Case Study:
Leveraging Robotic Process Automation to Enhance Efficiency in a PACE Program

archcare
The Continuing Care Community
of the Archdiocese of New York

NuAIg

CATEGORIES

◆ **Increasing Operational Efficiency**

◆ **Increasing Audit Compliance**

Organization Name:
ArchCare

Main Contributor:
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Organization Type:
Skilled Nursing Facilities, Program of All-Inclusive Care for the Elderly (PACE)

Organization Description:
ArchCare is the Continuing Care Community of the Archdiocese of New York and one of the nation's largest and most dynamic health care systems. ArchCare provides quality care to thousands of people of all faiths through its home and community-based and residential care programs, including long-term skilled nursing care, short-term rehabilitation, home care, nursing home alternatives, hospice, assisted living, an acute care specialty hospital, and health and social services for people with Huntington's disease, HIV/AIDS, developmental disabilities, and other specialized care needs.

Project Description

The artificial intelligence (AI) and Robotic Process Automation (RPA) initiative by ArchCare, in partnership with NuAIg, is designed to enhance operational efficiency within the PACE program. From the outset, ArchCare and NuAIg worked closely to streamline processes related to team members' adherence to CMS standards. By collaboratively assessing five critical areas, the team was able to identify opportunities for improvement, focusing on compliance needs and operational enhancements.

Together, ArchCare and NuAIg prioritized each process and implemented customized RPA solutions to optimize compliance tracking and reinforce audit accuracy. This initiative reflects ArchCare's commitment to continuous improvement and operational excellence, supporting its goal of achieving 100% audit compliance.

System Type

EMR: electronic medical record system
Databases: SQL database
Automation tools: robotic process automation (RPA) platform
Communication tools: email platform
Document management: doc storage platform

Describe System Embodiment

Automation: The RPA tool manages automation bots, automating data extraction from EMR, report creation, and sharing with stakeholders.

Data security: All development and processing are conducted on the server hosted on Amazon AWS.

Alerts and notifications: Automated alerts and notifications are managed through the email system, ensuring timely and effective communication among team members and stakeholders.
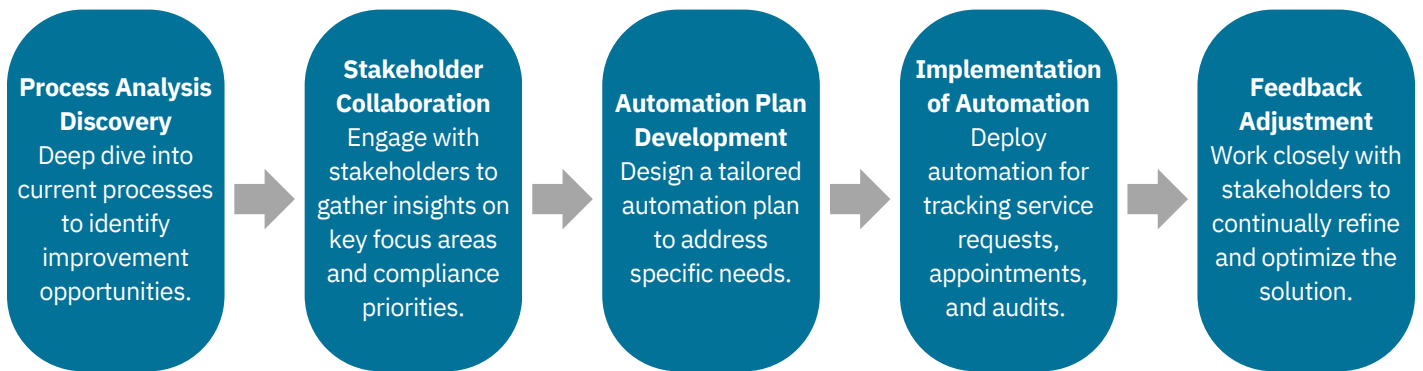
Health Insurance Portability and Accountability Act (HIPAA) compliance: The automated system adheres to HIPAA regulations, ensuring the confidentiality, integrity, and availability of all protected health information (PHI).

The LeadingAge Center for Aging Services Technologies (CAST) is focused on accelerating the development, evaluation and adoption of emerging technologies that will transform the aging experience. As an international coalition of more than 400 technology companies, aging-services organizations, businesses, research universities and government representatives, CAST works under the auspices of LeadingAge, an association of more than 5,400 nonprofit aging services providers and other mission-minded organizations dedicated to making America a better place to grow old.

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Implementation Approach

Implementation began with a thorough analysis of the existing processes at the PACE centers, focusing on jointly identifying opportunities to enhance tracking of compliance-related tasks. Working closely with PACE stakeholders, we explored core compliance requirements, data structures, and operational nuances. Through this collaborative approach, we highlighted areas that could particularly benefit from automation, including service requests, external appointments, and assessment audits, which are essential for adhering to the Centers for Medicare and Medicaid Services' (CMS) regulations.

Using these insights, we developed a targeted automation plan tailored to streamline the tracking and management of these critical tasks, enabling real-time monitoring and seamless compliance documentation in line with CMS standards.

Throughout implementation, we maintained continuous collaboration with PACE stakeholders, ensuring the solution evolved with their specific needs and regulatory requirements, leading to a smooth and effective transition to the automated framework.

| **Process Analysis Discovery** Deep dive into current processes to identify improvement opportunities. | → | **Stakeholder Collaboration** Engage with stakeholders to gather insights on key focus areas and compliance priorities. | → | **Automation Plan Development** Design a tailored automation plan to address specific needs. | → | **Implementation of Automation** Deploy automation for tracking service requests, appointments, and audits. | → | **Feedback Adjustment** Work closely with stakeholders to continually refine and optimize the solution. |

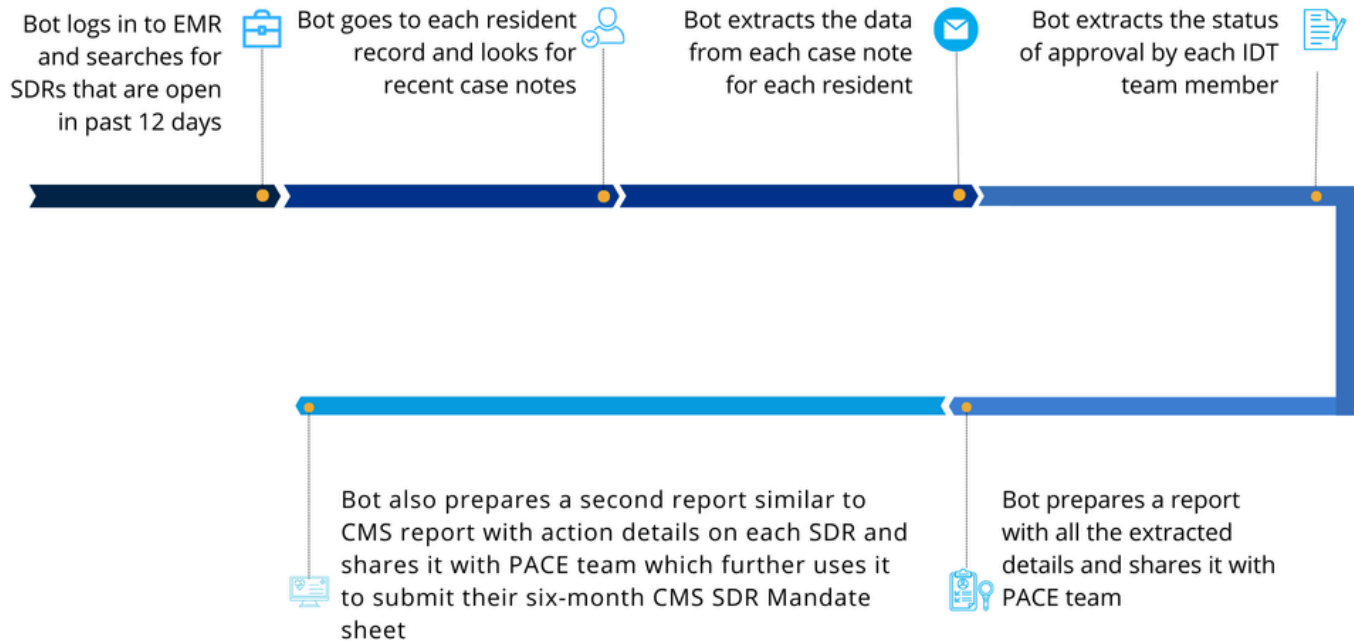## Project 1: Service Delivery Request (SDR) Tracking Process

NuAIg developed a sophisticated low-code solution using an RPA solution to optimize the Service Delivery Request (SDR) tracking process within the PACE program. The automated system seamlessly integrates with the EHR, extracting data from active service requests daily and generating comprehensive, customized reports. These reports provide real-time insights into the status of each SDR and highlight pending action items for follow-up by the interdisciplinary team (IDT).

By automating the tracking process, the solution eliminates the need for manual management, ensuring no compliance standards are missed. The system offers secure data handling and exceptional flexibility, allowing for easy customization and scalability to accommodate evolving organizational needs.

This automation not only reduces administrative burden and minimizes errors but also enhances operational efficiency, empowering staff to focus on higher-value tasks. As a result, the solution improves both regulatory compliance and the participant experience, ensuring timely resolution of service requests.

Service Delivery Request (SDR) Tracking Process

Bot logs in to EMR and searches for SDRs that are open in past 12 days

Bot goes to each resident record and looks for recent case notes

Bot extracts the data from each case note for each resident

Bot extracts the status of approval by each IDT team member

Bot also prepares a second report similar to CMS report with action details on each SDR and shares it with PACE team which further uses it to submit their six-month CMS SDR Mandate sheet

Bot prepares a report with all the extracted details and shares it with PACE team

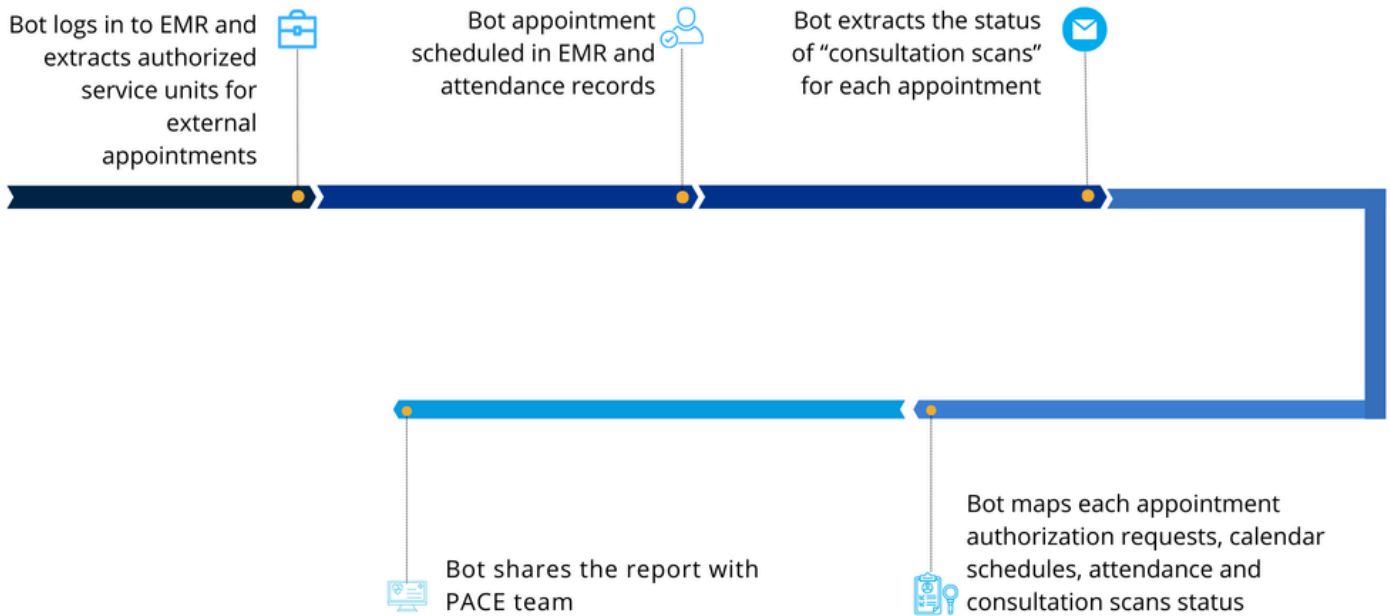| ACCURACY: 100% | TIME: 24/7 | SCALABLE |

Project 2: External Appointment Tracking

The ArchCare PACE team sought an efficient way to manage and track external provider appointments for participants. Key processes—including appointment authorizations, scheduling, attendance tracking, and consultation tracking—were dispersed across multiple EHR modules. With a large number of participants and no centralized tracking system, consolidating and acting on essential information quickly became a priority.

To support this need, NuAIg developed an automated solution that seamlessly integrated data from various EHR modules. By applying advanced logic, the solution consolidated this data into a comprehensive report, providing end-to-end visibility into all external appointments. This unified report enabled the PACE team to efficiently track, follow up, and manage cases, while also identifying and resolving any missing or incorrectly entered data, ensuring smooth and accurate operations.

The automation enhanced the team's ability to monitor external appointments consistently with compliance standards. With a single, unified view of all appointment-related activities, the solution improved operational efficiency and accuracy, leading to better care coordination and an enhanced experience for PACE participants.

External Appointment Tracking

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Bot logs in to EMR and extracts authorized service units for external appointments

Bot appointment scheduled in EMR and attendance records

Bot extracts the status of "consultation scans" for each appointment

Bot shares the report with PACE team

Bot maps each appointment authorization requests, calendar schedules, attendance and consultation scans status

ACCURACY: 100%	TIME: 24/7	SCALABLE

Project 3: Initial Re-Assessment Audit Reports

As part of the PACE program, the IDT conducts comprehensive health assessments upon participant enrollment, every six months thereafter, or whenever a significant change in the participant's condition occurs. Per CMS guidelines, these assessments must be completed within 30 days to ensure timely and effective care planning. Tracking the status of these assessments manually was resource-intensive, with ArchCare able to monitor only a small percentage, limiting progress toward their goal of 100% audit compliance.

Working collaboratively with ArchCare, NuAIg developed an automated solution that generates a detailed monthly report, providing a comprehensive overview of all assessments. The report tracks due, completed, and pending assessments and identifies the responsible IDT members for follow-up. This automation supports full compliance with CMS standards by enabling timely tracking and proactive intervention as needed.

With this solution, ArchCare has streamlined the enrollment and assessment process, significantly enhancing operational efficiency and care outcomes for participants. The automated tracking system has removed bottlenecks, ensuring timely completion of assessments and fostering seamless care coordination across the IDT.

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Initial Assessment Audit

Bot logs in to EMR and extracts the participants who are eligible for initial assessment for current month

Bot extracts the status of all initial assessments for each eligible participant from EMR

Bot shares the report with PACE team to take corrective actions

Bot prepares a consolidated report with all the extracted details per IDT department, per community, per month, highlighting the compliance score

ACCURACY: 100%	TIME: 24/7	SCALABLE

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Re-Assessment Audit

Bot logs in to EMR and extracts the participants who are eligible for semiannual/ annual assessment for current month

Bot extracts the status of all semiannual/ annual assessments for each eligible participant from EMR

Bot shares the report with PACE team to take corrective actions

Bot prepares a consolidated report with all the extracted details per IDT department, per community, per month, highlighting the compliance score

ACCURACY: 100%	TIME: 24/7	SCALABLE

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Advantages to the Approach

- Enhanced productivity: Automating repetitive tasks allows the PACE team to focus on direct participant care and high-value activities.
- Improved compliance tracking: Automation ensures accurate, timely, and comprehensive tracking, significantly reducing the risk of compliance breaches.
- Reduced compliance gaps: Tailored RPA solutions ensure all processes adhere to CMS standards.
- Enhanced transparency and decision-making: Automated reporting provides real-time insights into various processes, improving decision-making.
- Customizable and scalable solutions: Solutions are easily customizable and scalable, allowing ArchCare to adapt to future needs.

Challenges and Pitfalls to Avoid

- Change management
  - Effective strategies were required to transition smoothly from manual to automated processes, minimizing resistance and ensuring adoption.
- Ongoing maintenance
  - Regular updates and maintenance of automated systems were necessary for optimal functionality, requiring proper planning and resources.

Lessons Learned

- Stakeholder engagement: Early and continuous engagement is essential for insights, support, and alignment with organizational goals.
- Thorough assessments: Comprehensive assessments of existing processes lead to more effective solutions.
- Flexibility and scalability: Developing adaptable solutions ensures the organization can meet future changes and challenges.

Advice to Share with Others

- Commitment to ongoing enhancement: Consistently evaluate and refine systems to adapt to evolving operational requirements and integrate user feedback.
- Educate stakeholders for better change management: Engage and educate stakeholders throughout the process to ensure smooth adoption and alignment with organizational goals.