Complexity Costs Lives

Simplify with Pega, to put every patient at the heart of everything you do.

Complexity costs lives

Giving every patient the help they need, when they need it, is hard. It's even harder when you have to work across silos of healthcare with many complex systems and processes.

For the DoH this complexity costs you time, meaning that consultations and procedures can take longer to happen, and patients have to deal with more uncertainty and stress.

Complexity costs you resources, as more employees are needed to keep track of each patient's journey, with manual effort and duplication.

And complexity costs lives, as transferring knowledge between different parts of the service can lead to miscommunication and mistakes – both internally, and with the patient.

For patients, it can mean feeling that they are just a cog in the system. Being sent text messages from their GP that they can't respond to. Having to wait for a physical letter to tell them about a consultation or operation. Not knowing if they are being thought about, or if they've slipped through the cracks.
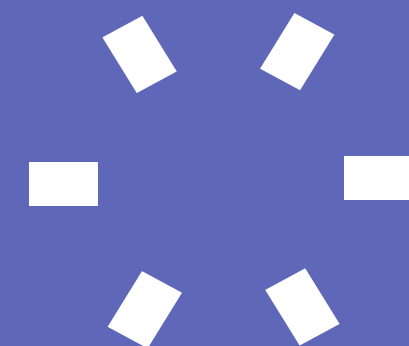
Simplify with Pega

Everything we do takes complexity out of your operations. Simplifying the way that knowledge flows through the service. Helping you transform the way you make decisions and deliver care.

So you can focus on managing the patient, not the system. With more understanding of their life journey and the relevant factors that affect their health. Being able to communicate better with them, to make them feel more in control.

Letting you respond to every patient emotionally as well as clinically.

Putting every patient at the heart of everything you do

**The healthcare system will always be complicated. But the way that patients interact with it needn't be.**

With Pega, you can engage with every patient with truly personalised communication and care, no matter how or where they access the service. So they feel known and understood at all times.
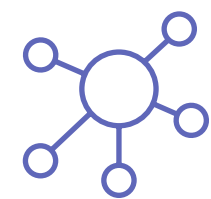
With Pega, every patient will have a "digital front door" that will make it easy for them to get the information and resources they need, when they need them, whatever channel they want to get them from – keeping a seamless journey whether online, by voice or moving to a face-to-face meeting.

And with Pega, you will be able to simplify each patient's journey, with seamless transitions and better holistic knowledge. So you'll be able to anticipate their needs better, and make decisions based on the wider determinants of their wellbeing and health.
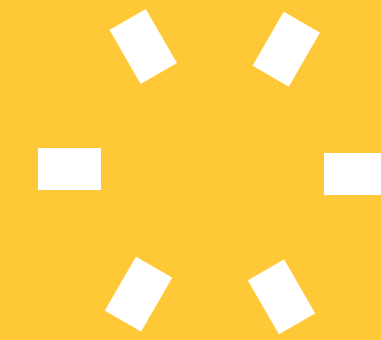
How Pega Helps You
Transform Lives

Digital front door

Regardless of how patients engage the health service – digital, voice or face-to-face – or if they need to change channel during the interaction, no context will be lost – resulting in faster triage and a better, more consistent patient experience.

Personalised interactions

Knowledge can be securely extracted in real time from healthcare silos through Pega Intelligent Automation and used to create personalised interactions and increase collaboration between services. These will engage each patient with their treatment and wellbeing, improving access to care and helping reduce health inequalities.

Treating the person, not the symptom

Clinicians will get a relevant, contextual view of the patient at their fingertips coupled with a holistic view of the entire Care Pathway. This helps reduce miscommunication and risk of liabilities, and takes away repetitive work so they can spend more time on empathic care where people need it.

How Pega works

Simplifying this complexity isn't simple.

Pega works hard below the surface to make your data, processes and systems work better together. So you don't need to overhaul all your existing systems to start being more responsive,
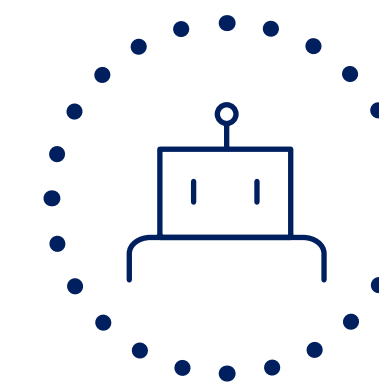
Because Pega is modular, you can start small, deliver fast, and scale at the speed that works for you. We also let you build your own solutions quickly through simple drag-and-drop, so you can respond much faster to sudden impacts on your service.

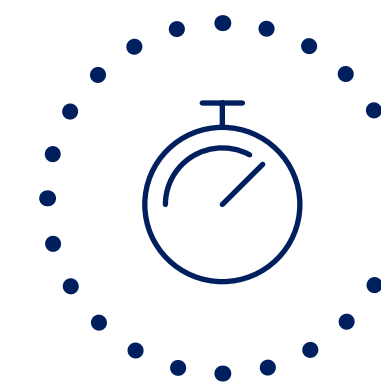Pega is built on open standards, and you own and control the applications you create.

#1
in Healthcare
Customer Service

#1
in Intelligent
Automation

#1
in Real-time
Interaction Management

"

[Pega has] the highest reference customer scores for modelling and predicting customer behaviour [and] having the best ability of any CRM vendor evaluated to build, maintain and change complex use cases.

FORRESTER®

A proven partner

The UK Health Research Authority used Pega to accelerate the approval process for health research from 3 months to **54 days.**

The Home Office used Pega to process 5 million EU residency applications, using a solution developed in just **18 weeks.**

And we've worked with HMRC for 18 years, helping them recently to build a Covid furlough scheme in just **3 weeks.**

And Pega is the bedrock of the new SSCL shared services joint venture between the Cabinet Office and Sopra Steria.

Working across **over 20 departments** to give UK citizens personalised user experiences, and deliver real time business analytics and intelligent shared services to transform the public sector.

With Pega you can transform the way you make decisions and deliver care.

PEGA®