



AHS Utilizes Intelligent Automation and Gen AI to Enhance Patient Care

Supporting more than five million residents, Alberta Health Services (AHS) is one of Canada's largest organizations. Over 200,000 people use AHS' IT systems, including 135,000 employees and another 65,000 partners, vendors, physicians and support staff. AHS is an integrated healthcare system that uses Epic to manage electronic healthcare records. While other Canadian provinces manage healthcare services regionally, AHS oversees all healthcare delivery for Alberta, ensuring consistency and efficiency.

AHS strives to implement programs and technology that support both their patients and employees. Four years ago, a team of SS&C Blue Prism digital workers was implemented to help increase operational efficiency across the organization. The program has been a resounding success, capturing four SS&C Blue Prism Customer Excellence Awards and automating over 250 years of work (the equivalent of \$15.8 million).



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Rapid employee onboarding

increased employee productivity

Improved patient experience

Faster access to clinical information

\$15.8 million

effort freed over the program's lifetime

Increasing Efficiencies for an Overwhelmed Workforce

AHS' exploration into intelligent automation (IA) was timely. They had just launched their automation program when the pandemic hit. Since they provide healthcare to millions of Alberta residents and employ a very large staff, the early days of the pandemic were hectic. Suddenly, AHS had to hire 10,000 new staff to meet the rising clinical demand. They designed their first digital workers to help the overwhelmed HR department rapidly onboard new employees.



Companies can only truly realize the value of AI when they operationalize it. AI is not possible if you don't have solutions like SS&C Blue Prism to get data out of the source system, transform it with AI and then push it back in. Being able to work with an AI-first company to enable our AI-first culture has improved patient experience and freed over 250 years of work in a very short period of time."

Jesse Tutt

Program Director Intelligent Automation
AHS

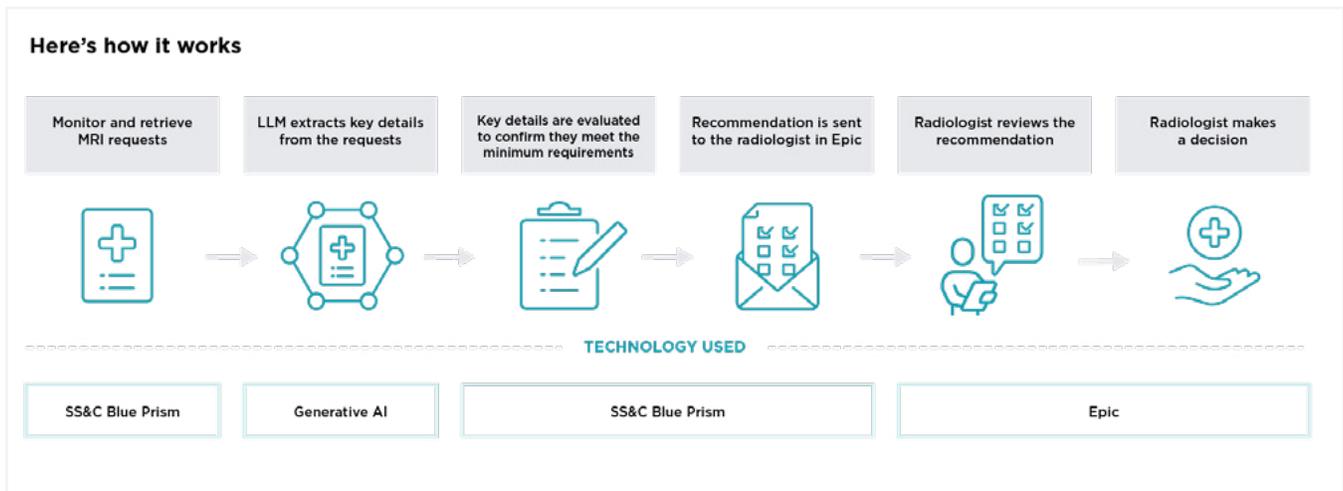
IA and AI Collaborate To Interpret Unstructured Medical Data and Recommend Next Steps

AHS' IA program has grown to include 100 digital workers since the early days of the pandemic, and automations are supporting most of AHS' business units. The automation team continues to look for new ways to innovate and improve their business and clinical processes.

One interesting use case highlights AHS' effective management of a high volume of unstructured data. Physicians famously scribble shorthand notes while speaking with their patients. Since different physicians might write the same condition multiple ways, in multiple languages or using multiple acronyms, interpreting these notes is time-consuming and requires specialized training.

When a patient speaks to their physician about knee pain, an MRI is sometimes recommended. However, not all patients will benefit from this expensive procedure. Radiologists check the requesting physician's notes for over 15 different conditions to make sure an MRI will add value to the patient before scheduling the procedure. With nearly 100,000 knee MRIs each year, unnecessary MRIs add significant cost to the organization and take up valuable radiologist capacity.

To help, the automation team stepped in to automate the manual work performed by radiologists. Digital workers now operate in combination with generative AI to retrieve the physicians' notes, read and analyze them, recommend a course of action and send the information to the radiologists.



By automating the process of checking MRIs to make sure they meet the minimum requirements – that they are medically necessary and beneficial for the patient – digital workers will improve the patient experience. Those who are in the greatest need will be seen more promptly and patients won't be required to go through unnecessary procedures.

Smooth Onboarding Means Employees Are Immediately Productive

AHS is also using a combination of robotic process automation (RPA) and AI to ensure new hires have the technology they need to work on day one instead of waiting days or weeks.

This new onboarding tool enables managers to see what resources the staff has and allows them to copy these resources to new hires, ensuring quick access to job-critical IT systems and equipment. Digital workers review a list of items and trigger IT tickets for each one. They then secure necessary approvals, provision access, push any needed software and,

finally, close the ticket. This process enables staff to start productively working for the organization on day one, leading to millions of dollars in productivity benefits for AHS.

AHS has found that RPA and AI work well together and that RPA is a critical component in operationalizing AI. They have found that in order to access and leverage AI, they need digital workers to move data in and out of each enterprise system.

AHS is looking to continue to grow their RPA and AI capabilities, including an automation that will read and interpret data from third-party cancer screeners to quickly determine if immediate follow-up is required.



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Start your digital transformation journey by speaking with one of our automation experts.

Email us at bpm-contact@sscinc.com to learn how SS&C Blue Prism can help your organization realize transformational business value with intelligent automation.



SS&C Blue Prism combines orchestration, automation and AI to help forward-thinking business leaders reshape how work is done with Enterprise AI. With security and governance at the core, we create workplaces where work is handled autonomously, empowering teams to focus on innovation, strategic growth and delivering exceptional customer experiences. We believe in a future where technology enables smarter decisions, continuous innovation and seamless collaboration. Through secure, trusted, enterprise-grade solutions, we are committed to helping businesses redefine what's possible and shape the future of work.

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