



PegaWorldiNspire

Apria Healthcare Goes Paperless Using Pega Mobile

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Apria Healthcare

- Formed in 1995, Apria is a leading provider of home healthcare equipment and related services across the US, serving approximately 2 million patients from 280 locations
- Apria's Mission: Improving the quality of life for our patients at home
- Through our home respiratory therapy, sleep therapy, pharmacy network, negative pressure wound therapy and home medical equipment, we are here to ensure patients receive the care they need



How Might We...

A compelling problem statement

- As a healthcare organization, how do we digitize our legacy paper forms in the delivery of products and services to improve our customer experience, technician/clinician experience, recognize revenue timely and reduce paper cost?
 - Paper forms for each product or therapy
 - Adherence and compliance enrollment
 - FDA and DOT regulation tracking
 - Decrease stop time for technicians



Success Metrics

Timely revenue recognition, visibility to inventory, paper cost reduction and improve patient experience

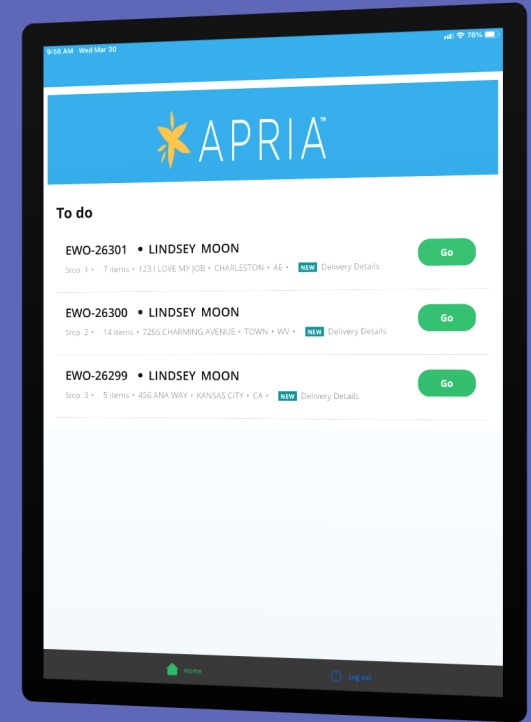
- Goal – 60% of all Apria orders auto delivery confirmed
- Increase Compliance by digital signature capture and data storage
- Goal – 40% cost reduction in paper
- Optimize patient contact by adherence platform enrollment
- Accurate inventory allocation



Digital Journey for a Paper Heavy Business Model

Key features

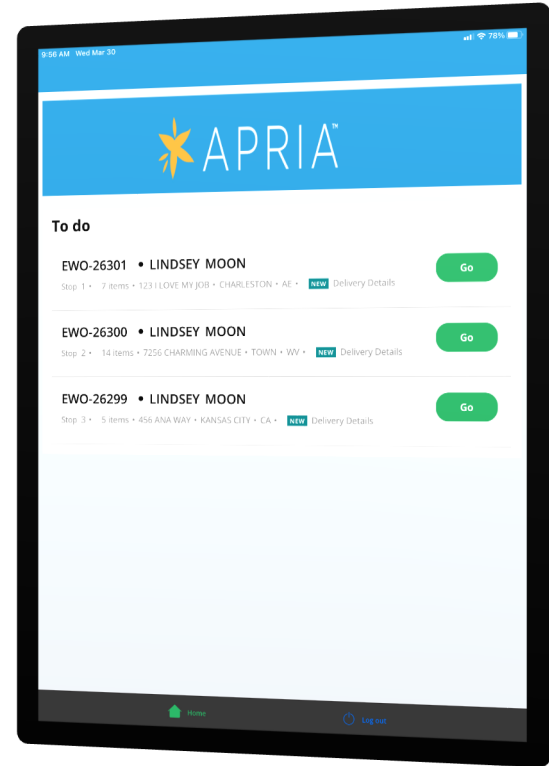
- Digital consolidation of paper forms
- Compliance – Product Specific
- Capture patient signature
- Capture delivery receipt to Apria system and provide copy to the patient
- Reduce keystrokes by prepopulating data known by the system
- Offline capabilities for poor cell service areas
- Product order updates
- Support billing requirements for sale and rental agreements



Technology Identification – Why Pega?

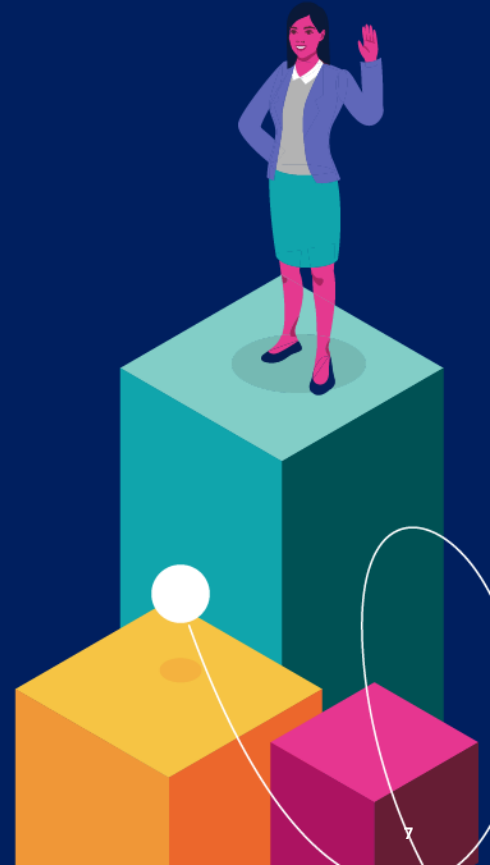


- Off the shelf product
- Low code for agility
- Ease of integration with existing Apria order to cash pega solutions
- Skill set
- Industry leader
- Client references
- ROI



Solution Development Approach

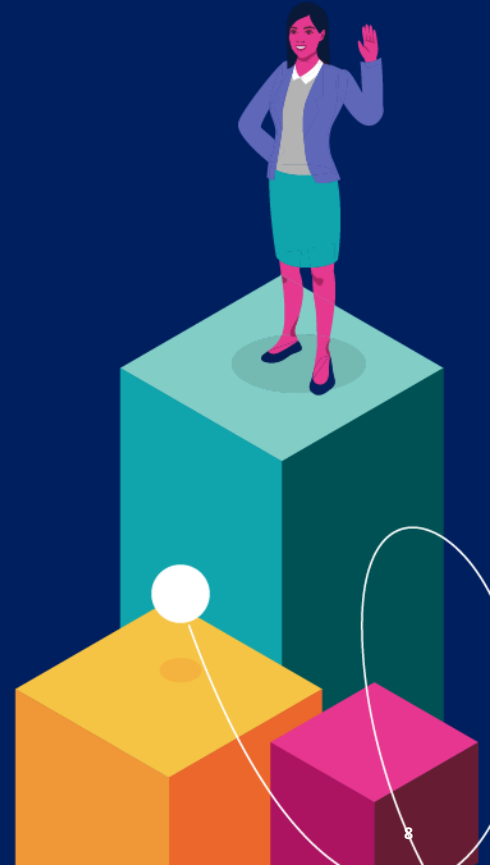
- Pega professional services
- Design thinking
- Wire frames
- Deconstructing logic behind paper-based forms
- Out of the box functionality
- Detailed design upfront
- Reusability
- User experience in the forefront
- Agile



Implementation – User Experience and Adoption



- New training approach for technician/clinician persona
- Implementation in phased approach across the country
- Reporting to uncover gaps and ensure adoption
- Understanding current state process
- Securing the right subject matter experts
- Engaging key stakeholders throughout the process
- Sprint planning and priority to align deliverables met within target
- Show and tell updates to ensure business value captured

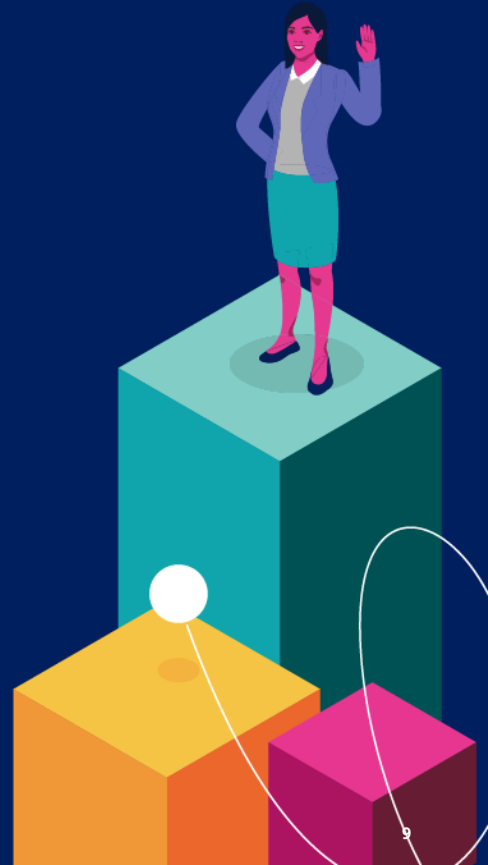


Challenges Along the Way

- Early adopters
- Managing of mobile app
- Data to gauge solution health and adoption
- Gaps in product knowledge
- Communication with field staff

Successful Outcomes

- 1400 technicians in 250 branches across the country
- 6-8k deliveries made daily
- Realization of success metrics
- Strong business cases to enhance further
- Self sufficient support and ownership of technology





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