



Appian for UK Healthcare - COVID-19 Response Management – Command & Control (Patient & Workforce Tracker)

Safeguarding multi-agency care providers and coordinating care for discharged patients into the community and looking after the most vulnerable, during the COVID-19 crisis and beyond.

- Accelerate compliance with 'COVID-19 Hospital Discharge Service Requirements'
- Real-time view of patient status and a consolidated view of patient data, agnostic of care environment
- Streamlines coordination follow-up for both clinicians, care and social workers and also patients
- Highly secure, real-time information sharing to improve patient outcomes, on a world-class, scalable platform

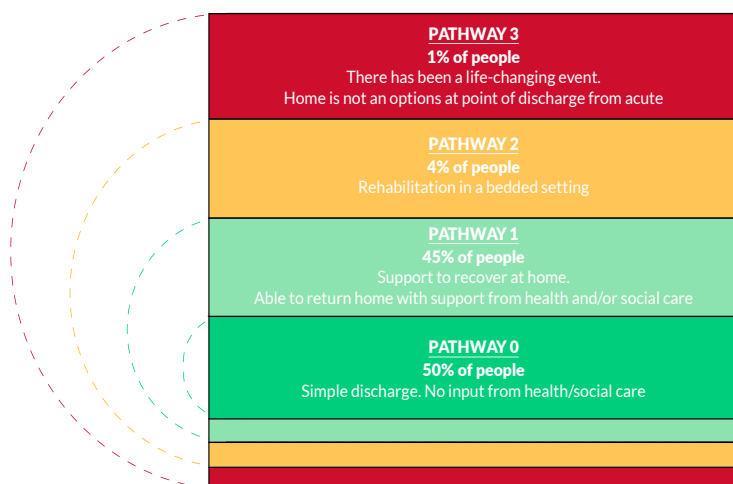
The UK Government has set out Hospital Discharge Requirements for all NHS Trusts, community interest companies, and private care providers of acute, community bed and health services, and social care staff in England. These requirements have been issued to cope with the COVID-19 Pandemic. Acute Patients will be discharged into Primary Care and Community Services, and safety measures must be implemented to protect this vulnerable population who are most at-risk.

The NHS will need to provide out-of-hospital health and social care support packages to acute patients for Pathways 0-3 as well as end-of-life care. Acute and community hospitals must discharge all patients as soon as they are clinically-safe to do so. These measures need to take place from Thursday 19th March 2020 in England. The initial goal is to free up 15,000 beds by Friday 27th March 2020 to aid with the increased demand of COVID-19 patients.

Meanwhile, the UK's 1.5m most vulnerable people, being shielded, will need coordinated care plans, monitoring and medical care to be delivered in the community.

Lastly, the NHS needs to ensure the health and safety of their employees and facilities, as well as facilitate peer-to-peer employee assistance, if employees are to catch the COVID-19 virus.

These measures are aimed at helping alleviate further spreading of the virus and mitigate the impact on the population as a whole.



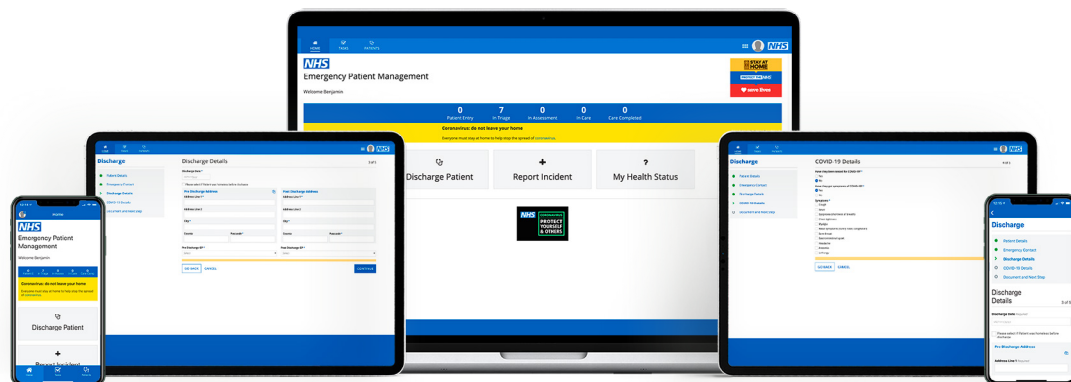
WHAT REQUIREMENTS ARE NEEDED?

Achieving these goals requires cross-organisational status visibility and coordination, multiple stakeholders, effective resource allocation and capacity planning. All logistics need to be managed in a transparent and timely manner through the patient journey with the correct pathway chosen for the continued care plan for each patient. Ideally, this journey should be fully digital and automated. All orchestration needs to be continually monitored and reported on to have visibility of demand, supply, service levels and financial reporting.

HOW IS THIS BEING ACHIEVED?

Appian provides the answer for all three challenges the NHS is facing; the platform provides coordinated case management to record and track discharge, take action to triage, track personalised care plans and coordinate multi-agency patient care. An Accelerator Pilot has been developed in conjunction with Bexley Health Neighbourhood Care and the Bexley Borough System to reflect end-user needs and to address common issues experienced.

The Appian solution enables all health, community, social care workers and even patients themselves to have secure access to process discharge, triage, care planning and care delivery. Appian's platform also provides native capability to securely integrate and exchange data with other critical systems such as bed and capacity management systems, as well as primary, community and social care assessment systems, if available.



For more information, please reach out to the UK COVID-19 Team: covid-19UK@appian.com



Safeguarding Patients during the COVID-19 Crisis

The NHS requires a solution that is quick and easy to adopt, integrates with existing systems and can hit the ground running with front line staff delivering care to discharged and vulnerable patients during a significantly higher level of demand and strain on service.

Requirements:

- Quick and easy to implement at scale
- Mobile-ready for frontline staff
- Market-leading Dynamic Case management capabilities
- Effective resource and asset management
- End-to-end real-time status visibility
- Significantly eliminate the admin burden on staff for greater productivity
- Automation of patient pathways
- Transparent monitoring, auditability
- Integration with existing systems
- Highly secure and compliant reporting

THE APPIAN PLATFORM

- **Mobile ready:**
 - Build-once, deploy-everywhere, apps that work as expected on any device
 - Allow front line staff to spend more time with patients instead of in front of a computer screen or form filling
- **Unified & integrated:**
 - A single interface with zero-code integrations – no data migrations
 - A unified view of patients' case
 - Collaboration enabler between agencies
 - Integrate with legacy core and other third-party systems
- **Resource & asset management:**
 - Manage your workforce
 - Allocate resources and assets
- **Patient journey management:**
 - Streamline and automate patient pathways with RPA, workflow, Case Management, and AI
 - Conduct ongoing screenings, case management and utilisation management reviews to ensure quality
 - Manage and escalate exception cases where necessary
- **Real-time end-to-end monitoring & reporting:**
 - Real-time status tracking of inbound demand, current resources and assets
 - Fully transparent audit trails, providing greater visibility of process pinch points and accountability
- **Full-Stack automation:**
 - Only Appian combines RPA, workflow, decision rules, AI, and case management
 - Utilise Appian RPA and Google AI for free*
 - Manage existing bots with Appian Robotic Workforce Manager
 - Easy Intelligent Document Processing (IDP) for digitising paper patient records
- **Quick, easy & flexible:**
 - Accelerate time to market: 20x faster to develop and deploy with Low-Code
 - Visual drag-and-drop and point-and-click design tools
 - Go from idea to innovation in just three steps with Appian Quick Apps
 - Pre-built connectors and easy-to-configure APIs result in faster integration than you ever imagined
 - Track, analyse and adapt to market demands, regulatory changes, and anything else that may come your way
- **Worry-free:**
 - Secure, scalable, reliable, compliant and governed
 - HITRUST-certified cloud
 - HIPAA-compliant cloud
 - ISO-certified cloud

Appian is the only recognised triple crown leader – in automation, low-code, and case management.

“Appian gives us a powerful platform to rapidly combine data with process in an application that drive better decisions, easier collaboration, and faster response.”

Darren Blake, Chief Operating Officer, Bexley Health

Trusted by:



Healthcare

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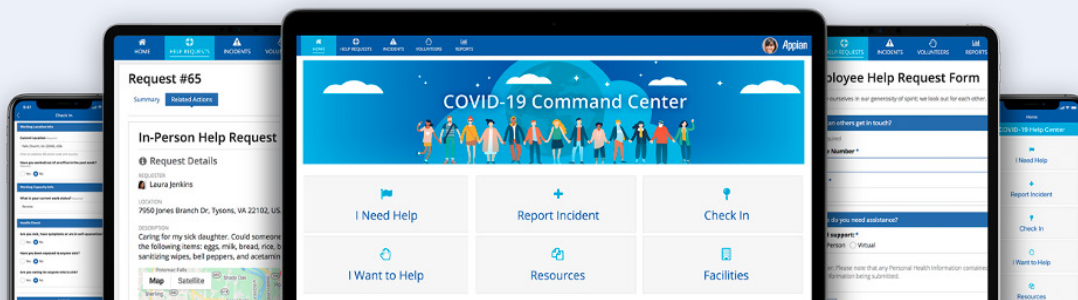
Safeguard NHS Staff with the COVID-19 Response Management Application

Proactively manage the health and safety of your NHS employees and your wider system partners.

The COVID-19 Response Management application is being offered free for six months. It is the central command centre for large organisations to safeguard the health and safety of their employees, facilities, and to facilitate peer-to-peer employee assistance. The application helps accelerate your response in this time of global crisis, get fully operational in just two hours!

The application, hosted in the UK, on the Appian HIPAA*-compliant Cloud, helps protect sensitive employee health data. It is mobile-native with push notifications out-of-the-box.

(*US healthcare regulation for patient and protected health information data security, comparable to GDPR and UK Data Protection regulation)



ACCELERATE YOUR RESPONSE AND ENGAGE YOUR EMPLOYEES.

Collect critical data related to COVID-19 to keep your employees, partners, and communities healthy and safe.

- Command Centre**
 View the central command centre to track the health status, location, travel history, and any COVID-19 employee incident details. Review data by geography, departments, growth rates, and more. Post company health-related policies and share links to useful sites.
- Employees**
 A simple, intuitive app for employees to report their work status, COVID-19 related exposures, and review COVID-19 company policies and news. Easily accessible on the web or any mobile device.
- Community**
 Strengthen your workforce community in this time of need with employee peer-to-peer support. Easily match employee volunteers with coworkers in need of assistance – delivering groceries, offering a ride, or helping with children at home.

GET FULLY OPERATIONAL IN JUST TWO HOURS

Sadly, COVID-19 has proven to spread incredibly fast. You need to have an application that accelerates your response at the pace of reality, not business as usual. The COVID-19 Response Management application is built for just that. You can be up and running – deploy, configure, and launch – this enterprise-grade application in hours.

WE'RE HERE TO HELP

We built the COVID-19 Response Management application in just days because it's what we do for a living. We're world-leading experts at low-code automation and case management. However, we're offering an enterprise application for free for six months because it's the right thing to do.

We also want to ensure that you can move fast in hopes of helping to mitigate the risk of COVID-19 to your workforce. That's why we're also offering access to our live Technical Support team at no charge. And to ensure you get support when you need it, we're following the sun. Technical Support teams across our global offices are on standby to help.

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