

# Case Study

## Intelligent Healthcare Process Redesign

### Healthcare

#### Client Context

A major dialysis service provider in the US wanted to improve the quality of critical care for patients while optimizing the costs of care delivery.

#### Value Delivered

2X

Improvement in patient satisfaction scores across the centers due to the improved quality of care provided.

60%

Improvement for care providers in having greater time and flexibility

#### Process Areas

Care Provision process

#### Business Challenges

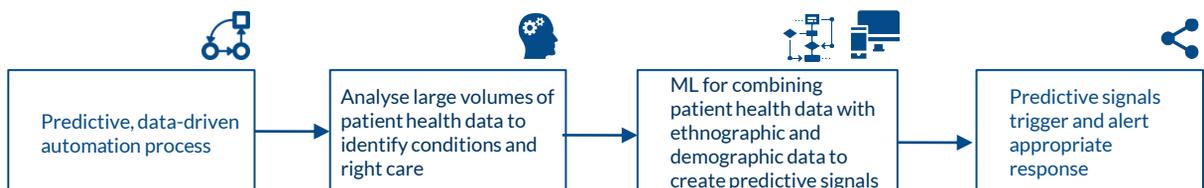
- The dialysis service provider had thousands of patients visit its national facilities through the year. The client was looking at ways to implement a proactive process for providing care to its register patients.
- The goal was to prevent lapses that could result in emergencies, and they wanted to achieve this without increasing their care provider headcount to keep the costs down.

#### Solution

EvoluteIQ redesigned the healthcare company's care provision process using a predictive, data-driven automation approach.

- The ability to analyse large volumes of patient health data to discover conditions in patients and identify right care was a critical success factor.
- The intelligent automation process was powered by Machine Learning models that combined patient health data with ethnographic and demographic data to create predictive signals.

#### End-to-end automation within e.IQ



# e.IQ Platform Overview

## Low-Code, No-code Hyperautomation Enablement Platform



### Process Flows

Automate enterprise workflows and create seamless customer and user journeys quickly.



### Event Flows

Process and analyse events in real time to predict real-time threats and identify opportunities.



### Decision Automation

Simplify complex decision logic to make accurate decisions in changing business environments.



### Analytics and Reporting

Derive actionable insights for your business with robust analytics and present data in rich reports.



### Mobile Apps

Create enterprise mobile applications that can work online or offline.



### Data Flows

Handle structured and unstructured data with an easy drag-and-drop functionality.



### Cognitive Capabilities

Embed intelligence in the handling of process and data attributes using dynamic ML models.



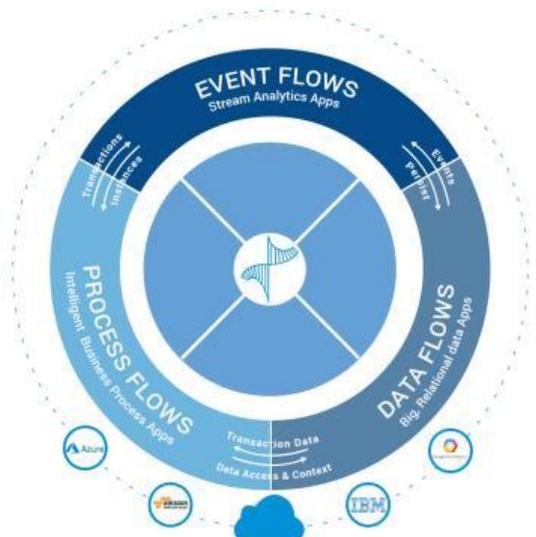
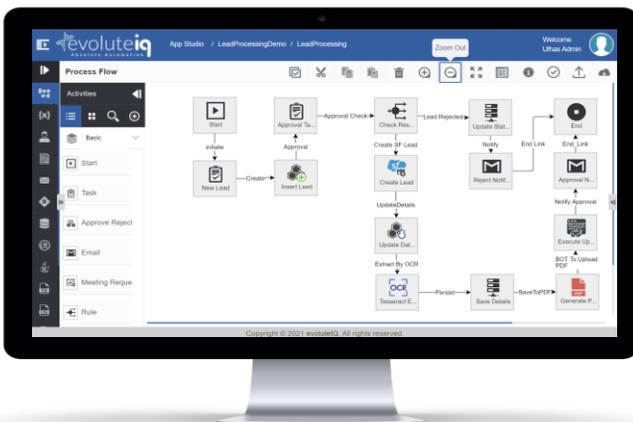
### Enterprise Connectors

Integrate with business-critical systems quickly using pre-built and custom connectors.



### Web Apps

Create visually appealing and dynamic web applications using new or pre-built templates.





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