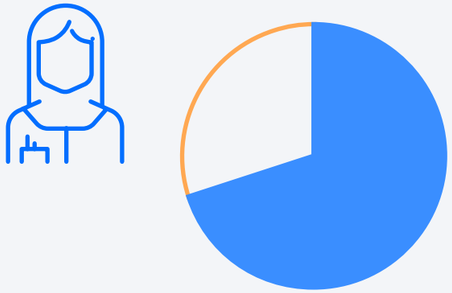
The burnout crisis

Why healthcare needs automation



61% of physicians reported experiencing burnout.

Nursing has been similarly affected, with burnout rates climbing to nearly 70% in some specialties.



The scale of the problem

Burnout in healthcare has reached critical levels, affecting over 50% of healthcare workers according to research from the National Academy of Medicine. This phenomenon—characterized by emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment—has been declared a public health crisis by many experts.

The COVID-19 pandemic dramatically accelerated this trend, pushing already-strained systems to the breaking point. A 2021 survey by the American Medical Association found that 61% of physicians reported experiencing burnout, a 41% increase from pre-pandemic levels. Nursing has been similarly affected, with burnout rates climbing to nearly 70% in some specialties.

Administrative burden: the hidden culprit

While patient volumes and acuity contribute to burnout, administrative overload consistently ranks among the top contributors to this crisis. Healthcare professionals spend up to 70% of their time on administrative tasks rather than patient care:

- **Documentation demands:** The average physician spends 4.5 hours daily on EHR tasks, often extending their workday by 1-2 hours of "pajama time" to complete records at home
- **Billing complexity:** Medical billing staff navigate over 70,000 ICD-10 codes and constantly changing payer rules
- **Regulatory compliance:** Healthcare organizations must maintain documentation for numerous regulatory bodies, creating additional administrative burden

A study in the Annals of Internal Medicine found that for every hour physicians spend in direct patient care, they spend nearly two hours on EHR and desk work. Nurses face similar challenges, with studies indicating they spend only 37% of their time on direct patient care.

The ripple effects

This administrative burden creates a cascade of negative outcomes throughout healthcare systems:

- **Professional dissatisfaction:** Clinicians report feeling like "data entry clerks" rather than caregivers
- **Decreased engagement:** Excessive paperwork diminishes the meaning and purpose that attracted professionals to healthcare
- **Rising turnover:** Each departing physician costs an organization between $500,000 and $1 million in recruitment, onboarding, and lost revenue
- **Safety concerns:** Cognitive overload from administrative tasks increases the risk of medical errors
- **Patient experience impacts:** Less time for patient interaction leads to decreased satisfaction and poorer communication
- **Financial consequences:** Inefficient processes increase operating costs and reduce revenue capture

The automation imperative

By offloading these repetitive tasks, RPA directly tackles a key root of burnout. Automating documentation, data entry, and administrative processes allows healthcare professionals to reclaim their time and focus on their primary mission—caring for patients.

Modern RPA solutions can:

- Extract and process structured data from multiple sources
- Automatically populate fields in electronic health records
- Verify insurance eligibility in seconds rather than minutes
- Process claims and identify potential issues before submission
- Schedule appointments while optimizing provider and resource utilization
- Generate and distribute reports without manual intervention

These capabilities address the precise pain points that drive administrative burden, making RPA a targeted intervention for burnout reduction. By delegating routine tasks to digital workers, healthcare organizations can help restore the balance between administrative work and clinical care—allowing their human staff to practice at the top of their license and reconnect with the meaning in their work.

Chapter 2

Augmenting teams,

not replacing them

One of the most persistent misconceptions about automation in healthcare is that it aims to replace human workers. This fear creates resistance and undermines adoption of technologies that could significantly improve the work environment. In reality, RPA serves as a digital assistant, allowing healthcare workers to redirect their time toward activities that require human judgment, empathy, and specialized training.

The human-machine partnership

As Davenport and Kalakota note in their research on AI in healthcare, automation technologies are most effective when designed to complement human capabilities rather than substitute them. RPA excels at handling structured, repetitive tasks while humans focus on complex decision-making and interpersonal care.

Barrett and colleagues describe this relationship as "boundary reconfiguration," where technology takes on routine tasks, creating space for humans to engage in higher-value activities. In healthcare, this means RPA handles administrative processes while clinicians and staff focus on patient interactions and clinical decisions that require human expertise.

From data entry to patient advocacy

Consider the evolving role of a patient financial counselor. Without automation, these professionals might spend 70% of their day on insurance verification, benefit calculations, and paperwork processing—leaving little time for actual patient counseling.

With RPA handling these routine tasks, the same professional can transform their role:

- **Before RPA:** 5-6 hours daily on administrative tasks, 1-2 hours on patient counseling
- **After RPA:** 1-2 hours supervising automated processes, 5-6 hours on personalized financial guidance

This shift doesn't eliminate the counselor's job—it elevates it, allowing them to use their expertise and interpersonal skills to better serve patients facing complex financial decisions about their care.

With **RPA handling routine tasks**, the same professional can transform their role

Before RPA

5-6 hours daily on administrative tasks, 1-2 hours on patient counseling

After RPA

1-2 hours supervising automated processes, 5-6 hours on personalized financial guidance

The four pillars of human-RPA collaboration

This collaborative model creates several key benefits across healthcare organizations:

1. Strategic task redistribution

RPA handles routine processes that follow predictable rules and patterns:

- Insurance eligibility verification
- Clinical documentation formatting
- Data extraction and entry between systems
- Appointment scheduling and reminders
- Claims processing and submission
- Report generation and distribution

This redistribution allows clinical and administrative staff to focus on activities that require human judgment:

- Patient education and counseling
- Care coordination across providers
- Relationship building with patients and families
- Complex case management
- Exception handling and problem-solving
- Quality improvement initiatives

The Cleveland Clinic's revenue cycle automation provides a perfect example. By automating claim edits and eligibility checks, staff shifted from data entry to patient advocacy and complex case resolution, leading to both improved employee satisfaction and better patient financial experiences.

2. Error reduction and quality improvement

Human errors in healthcare are often the result of fatigue, distraction, and cognitive overload—all exacerbated by repetitive administrative tasks.

Automated processes execute with consistent accuracy, reducing errors in:

- Documentation and coding
- Insurance verification
- Appointment scheduling
- Medication reconciliation
- Billing and claims submission
- Data transfers between systems

One implementation of RPA for claims transfer resulted in a remarkable improvement: from regular errors requiring rework to a 0% error rate on resubmitted insurance claims. This precision not only saved staff time previously spent on corrections but also accelerated reimbursement and improved the patient financial experience.

3. Workforce optimization and career enhancement

Rather than eliminating jobs, RPA creates opportunities for staff to develop new skills and take on more rewarding responsibilities.

Healthcare organizations implementing RPA often find they can:

- Upskill staff to manage and oversee automation
- Create new roles focused on process optimization
- Reduce overtime and weekend work for administrative tasks
- Develop specialized teams for complex cases
- Allocate more staff time to patient-facing activities

Accenture's research indicates that healthcare organizations implementing automation technologies effectively can redesign jobs to be more satisfying while maintaining or even increasing employment levels. The key is thoughtful implementation with a focus on augmenting human capabilities rather than simply replacing labor.

4. Job satisfaction and burnout reduction

Perhaps the most significant benefit is the potential impact on healthcare workers' experience. By removing tedious paperwork and repetitive tasks, RPA addresses a primary driver of burnout—allowing staff to spend more time on meaningful work aligned with their training and passion.

In one survey, 92% of companies saw an improvement in employee satisfaction after deploying RPA—with over half reporting satisfaction increasing by at least 15%.

Healthcare organizations specifically report that automation of administrative tasks leads to:

- Decreased feelings of being overwhelmed by paperwork
- Reduced after-hours documentation time
- More face-to-face time with patients
- Greater sense of accomplishment and purpose
- Lower incidence of reported burnout symptoms

Changing the conversation: from replacement to enhancement

Healthcare leaders implementing RPA successfully focus on changing the narrative within their organizations. Rather than positioning automation as a cost-cutting measure, they emphasize how it enhances human potential and improves the work experience.

Effective approaches include:

Inclusive planning:
Involving staff who currently perform tasks in automation planning helps them see how RPA will improve their daily work rather than threaten their jobs.

Skills development:
Providing training for staff to develop skills in managing and working alongside automated systems creates career growth opportunities.

Success stories:
Sharing examples of how automation has positively impacted specific roles helps alleviate concerns and builds enthusiasm.

Clear communication:
Being transparent about how automation will change workflows—and how it won't—prevents rumors and misconceptions from taking hold.

Measured implementation:
Starting with pilot projects that demonstrate visible benefits builds confidence in the human-machine partnership.

The future healthcare workforce

As RPA adoption grows in healthcare, we're seeing the emergence of a new workforce model—one where routine tasks are increasingly handled by digital workers while human staff focus on complex problem-solving, interpersonal communication, and activities requiring professional judgment.

This evolution doesn't mean fewer healthcare jobs, but rather a transformation of existing roles and the creation of new ones. The future healthcare team will likely include:

- Clinical professionals spending more time on direct patient care
- Process specialists who design and optimize workflows
- Automation managers who oversee digital workers
- Exception handlers who address complex or unusual cases
- Patient experience specialists focused on personal interactions
- Data analysts who derive insights from automated reporting

According to Kalis, Collier, and Fu in their Harvard Business Review analysis, this human-automation partnership represents the future of healthcare delivery—combining the efficiency and consistency of technology with the empathy and judgment that only humans can provide.

Chapter 3

Real stories

from the frontlines

26 locations

130+ physicians

mana

Community hospital success: clearing claims backlog

Medical Associates of Northwest Arkansas (MANA), an independent physician-owned group with 26 locations and over 130 physicians, faced a critical challenge: a $1.8 million backlog in outstanding claims. With limited billing staff struggling to manage both past-due and ongoing claims, the organization needed a solution to restore financial stability.

The challenge:

- Staffing shortages in the billing department created a growing backlog
- Manual claim processing was time-consuming and error-prone
- Multiple insurance policies and complex payer requirements slowed submissions
- Inconsistent follow-ups led to missed reimbursement opportunities
- Cash flow challenges threatened financial stability

The RPA solution:

MANA implemented LGI RPA integrated with their ECW EHR system to automate the claims processing workflow. The solution was designed to:

- Extract relevant patient and billing information from the EHR
- Format and submit claims according to payer-specific requirements
- Run during off-hours to maximize system resources
- Scale up or down based on claim volume
- Operate continuously without fatigue or errors

The results:

The implementation delivered transformative outcomes:

- Processed 10,000 claims in the first week during off-hours, ensuring minimal disruption
- Cleared 25,000 claims, eliminating a year's worth of backlog
- Developed a scalable automation for ongoing weekly credit redistribution
- Restored cash flow and financial stability
- Reduced administrative burden on billing staff

This automation freed staff from manual claim processing, allowing them to focus on higher-value activities like patient advocacy and complex case management. The staff reported higher job satisfaction now that they could apply their expertise to resolving complex billing issues rather than processing routine claims.

4 hospitals

140+ physicians

HPHA
HURON PERTH
HEALTHCARE
ALLIANCE

Academic medical center: revolutionizing appointment scheduling

Huron Perth Healthcare Alliance (HPHA), a regional healthcare organization in Ontario with four hospitals and over 140 physicians, struggled with inefficiencies in their radiology appointment scheduling process. Staff manually processed referrals and booked appointments, creating bottlenecks and increasing the risk of errors.

The challenge:

- Manual scheduling created bottlenecks in workflow
- Staff spent hours on duplicate data entry across systems
- High referral volume was overwhelming manual processes
- Scheduling inefficiencies led to longer patient wait times
- Staff experienced frustration with repetitive, low-value tasks

The RPA solution:

HPHA implemented an automation solution that integrated their EHR with the Ocean appointment scheduling. The RPA system:

- Monitors incoming referrals in real-time
- Extracts patient information and scheduling requirements
- Books appointments in the EHR based on availability and protocols
- Updates the Ocean platform with appointment details
- Operates 24/7, ensuring no backlog in referral processing
- Flags complex cases for human review when needed

The results:

After implementing this solution, HPHA experienced dramatic improvements:

- Approximately 12,000 appointments successfully booked in the EHR within two months
- Around 2,500 referrals processed through Ocean, with about 45% fully automated
- Elimination of duplicate data entry, improving accuracy and reducing errors
- Approximately 1,000 appointments fully booked through automation, reducing manual effort
- Improved staff satisfaction with reduced administrative burden
- Enhanced patient experience with faster scheduling

As Sheri Bell, PACS Administrator at HPHA, noted: "LGI RPA has transformed our scheduling process - exceeding expectations from discovery to rollout."

Cleveland Clinic

Cleveland Clinic: streamlining revenue cycle operations

Cleveland Clinic, one of the nation's premier healthcare institutions, sought to improve both patient and employee experiences by implementing RPA in its revenue cycle operations.

The challenge:

- Revenue cycle staff spent excessive time on manual claim processing
- Eligibility verification was time-consuming and often delayed
- Claim denials required significant resources to resolve
- Staff reported dissatisfaction with repetitive administrative tasks
- Patient billing experiences suffered from delays and errors

The RPA solution:

Working with consultants, Cleveland Clinic implemented RPA solutions focused on two initial high-impact areas:

1. Automated claim edits to identify and resolve issues before submission
2. Real-time insurance eligibility verification to reduce denials

The implementation was rapid, with both automations deployed within eight weeks. The development team used an agile approach, involving end-users throughout the process to ensure the solution addressed real-world challenges.

The results:

The RPA implementation delivered significant improvements:

- 80% faster processing time for automated workflows
- $700,000 ROI over three years
- Reduced claim denials through real-time eligibility verification
- Staff hours reallocated to more value-adding activities
- Improved employee satisfaction by eliminating repetitive tasks
- Enhanced patient financial experience through more accurate billing

The success of this initial implementation led Cleveland Clinic to establish an internal RPA Center of Excellence to identify and implement additional automation opportunities across the organization.

Mass General Brigham

Mass General Brigham: building a sustainable automation program

Mass General Brigham, a large academic health system in Boston, launched an RPA program in 2019 that now maintains over 25 automations in areas like billing and supply chain. Their approach demonstrates how healthcare organizations can build sustainable automation capabilities that deliver ongoing value.

The challenge:

- Administrative tasks consumed thousands of staff hours annually
- Complex workflows spanned multiple systems and departments
- System updates and changes required constant monitoring
- Benefits realization needed ongoing measurement and optimization

The RPA solution:

Mass General Brigham established a Center of Excellence for automation that:

- Identifies high-value automation opportunities across the organization
- Develops and implements standardized RPA solutions
- Monitors and maintains existing automations
- Ensures compliance with healthcare regulations and security requirements
- Coordinates with IT and EHR teams on system updates

The results:

The program has delivered substantial benefits:

- Saves over 50,000 hours of manual work each year
- Freed staff from thousands of hours of data processing
- Improved workflow efficiency and accuracy
- Allows employees to focus on higher-value activities and patient care
- Created a sustainable model for ongoing automation

Mass General Brigham's approach illustrates how healthcare organizations can build internal automation capabilities that deliver long-term value beyond individual projects.

Primary care network: enhancing patient access

A network of primary care clinics implemented RPA to handle patient insurance eligibility verification and to process routine health form requests, addressing key pain points in their practice operations.

The challenge:

- Staff spent significant time verifying insurance eligibility
- Manual verification created appointment bottlenecks and delays
- Health form requests required manual processing and follow-up
- Limited staff hours (8am-5pm) created backlogs and wait times

The RPA solution:

The clinics implemented bots to:

- Automatically verify insurance eligibility before appointments
- Process routine health form requests through a self-service system
- Operate nearly 24/7, extending capacity beyond staff hours
- Flag exceptions for human review when needed

The results:

The automation delivered substantial improvements:

- 60% reduction in verification time per appointment
- Dramatically shortened patient wait times
- Expanded operating capacity (bots ran ~22 hours daily vs. 8 hours for human staff)
- Projected savings $225,000 in savings in the first year
- 50% drop in inbound calls for form requests
- Improved patient satisfaction through faster service

This case demonstrates how even smaller healthcare organizations can leverage RPA to achieve significant operational improvements and enhance the patient experience.

Chapter 4

Actionable strategies

for successful RPA implementation

Successful RPA adoption hinges on effective change management and implementation strategies.

Based on research by Lacity and Willcocks and real-world healthcare implementations, these practical approaches have proven effective:

1. Identify and optimize target processes first

Before implementing RPA, it's crucial to:

- Map current workflows and identify bottlenecks
- Select high-volume, rule-based processes for automation
- Optimize processes before automation—don't automate inefficient workflows
- Establish clear success metrics and expected outcomes

2. Engage stakeholders early and often

Bringing key personnel into the process from the beginning ensures better adoption:

- Include clinical, administrative, IT, and compliance teams in planning
- Provide clear communication about automation goals and limitations
- Address concerns about job security by emphasizing role enhancement
- Create champions within departments to support adoption

Early involvement builds buy-in—staff are more likely to embrace changes if they understand them and contribute to their design.

> As Mass General Brigham's automation team emphasizes, you must "avoid scenarios where we are building automations on top of poor processes."

3. Start small, then scale

A phased approach reduces risk and builds confidence:

- Begin with pilot projects that demonstrate quick wins
- Select processes with clear ROI potential
- Document lessons learned before expanding
- Use early successes to build momentum for broader implementation

4. Establish governance and an RPA center of excellence

To sustain and grow automation efforts:

- Create a cross-functional oversight committee
- Develop standards for bot development and deployment
- Ensure compliance with healthcare regulations
- Coordinate with IT and EHR teams on system updates
- Maintain a prioritized pipeline of automation opportunities

Many healthcare providers form a Center of Excellence (CoE) that defines standards, oversees bot development, and ensures compliance with healthcare regulations.

Cleveland Clinic's initiative focused on two initial use cases in the revenue cycle, which were implemented in just weeks and yielded fast improvements, building momentum for further automation.

Chapter 5

Measuring success

KPIs for productivity and satisfaction

Define clear, measurable Key Performance Indicators (KPIs) to evaluate RPA success.

Effective measurement should encompass both operational efficiencies and human factors:

Operational metrics

Staff hours saved: Quantify time reclaimed from manual tasks. Mass General Brigham's automation program saved approximately 50,000 hours of manual work annually, while even a single process automation at a smaller provider saved over 400 hours per year.

Processing speed improvements: Track reduction in task completion time. Cleveland Clinic's RPA implementation made claim-editing workflows 80% faster, and a primary care network cut eligibility verification time per patient by 60%.

Error and rework reduction: Measure improvements in accuracy. One implementation saw claim resubmission error rates drop to 0% after automation, while Cleveland Clinic reported fewer claim denials once bots ensured insurance information was updated in real-time.

Cost savings and ROI: Calculate financial benefits, including reduced overtime, faster collections, and fewer denials. Primary care clinics implementing RPA for insurance verification are projected to save over $225,000 in the first year.

Human-centered metrics

Employee satisfaction and engagement: Survey staff before and after RPA implementation to gauge impact on job satisfaction. In one industry survey, 92% of companies saw an improvement in employee satisfaction after deploying RPA.

Burnout indicators: Track metrics like absenteeism, turnover rates, and self-reported burnout scores to measure RPA's impact on workforce well-being.

Time allocation: Measure changes in how staff spend their time, particularly increases in direct patient care activities versus administrative tasks.

Patient satisfaction: Monitor patient experience metrics, including waiting times, satisfaction scores, and complaints related to administrative processes.

These KPIs provide a comprehensive view of RPA's impact, helping healthcare organizations demonstrate value and continuously refine their automation strategy.

Cleveland Clinic's RPA implementation accelerated claim-editing workflows by

80%

92%

of companies saw an improvement in employee satisfaction after deploying RPA.

Chapter 6

Healthcare RPA

Your implementation roadmap

Implementing RPA requires thoughtful planning and execution.

This roadmap will guide you through the journey from initial assessment to sustained success.

Assessment tip:

Look for processes where staff complain about "boring busywork" that keeps them from more meaningful activities. These pain points often represent perfect automation opportunities.

Phase 1: Build your foundation

Assemble your dream team

Begin by gathering a diverse group of stakeholders who understand your organization's challenges and opportunities. Your team should include clinical leaders who understand patient care workflows, administrative staff familiar with back-office processes, IT specialists who know your systems architecture, and finance representatives who can evaluate ROI potential.

An executive sponsor is essential to champion the initiative and remove organizational barriers. Equally important is the inclusion of frontline staff who perform the processes you're considering for automation—their insights will prove invaluable.

Find your automation sweet spots

Not all processes are equally suitable for automation. The ideal candidates share common characteristics:

High-volume, repetitive tasks consume disproportionate amounts of staff time. Think of insurance verification performed hundreds of times daily or claims processing that follows predictable patterns. These processes offer the greatest return on your automation investment.

Rule-based workflows with clear decision criteria are prime candidates. When staff follow the same logical steps each time, these processes can be readily translated into automation scripts.

Document and prioritize

Once you've identified potential processes, document the current state in detail. Create visual process maps showing each step, decision point, and system interaction. Measure processing times and erro r rates to establish your baseline.

Prioritize your opportunities using a balanced scorecard approach that considers:

- Financial impact on your bottom line
- Time savings for your staff
- Technical complexity of implementation
- Strategic alignment with organizational goals
- Burnout reduction potential

This prioritization ensures you begin with high-value, achievable projects that build momentum for your RPA program.

Make the business case

With your priorities established, develop a compelling business case that quantifies the expected benefits. Calculate ROI based on staff time savings, error reduction, and accelerated revenue capture. Estimate implementation costs and timeline realistically.

Be sure to identify potential risks and mitigation strategies. Healthcare processes often involve complex compliance considerations that must be addressed in your planning.

Selection insight:

Healthcare organizations like MANA and HPHA found success with LGI RPA due to its healthcare-specific features, their in-house services team and EHR integration capabilities.

Phase 2: Select your RPA partner

Research healthcare-specific solutions

The healthcare environment presents unique challenges for automation. Look for RPA providers with proven experience in healthcare settings similar to yours. Request case studies and client references specifically related to your priority processes.

Evaluate how well potential vendors understand healthcare workflows, compliance requirements, and the specifics of your EHR system. A partner with healthcare-specific expertise will dramatically reduce your implementation time and risk.

Thorough vendor evaluation

When evaluating potential partners, look beyond the technology to assess the implementation team's capabilities. Consider issuing a formal RFI/RFP that addresses:

- Experience integrating with your specific EHR system
- Implementation methodology and timeline expectations
- Training and knowledge transfer approach
- Ongoing support and maintenance offerings

Technical groundwork

Work with your IT team to establish the necessary infrastructure. Determine whether your RPA solution will run on-premises or in the cloud, considering security requirements and system performance.

Set up proper environments for development, testing, and production to ensure changes can be properly validated before deployment. Document security architecture and complete required privacy impact assessments.

Develop a detailed implementation plan with clear milestones, roles, and responsibilities. Include a communication strategy to keep stakeholders informed throughout the process.

Phase 3: Pilot implementation

Start small, think big

Begin with one or two high-priority processes that offer visible benefits and manageable complexity. Design your automation with the future in mind, considering how it might scale to related processes later.

Map out your future state process flows, paying particular attention to exception handling. No automation handles 100% of cases, so design clear procedures for when human intervention is required.

Testing is critical

Healthcare processes directly impact patient care and financial stability, making thorough testing essential. Develop comprehensive test scenarios that cover:

- Normal process flows with typical inputs
- Edge cases and unusual situations
- Integration with connected systems
- Exception handling and recovery procedures
- Performance under various load conditions

Use actual historical data (appropriately de-identified) to validate that the automation performs as expected across a wide range of scenarios.

Prepare your organization

Technology implementation is only half the equation—organizational readiness is equally important.

Develop a change management plan that includes:

- Communication materials explaining what's changing and why training for staff on new workflows and bot interaction, updated documentation and standard operating procedures support resources for the transition period.
- Emphasize how automation will improve staff experience by eliminating tedious tasks, allowing them to focus on more meaningful work.

Deploy with care

Roll out your automation in a controlled manner, starting with a limited scope and gradually expanding. Monitor performance closely during initial operation, tracking metrics against your baseline measurements.

Provide "hypercare" support during the transition, with experts readily available to address any issues that arise. Document all observations for future optimization.

Learn and adapt

After your pilot has run for several weeks, conduct a formal review to evaluate results against expectations. Gather feedback from all stakeholders about their experience with the new process.

Use these insights to refine your approach before scaling to additional processes. Document lessons learned to inform future implementations.

Phase 4: Scale for enterprise impact

Scale strategically

With successful pilots completed, scale your automation program following your prioritization framework. Consider implementing related processes that leverage similar automation components for efficiency.

Balance quick wins that maintain momentum with strategic, higher-complexity automations that deliver significant value. Plan implementation waves that group related processes for maximum impact.

Build internal capability

As your program matures, develop internal expertise to reduce dependence on external partners. Identify staff with aptitude and interest in RPA and provide training in bot development and maintenance.

Create an internal community of practice where automation specialists can share knowledge and best practices. Document standards and procedures to ensure consistency across your automation portfolio.

Establish governance

Formalize oversight of your RPA program by establishing a center of excellence that:

- Defines standards and best practices
- Evaluates and prioritizes new automation opportunities
- Allocates resources efficiently
- Measures and reports on program success
- Ensures compliance with regulatory requirements

This governance structure helps maintain quality and strategic alignment as your program grows.

Continuous improvement

View your automations as living solutions that require ongoing attention. Regularly review performance metrics and gather user feedback to identify enhancement opportunities.

Stay current with technology updates, particularly changes to your EHR system that might impact your automations. Plan for regular maintenance and upgrades to keep your digital workforce operating smoothly.

Share success stories

Build organizational support by documenting and communicating automation successes. Calculate and report ROI regularly, highlighting both quantitative benefits (time and cost savings) and qualitative improvements (staff satisfaction, reduced burnout).

Connect automation outcomes to strategic organizational goals to demonstrate value to leadership and secure ongoing support.

Conclusion

RPA is not just technology—it's an investment in the well-being of healthcare teams and the quality of patient care. By strategically implementing RPA, healthcare providers can transform workplace dynamics, combat burnout, and significantly enhance efficiency and morale.

The evidence is compelling: from Mass General Brigham's 50,000 hours saved annually, to MANA's clearing of 25,000 backlogged claims, RPA is proving to be a powerful ally in healthcare's battle against administrative burden and burnout.

As healthcare continues to face staffing challenges and increasing administrative requirements, RPA offers a sustainable solution that allows organizations to do more with existing resources while improving the work experience for healthcare professionals.

By following the implementation strategies and measuring the KPIs outlined in this guide, healthcare organizations can successfully introduce RPA as a digital workforce that complements and enhances human capabilities rather than replacing them.

The future of healthcare lies in this balanced partnership between technology and human expertise—where RPA handles routine tasks, allowing healthcare professionals to focus on what they do best: delivering compassionate, high-quality care to patients.

Our **healthcare-specific expertise, dedicated in-house services team** and **proven implementation methodology** can help your organization achieve impactful results.

LGI healthcare solutions

Learn how LGI RPA can help streamline workflows and reduce administrative burden

Contact us today

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