



PegaWorldiNspire

Sutter Health Scheduling at Scale: Building Healthcare's Most Innovative Call Center

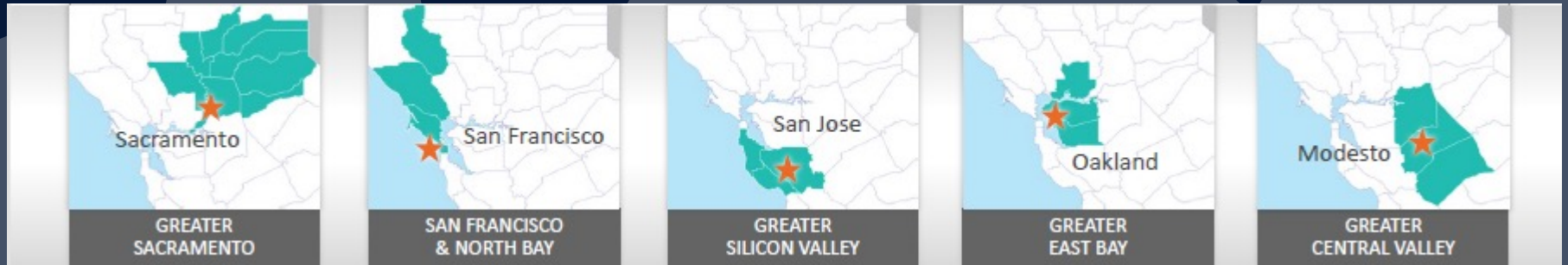
Steve Chambers, VP, Contact Center – Sutter Health

Michelle Sobin, Managing Director – Accenture



Sutter Health's Network

- Service area is organized around 5 community-based markets
- Hospitals - 23
- Ambulatory Surgery Centers – 33
- Physicians – 12,000+
- Advanced Practice Clinicians – 2,000
- Nurse – 16,000+
- Employees – 53,000+



Sutter Health Mission, Vision, and Values



Mission

- *We enhance the well-being of people in the communities we serve through a not-for-profit commitment to compassion and excellence in healthcare services*

Vision

- *Sutter Health leads the transformation of health care to achieve the highest levels of quality, access, and affordability*



Accenture Pega Practice

Enabling and accelerating compressed transformation to reinvent experiences

Accenture + Pega by the numbers



#1
Accenture is Pega's most strategic SI and #1 partner



10 X
Pega Partner of the Year (2013-2022)



32
Pega partner awards since 2013



47
Countries with Pega-skilled practitioners

7

Tier 1 focus industries for partnering

15

Pega Advanced Technology Centers, R&D and CoE teams

150+

Pega clients

94

Pega Robotics certifications

536

Pega Marketing/ Decisioning certifications held

540

Pega knowledge assets & 25 Pega software tools

550+

Pega implementations in the past 5 years

3,658

Pega certifications held

8,080+

Pega practitioners

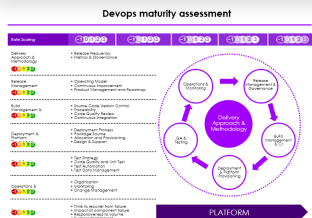
613,700+

Hours of training in the past 24 months

Accenture Pega DevOps Journey

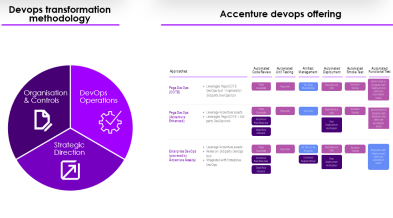
Growing DevOps Maturity

Assess and roadmap



Identify gaps between processes, teams, and tools.

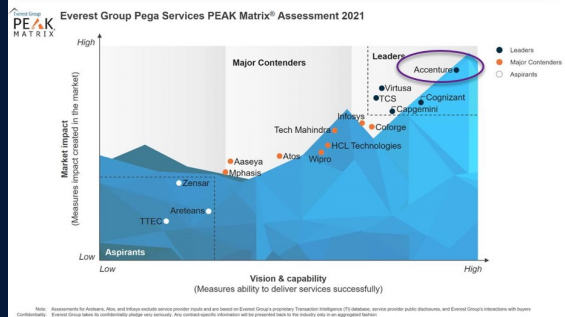
Transformation and implementation journey



Define DevOps approach within client IT organization

Flexible approach depending client's need utilizing Pega OOTB features, 3rd party tools and Accenture assets.

Lead with experience



Intelligent Customer Care

Partnering with Pega and AWS to unlock business values across industries



IoT for CX

Enable prescriptive maintenance and real-time data driven actions

- Increase customer satisfaction
- Improve compliance and adherence to SLAs
- Reduce cost to maintain and serve
- Accelerate speed to market/value

CX Personalization

Real time personalized offers and actions by closing the loop from analytics to omni-channel execution

- Increase cross sell/upsell revenues by right sizing and effective bundling
- Increase retention across channels
- Improve digital completion
- Reduce cost to serve

Intelligent Care

Accelerate to digital while minimizing cost to serve

- Improve digital completion
- Reduce contact center capital costs
- Improve flexibility for employees to WFH
- Increase level of insight and intelligence for member operations

Sutter Contact Center Connection to Purpose

Do Work
That Matters.



- Often times the first step in patient healing process
- Drive efficiency through standard processes
- Continuously improving services offerings through lean, automation, and cross affiliate collaboration

Contact Center Objectives

- Objectives:
 - ✓ Provide more seamless patient experience
 - ✓ Improve employee experience
 - ✓ Increase operational efficiencies
 - ✓ Physician Satisfaction
- Simplification is a key strategy in cost reduction objective
- Aggressive timelines
- Potential to spread to other areas

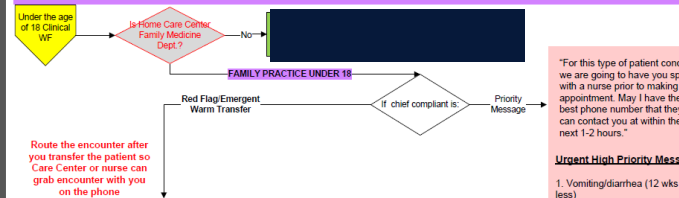
Challenge – Complexity

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SMF CLINIC ACCESS FAMILY MEDICINE WORKFLOWS

◇ Decision ■ Staff Message
■ Start of Work Flow ■ Encounter
□ Process ■ End of Work Flow
■ Predefined Process

UNDER THE AGE OF 18 EMERGENCY/URGENT CLINICAL NEED FAMILY MEDICINE



"For this type of patient concern, we are going to have you speak with a nurse prior to making the appointment. Please stay on the line with me while I get her/him on the line!"

Emergent Clinical Need Patient Complaints

Fever greater than 100 With a history of travel to or exposure to a person who has traveled to Mali, Liberia, Sierra Leone, or Guinea within the last 21 days: Transfer to PSC Nurse at phone Ext. 28000 for ALL REGIONS!

1. Chest Pain/Tightness/Pressure/Heaviness Fullness
2. Difficulty breathing/Shortness of Breath
3. Uncontrolled bleeding
4. Severe choking
5. Any burns
6. Allergic reaction
7. Possible broken bone/deformity
8. Weakness/Paralysis/Seizure
9. Fainting, loss of consciousness, confusion, can't wake or rouse
10. Swollen genitals
11. Patient/Patient unable to verbal symptoms/complaint
12. Fever (any under 8 wks)
13. PT, Asking for hospital or 911
14. Fever irish (any age)
15. Fever over 104
16. Head Injury
17. Ingestions/Poisoning: Refer to Poison Control Workflow pg. 30
18. Depression/Wants to Harm Self or Others Workflow Pg. 31



Urgent High Priority Message

"For this type of patient concern, we are going to have you speak with a nurse prior to making an appointment. May I have the best phone number that they can contact you at within the next 1-2 hours."

1. Vomiting/diarrhea (12 wks or less)
2. Swallowed foreign body object (non toxic)
3. Bleeding lacerations/bites
4. Rash
5. Immunization reaction
6. Abdominal pain
7. Pain not relieved with medication
8. Fever
9. Sudden loss/change in vision/ eye pain
10. Sexual assault/ potential HIV
11. Dehydration (not eating/not drinking/urine output or change in color)

Normal Patient Message

1. Headache
2. Runny nose
3. Cough
4. Lice
5. Nose Bleed
6. ER Visit Follow-up
7. Exposure to
8. Breast Feed
9. Diet/Nutrition
10. Growth/ Development/ sleeping, weight
11. Pink eye/it

Provider

Provider Specific Information

- Open to new patients
- Does not see patients over 17 years in age
- Does see for ADD/ADHD
- Send message for appointments
- Assists in delivery
- Circumcisions:

Insurance Accepted

Special Procedures

Case Manager:

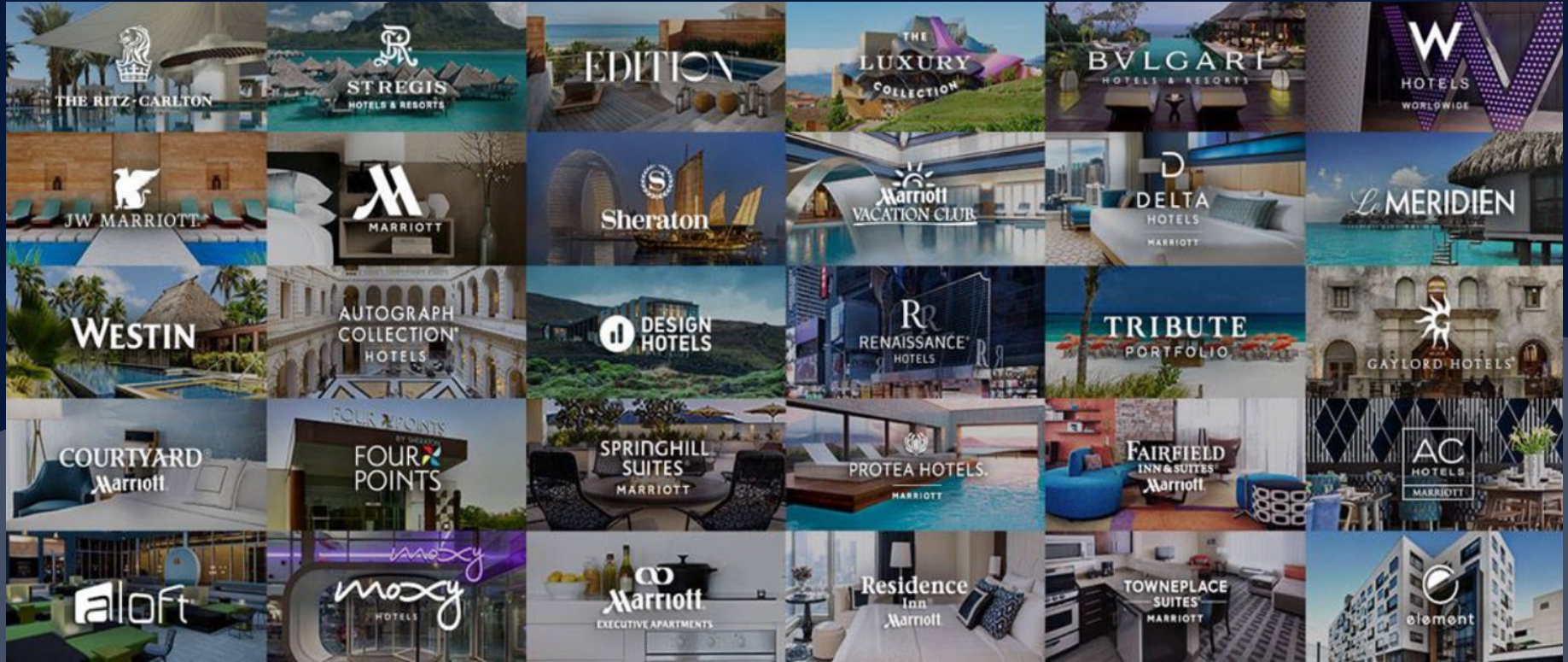
EMERGENCY Warmflow Routing: DO NOT BOOK - Route message using Call Hub and transfer to Advice Ext at Ext. 28000

URGENT Warmflow Routing: (NORMAL) Priority, Schedule SDA, AND route message (EMERGENCY) using Call Hub

Special Notes:

**“Absorb complexity
and push down
simplicity”**

Healthcare Should Look to Alternate Industries to Simplify





 DESTINATION


Las Vegas, NV, USA

 3 NIGHTS

Sun, Jun 11 - Wed, Jun 14

[Find Hotels](#)

1 Room, 1 Guest 

Lowest Regular Rate 

Use Points/Certificates

How We Chose Pega

Our RFP Process



Contact Center Future State

- Single screen
- Relying on software and automation to help absorb complexity and drive decisions
- Expected results of simplicity are
 - ✓ Decreased cost
 - ✓ Increased employee experience of work
 - ✓ Increased patient satisfaction
 - ✓ Increased physician satisfaction

Simplified Screen

The screenshot displays a user interface for a Sutter Health Universal Agent. The top navigation bar includes the Sutter Health logo, 'Universal Agent', and '+ New'. A search bar is present with 'Cases' and 'Search...'. The main content area is divided into several sections:

- Patient Profile:** Zztest, Koshi (Koshi), 50000004, DOB 03/04/1981, Age 42 Years, Sex Female.
- CONTACT INFORMATION:** Caller Type Patient, Callback (508) 345-1073.
- PATIENT SUMMARY:** Proxy —, Interpreter No - ENGLISH, Patient Type —, Division PAMF ALAMEDA DIVISION, Location Danville, MHO Status Activated, Primary Insurance AETNA, Patient has HMO? —, PCP Department(s) —, Patient Established No, Date of Last HME 03/23/2023.
- Task List:** +Add Task, Schedule medical appoint..., Verify Insurance Eligibility, Infectious Control, Wrap Up.
- Appointment Details:** Reason Sick Visit, Visit Type Return/General Office Visit, Appointment Notes (text area), Referring Provider HUJ, ANNA Y.
- Additional Information:** *PAMF General Appointment Scheduling Questions, Are the patient's symptom is on the Crisis List?

One clean interface
Segment by call type, by
geography

Universal agent, guided process
driving through, economies of
scale and cost savings, same
training/look and feel, rules are
built in

Summary of Application Built So Far

- **49% complete** with our initial implementation scope
- Have seen a **28% reduction** in agent error rate
- Have seen an **11% increase** in productivity
- **No noticeable** increase in Average Handle Time
- Total of 446 active agents on platform
- **75% reduction** in training time

Lessons Learned

- ✓ Spend the time up front documenting the intents
- ✓ Resource your project team appropriately
- ✓ Work closely with your EHR partner to ensure success
- ✓ Run proof of concept with all APIs early to understand capabilities or limitations of EHR
- ✓ Offer multiple opportunities Pega training / certification and continuing education

Questions / Comments

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