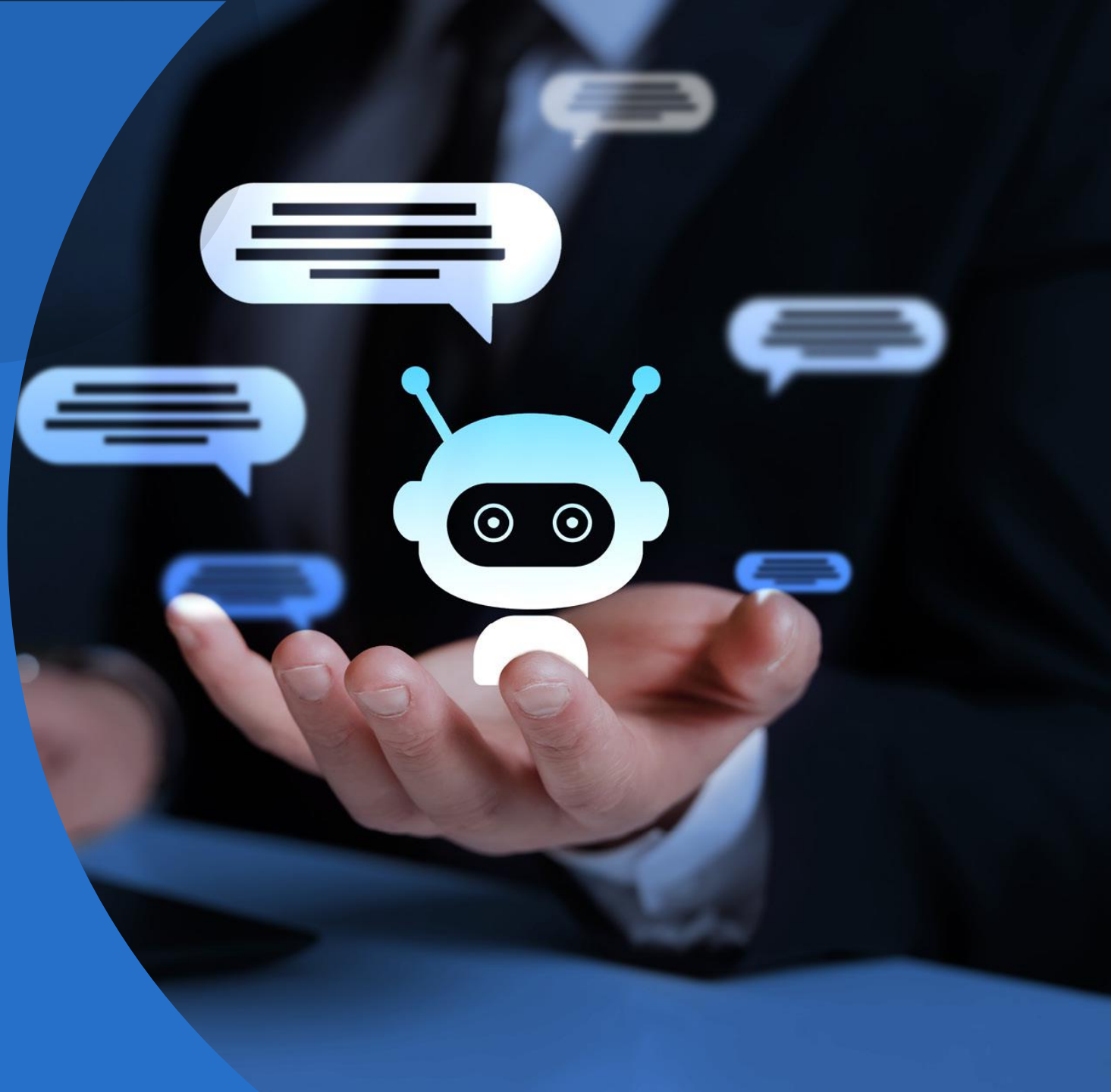# Practice Management System
Digital Assistants

A virtual workforce to overcome the paperwork burden in General Practice

August 2023

Reimagining healthcare

Contents

Health workforce pressures

- Staff shortages at crisis point
- Significant gaps in clinical workforce
    - General Practice closed books
    - Increasing clinical vacancies
- Increasing demand from winter and systems pressures
- Increasing backlog of planned care

A growing challenge for clinicians

- Practice administration repetitive tasks
- Clinician inbox overload
- Growth in inbox volume by >80%
- Each visit generates 6 to 7 minutes of work after the patient leaves the practice
- Daily, GPs spend 15% of their time focused on patient record work.
- Overloading has negative impacts on patient outcomes
- Often, the impact has knock-on effect from an equity perspective

So, the options?

- Train more clinicians,
- Grow the health system,
- Utilise other professions and skill bases,
- Self-service approach to care,
- Technology:
    - AI
    - RPA ...

Addressing the problem

- A technological solution to workforce crisis
- The Digital Assistant — Robotic Process Automation
  - Commonplace in other industries,
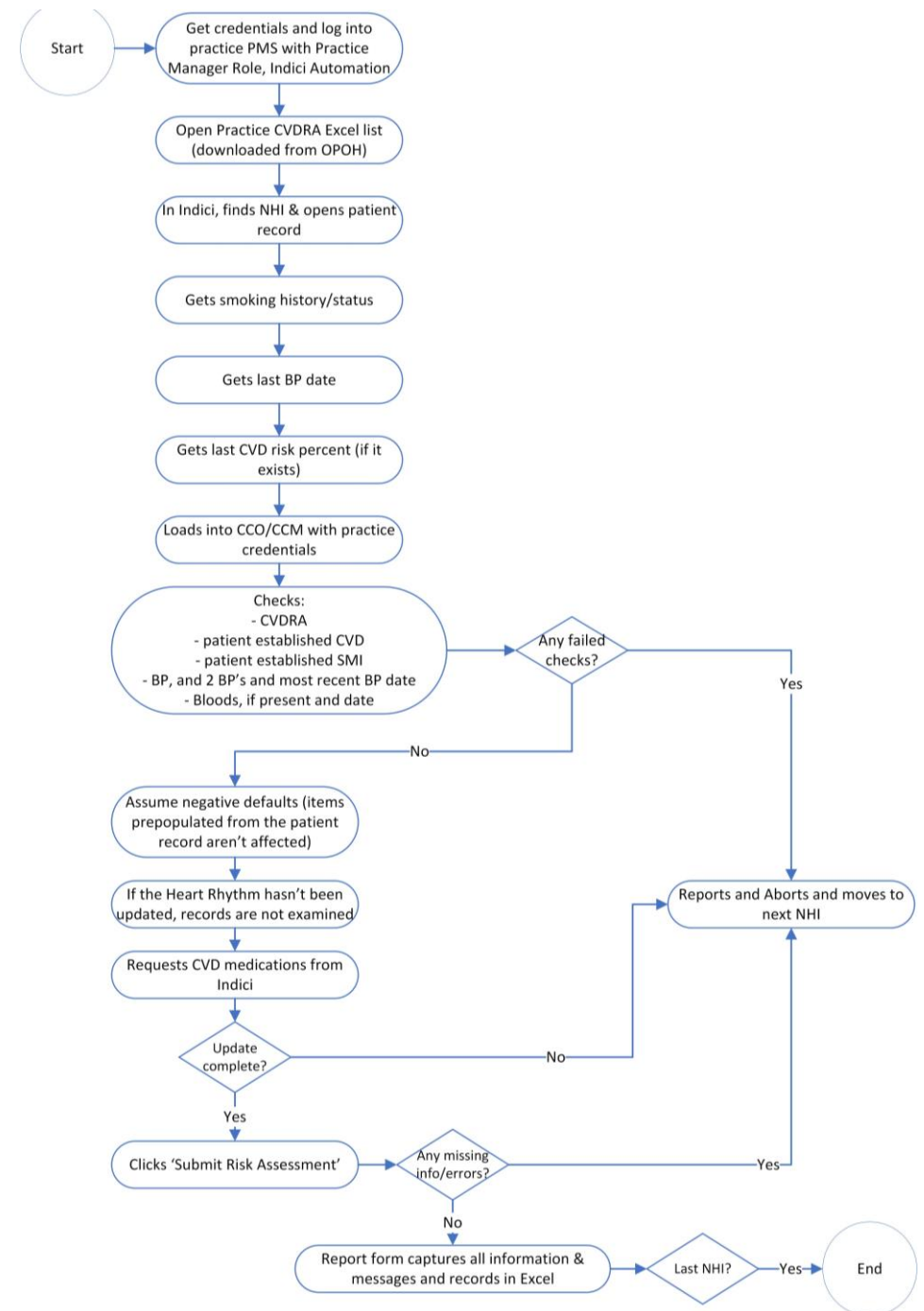 - Not widely used in General Practice ... *yet*

"To err is human, but to really foul it up you need a computer"
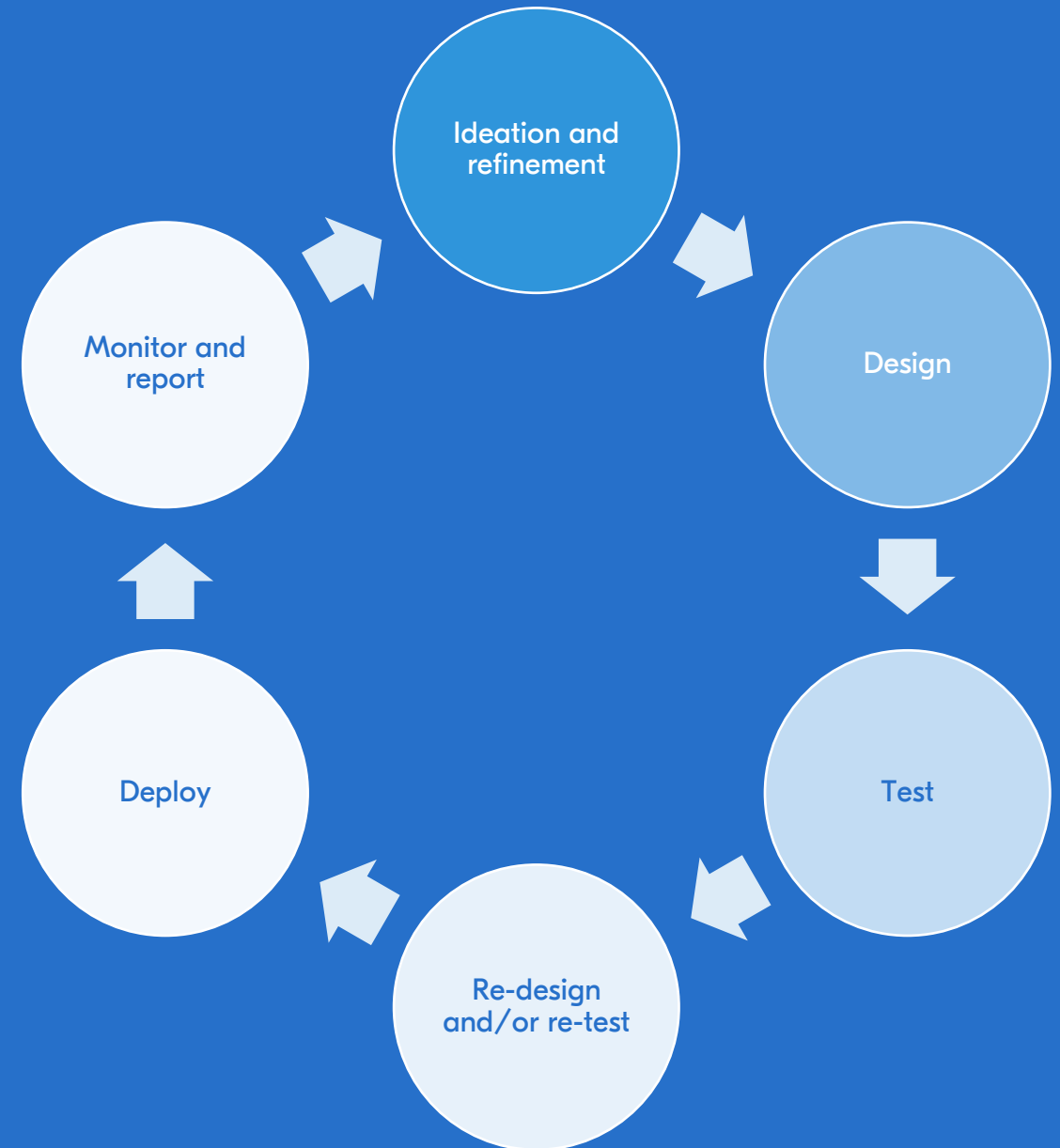
- Paul Ehrlich

Common misconceptions:
- Clinical risk
- People are suspicious and unforgiving of technology

Robots only do what you design them to do...

The RPA Lifecycle

- Identify repetitive, routine, rule-based tasks that can be automated
- Test cases:
  - Structured results management
  - Routine administrative tasks
- Clinical oversight and sign off at each stage

Practice benefits

- Time saving in practice which:
  - Enables other work to be done or
  - Provides improved work/life balance

- CVDRA example:
  - CVDRA robot deployed across 12 practices
  - Approximately 1200 CVDRAs undertaken per week
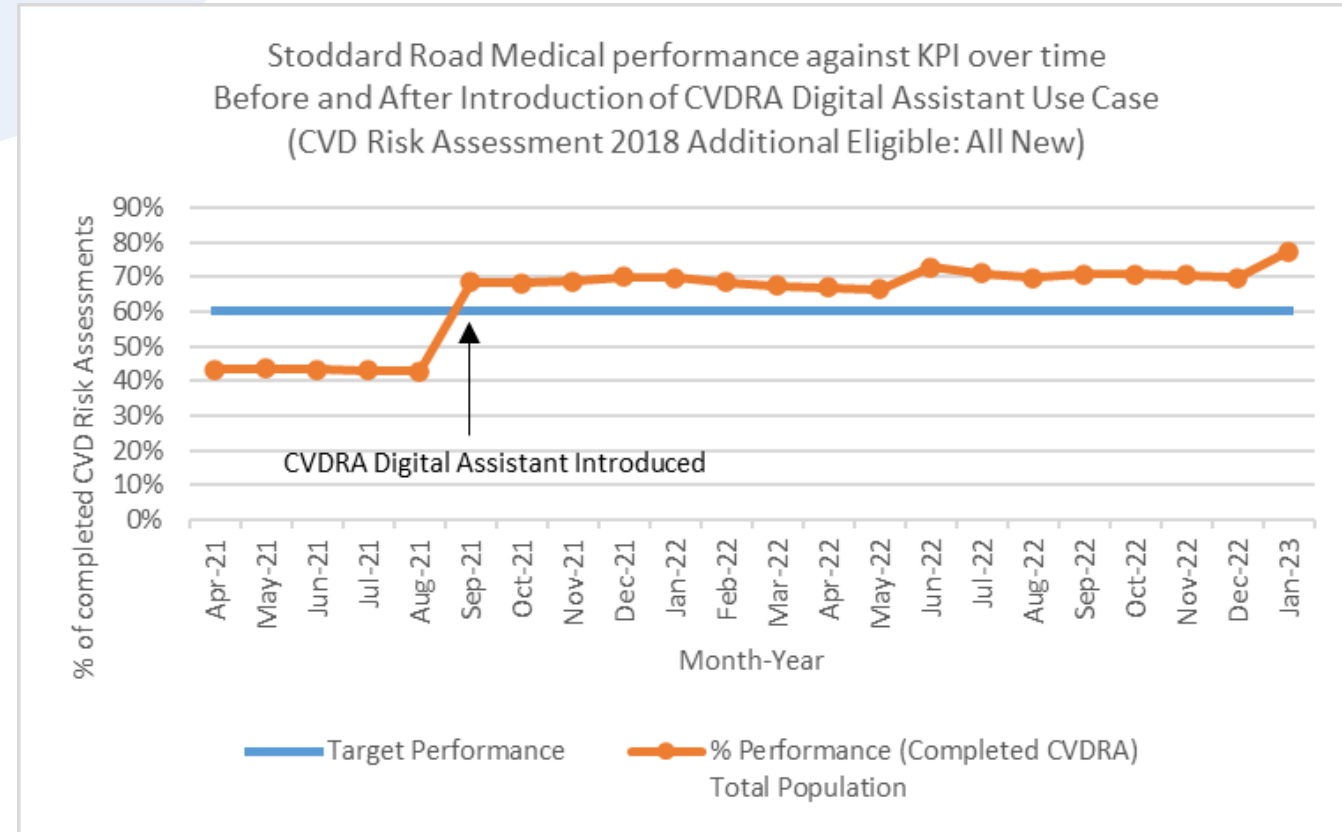 - Workload equivalent of more than 3 FTE clinicians

Practice benefits

- Time saving in practice which:
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  - Provides improved work/life balance

- "I love my robots; you miss them a lot when they're offline"

Practice benefits

- Time saving in practice which:
  - Enables other work to be done or
  - Provides improved work/life balance

- Improves clinical outcomes / population health by:
  - Doing work that might not otherwise get done
  - Doing work completely consistently and potentially reducing errors and omissions

Stoddard Road Medical performance against KPI over time Before and After Introduction of CVDRA Digital Assistant Use Case (CVD Risk Assessment 2018 Additional Eligible: All New)

Practice benefits

- Time saving in practice which:
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- Improves clinical outcomes / population health by:
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  - Doing work completely consistently and potentially reducing errors and omissions

- Can contribute to achieving equity

Count of NHI by Needs Category and Risk Group
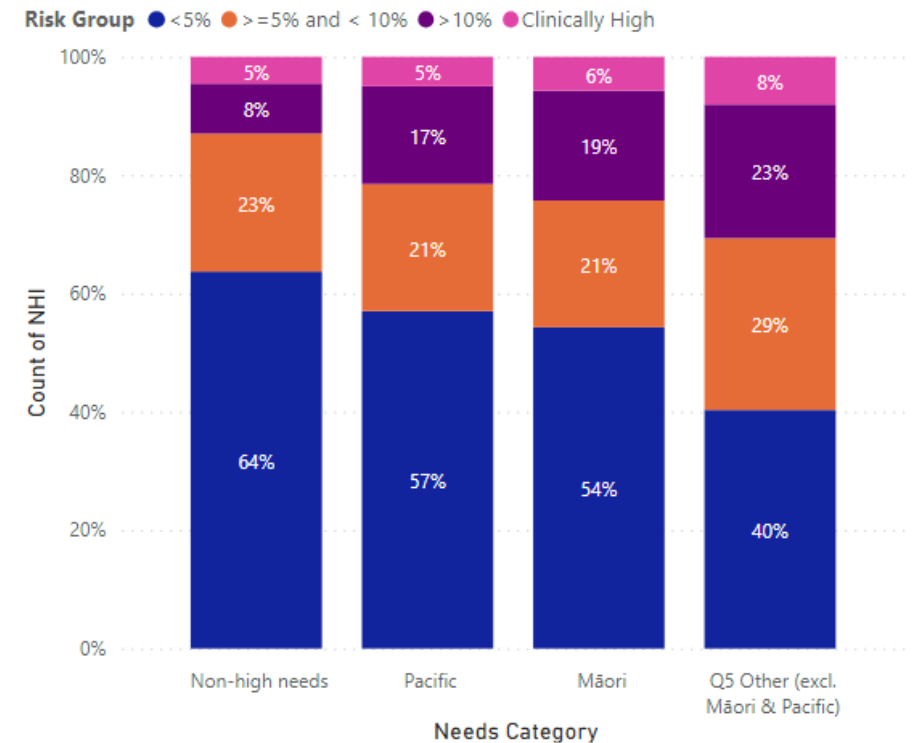
So, should you do this yourself..?

- Sustainability considerations:
  - Scalability
  - Licensing and infrastructure
  - Consistency of PMS environment
- Governance
  - Establishing clinical process and pathways
  - Subject matter expertise
- Opportunity costs

ProCare
Reimagining healthcare

Interested in participating? contact:
Aimee.Wallace@procare.co.nz