WORKFLOW AUTOMATION
FOR HEALTHCARE

Today's healthcare environment is more complex than ever. The combination of labor shortages, inflation, and declining revenue, coupled with intense regulatory, reimbursement, and security requirements, means that administrators are tasked with doing more with less[1]. Workflow automation has the potential to help healthcare organizations gain better data visibility, improve efficiencies, and access analytics that can support greater productivity[2].

The Therefore™ information management, workflow, and business analytics platform from Canon U.S.A. can support healthcare environments of all sizes, helping to reduce manual, paper-based processes and limit administrative burden.

Here are a few ways that Therefore's module-based software can support healthcare providers:

ACCESS
mission-critical data virtually anytime, anywhere

COLLABORATE
across your organization

CONTROL
access to data within a central digital repository

AUTOMATE
and optimize many core business processes

CAPTURE
and utilize paper and electronic information

ANALYZE
and react to key performance indicators

Therefore™
PEOPLE PROCESS INFORMATION

[1]American Hospital Association, "The Financial Stability of America's Hospitals and Health Systems Is at Risk as the Costs of Caring Continue to Rise", April 2023. Available from: https://www.aha.org/costsofcaring

[2]Clinovations Government + Health, "Priorities to Accelerate Workflow Automation in Healthcare," Office of the National Coordinator for Health Information Technology, October 2022. Available from: https://www.healthit.gov/sites/default/files/page/2022-10/Priorities%20to%20Accelerate%20Workflow%20Automation-508-1022.pdf

CAPTURE AND CONTROL

Capture Data in Multiple Ways

Therefore is an advanced information management solution that helps healthcare providers capture data, so it is searchable and easily retrievable.

Paper Documents
Scan and index directly from compatible scanning devices to a watched folder that transfers digitized files to Therefore for validation and workflows.*

Electronic Documents
Import electronic files from emails and Electronic Health Record (EHR) and Enterprise Resource Planning (ERP) systems to watched folders where they can be picked up and incorporated into Therefore workflows.*

E-forms
Create intuitive, customizable electronic forms that connect to Therefore workflows for patient intake, surveys, clinical research, staff vacation requests, credentialing, and more. These can be integrated with provider websites, patient/employee portals, or through direct outreach.
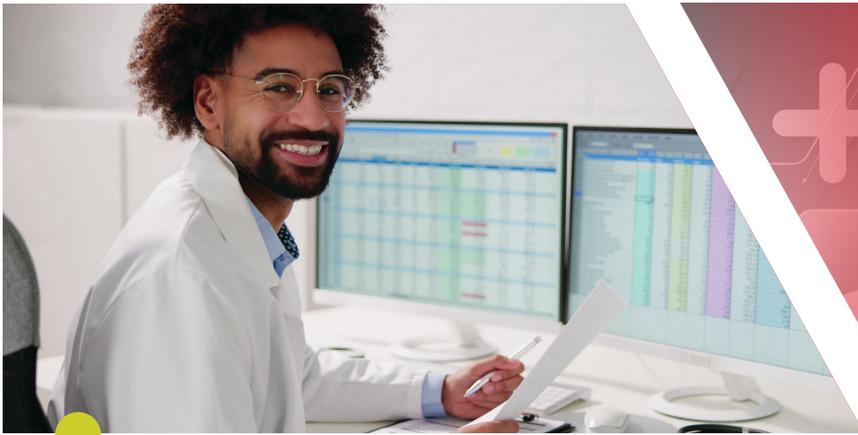
A Digital Repository that Supports Security[3]

Therefore Online and On-Premise sport numerous security features to help protect Personal Health Information (PHI) and Personally Identifiable Information (PII).

- **Access Controls and Permissions**
  Enable authorized users to access information using password protection, multifactor authentication, and role-based access controls.

- **Audit Trail and Logging**
  Access comprehensive data audit trails that record the date of document creation, modifications, deletions, who performed an action, when it was performed, and more.

- **Back-up and Disaster Recovery**
  Recover data in the event of a hardware failure, natural disaster, or cyber incident with standard primary and back-up storage options.

- **Anti-tamper Measures**
  Verify the authenticity of a document each time it is retrieved via a unique signature to help prevent information from being modified beyond authorized parameters.

- **Retention Policies**
  Empower administrators to set retention policies for revenue cycle management documents contracts, patient records, and more to align with local regulations and organizational policies.
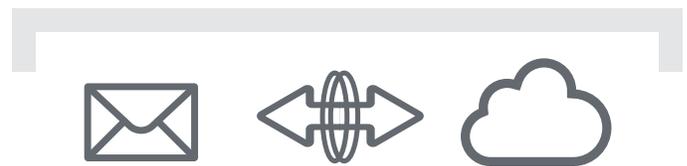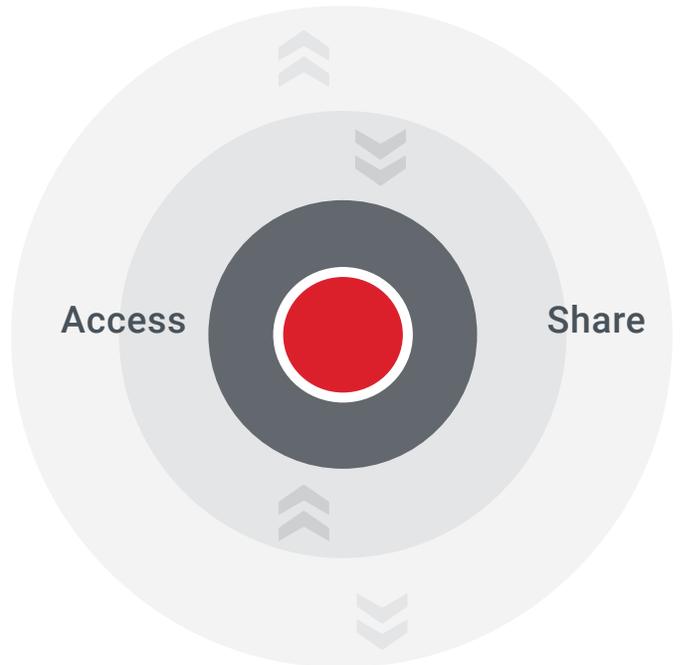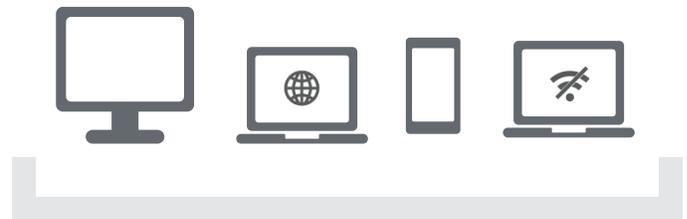
ACCESS AND COLLABORATE

Access to Mission-Critical Information

Therefore Online and On-Premise provide access to stored data onsite, as well as remotely, so information critical to care delivery is at your fingertips virtually, 24/7.

- **Web-based Access**
  View, save, and edit documents and process workflows through a web browser without the need to install any software; or access important files through the Therefore Go mobile app.

- **Work Anywhere**
  Take information offline (based on permissions) to view or edit and then synchronize with the system once internet/network connection is available.

- **Retrieve Data Easily**
  Search files based on metadata, file names, or content. Built-in AI learns your preferences and recommends search terms.

- **Share Information**
  Share read-only access to documents with patients, business associates, etc., through the Therefore Portal, which can be embedded in provider websites.
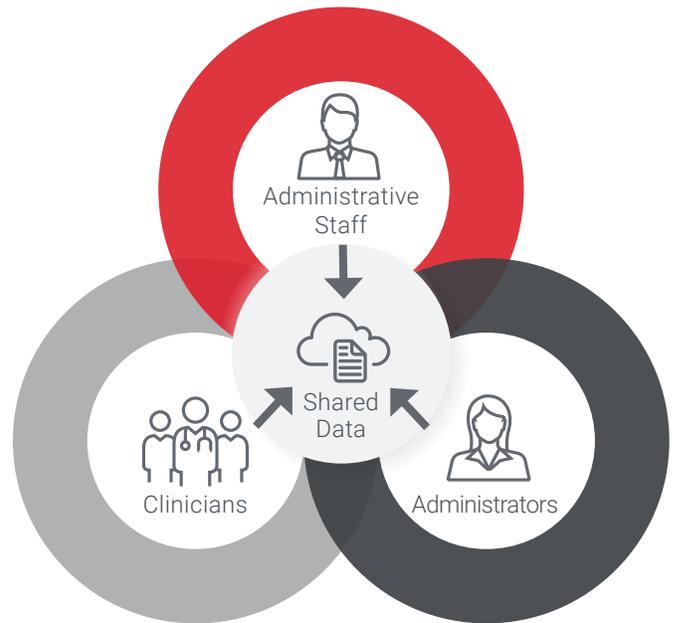
Access   Share

WORK TOGETHER MORE EFFECTIVELY

Therefore enables administrators, clinicians, and administrative staff to work on documents and utilize shared data concurrently to support greater efficiency and effectiveness.

- **Simultaneous Collaboration**
  Work on documents with other users through tools that track changes, assign next steps, and maintain version control/history.

- **Integration with Existing Applications**
  Use Therefore tools and API integration to connect to any line of business application[4]. Employ pre-built, native connectors to integrate with compatible third-party systems, including:

- SAP NetWeaver
- Microsoft® Office
- Microsoft Sharepoint
- Microsoft Power BI
- Microsoft Dynamics NAV

- uniFLOW
- Kofax
- IRIS
- Cloud Storage providers (EFSS)
- eSignature services

TEAMS APPROACH

Receive workflow notifications, manage tasks, and view documents within Microsoft Teams with Therefore 2023.

[4] Optional plug-ins may be required.

*Microsoft® Office, Sharepoint, Power BI, Dynamics NAV and Teams are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries
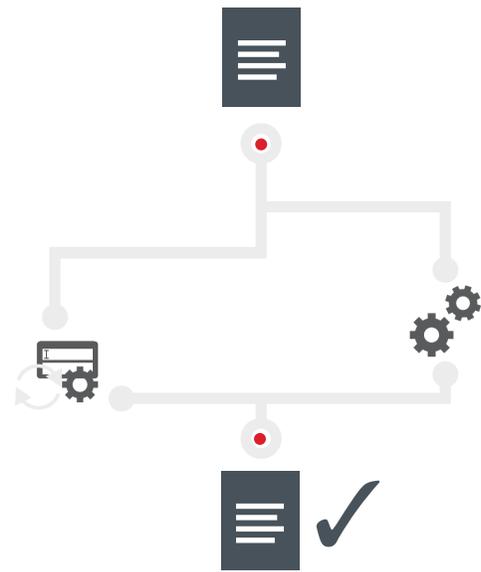
AUTOMATE AND ANALYZE

Help Streamline and Manage Core Administative Processes

Therefore helps healthcare providers manage how information is processed so that it can be tracked and utilized for optimization and business continuity.

- **Design and Adapt Workflows**
  Use a drag-and-drop user interface to create parallel workflow paths, escalation routes, and exceptions.

- **Easy Delegation**
  Delegate workflow tasks to individuals or groups on an individual document level, a case level, or in combination.

- **Greater Visibility**
  Access dashboards that provide a play-by-play overview of actions, completed projects/processes, new, lapsed, and overdue tasks.

Analyze and React to Key Performance Indicators

Therefore helps healthcare organizations of all sizes stay on top of valuable metrics that can support process optimization, patient satisfaction, and clinical outcomes.

- **Create Customizable Dashboards**
  Select from a variety of data points and functions to create different dashboard views for various users or groups that can be shared using built-in permission controls.

- **Integrate with Microsoft Power BI**
  Gain insights and help make better business decisions by using Power BI design tools to configure and share data dashboards on ER admissions, accounts receivables, scheduling, and more.

- **SQL Reporting**
  Schedule reports based on index data or workflows to be automatically generated and saved to Therefore at specific intervals. Customize your reports with Microsoft SQL Report Builder.

Report

Track

React

HOW THEREFORE HELPS HEALTHCARE

Case Management
Therefore Case management allows healthcare providers to manage groups of related documents such as patient financial forms, referrals, lab reports, etc., and incorporate them into workflows to automate follow-up and continuity of care initiatives.

Patient Engagement
Create ongoing communications with patients through Therefore Portals; set up e-forms for intake, record requests, and surveys; connect to compatible payment services and e-signature providers.

Revenue Cycle Management
Optimize claims processing with workflows and automatic linking; track approvals and reimbursements; even create automated prior authorizations with optional software from Canon U.S.A.

Contract Management
Keep contracts in order with version control; automatically manage contract e-signing processes with business associates, payers, and vendors; set up reminders for approaching expiration dates.

HR and Credentialing
Help streamline recruiting, onboarding, and exit processes; manage credentials, leave requests, and more; store and retrieve employee records easily.

Business Intelligence
Coordinate information exchange across multisite facilities; access analytic dashboards for efficient scheduling, financial operations, and more; make data-driven decisions.

FLEX YOUR OPERATIONAL MUSCLE!
Therefore can be configured and customized to suit a wide array of departmental needs or processes. Contact your Canon U.S.A. Sales Representative to learn more about how Therefore can help streamline operations, increase productivity, and support patient satisfaction.

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