



Complexity Costs Lives

NHS Urgent Care &
ED Admissions



Healthcare is Complex, Pega can help you take away some of that complexity headache



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Complexity kills. So everything we do takes complexity out of your operations. It's harder to give everyone the help they need, when they need it, when you're working with so many complex systems and processes. With Pega you can transform the way you treat patients now. So you can make more of your resources make more of a difference, more quickly, to millions of people's lives.

The additional volume created by the triage of 'Think NHS 111' and ICS initiatives places greater pressure on operations and staff; with no need to rip and replace your current infrastructure, Pega will ensure that patients interactions are answered quickly, answered with empathy, and the right Disposition selected - placing the patient in the right care at the right time.

How Pega Helps You Transform Lives

Seamless patient care

Regardless of the channel of choice, put the patient at the centre of everything you do – seamlessly unifying disparate voice and digital channels, providing the patient with faster triage.

Faster, More Accurate Outcomes

Use intelligent automation and AI to help Contact Centre Advisors to choose accurate Disposition Codes quickly, automating the interaction while the Advisor focuses on the patient.

Joined up healthcare

Break down the silos that stop your colleagues from providing integrated care.

Change faster at scale

Integration doesn't mean knocking everything down and starting again. That's why we work with your existing systems – both in the contact centre, back-office and held within other pillars of care.





We want to help you make **Urgent Care** better for patients and staff

The patient Pathway often flows across many pillars of healthcare provision, these provisions are typically run on different technologies, many of which are outdated and hard to use.

This wastes staff time and increases the risk of error. And it means many appointments are wasted as patients don't get the correct information in the way they need.

We can help.

We will act as the connective tissue that pulls data from all your disparate systems so you can ensure that the patient receives the right care, at the right time in the right place.

The right care, at the **right time** in the **right place.**

For patients

Regardless of their channel of choice – digital or voice – or if they choose to pivot to another channel during the interaction - no context will be lost resulting in faster triage.

For Clinical Advisors

Clinicians will get full patient information at their fingertips, a 360 degree view of the entire Pathway. We will automate manual work to free them so they can spend more time helping people, providing empathetic care. Automation will ensure that the correct Disposition Code is chosen.

For managers

Managers will get data and reporting to monitor performance and the assurance that updates to systems and reports can be made quickly and easily. Any changes will be instant – across all channels and across all systems. Patient Experience will be made available in real time (when appropriate) rather than wait for 3rd Part survey insight.



Move faster and safer,
aligning to **your tech vision**



You don't need to commit to a total overhaul of all your operations.

Because only Pega can do this by working hand in hand with your existing systems and processes across the entirety of the NHS. You can start small and then move faster, safer - decoupling from your legacy systems. And you can build for change, sharing and reusing components you develop for one Urgent Care provision for another, simply tweaking in accordance to regionalities such as patient demographics, languages etc.

Personalize service, improve access to care by anticipating patient needs

Proactively determine the best outcome not just “process the request” –balancing patient needs with business outcomes.

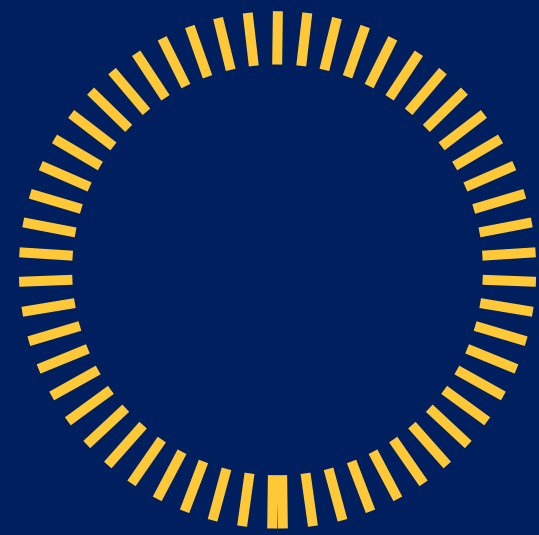
Remove barriers to care with seamless tools & access to knowledge. Simplify the patient journey to drive satisfaction, reduce complexity.



Pega are working across the UK



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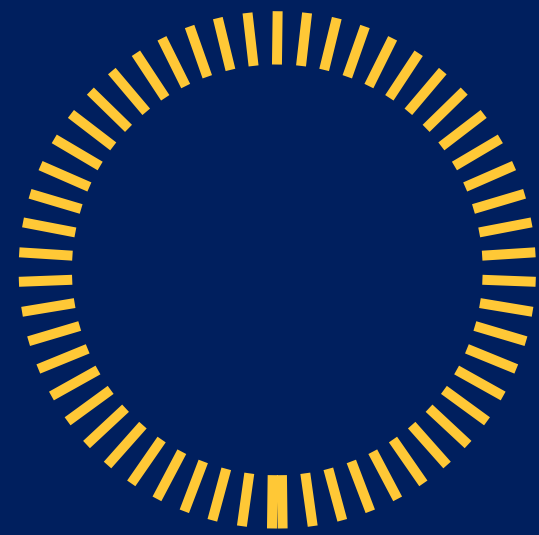
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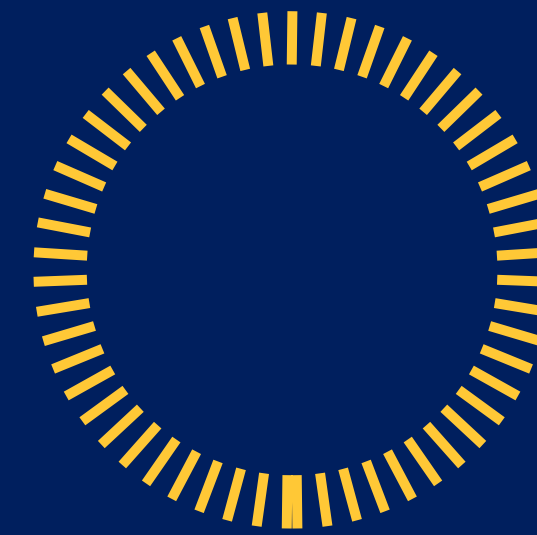
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2020 Wave Healthcare CRM

FORRESTER®



Pegasystems leads with real-time insights that enable personalization.



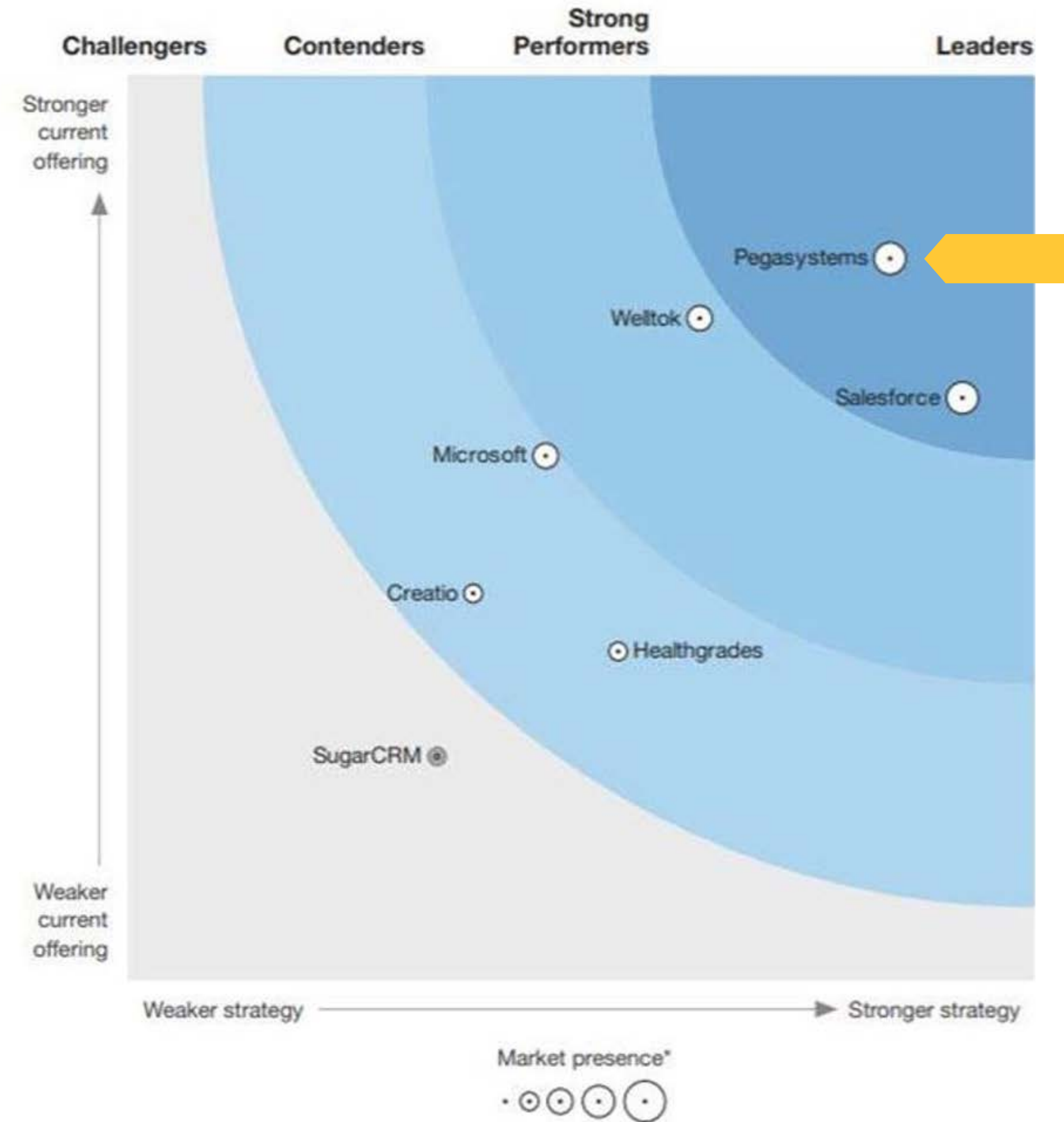
Pegasystems has deep roots in healthcare and a demonstrated heritage in business process management.



The underpinning AI surfaces insights on customer engagement, at the speed of conversation, which helps HCOs provide more personalized, contextual, and proactive experiences, even as customers cross channels.



Outbound campaign management is an interesting feature — it can be modeled through what-if analysis and monitored on an ongoing basis.



*A gray bubble indicates a nonparticipating vendor.

The only unified architecture for digital transformation



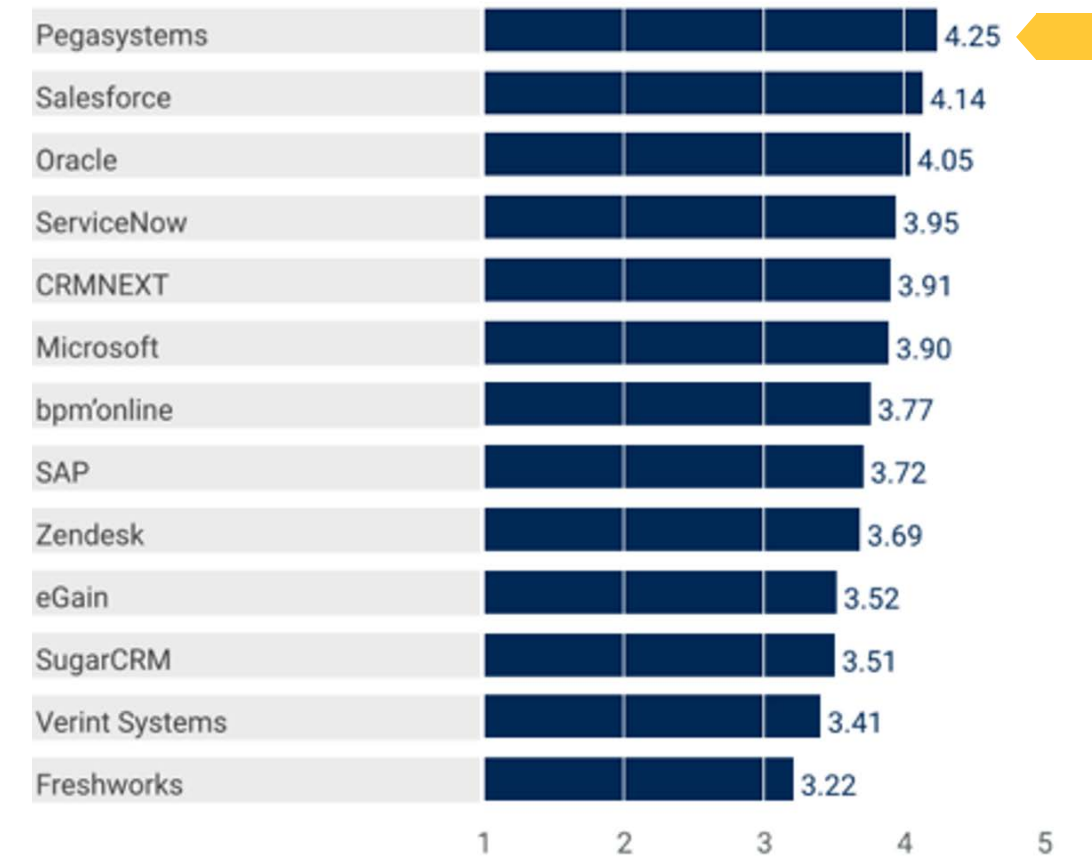
The highest reference customer scores for modeling and predicting customer behavior.

The best ability of any CRM vendor evaluated to build, maintain and change complex use cases.

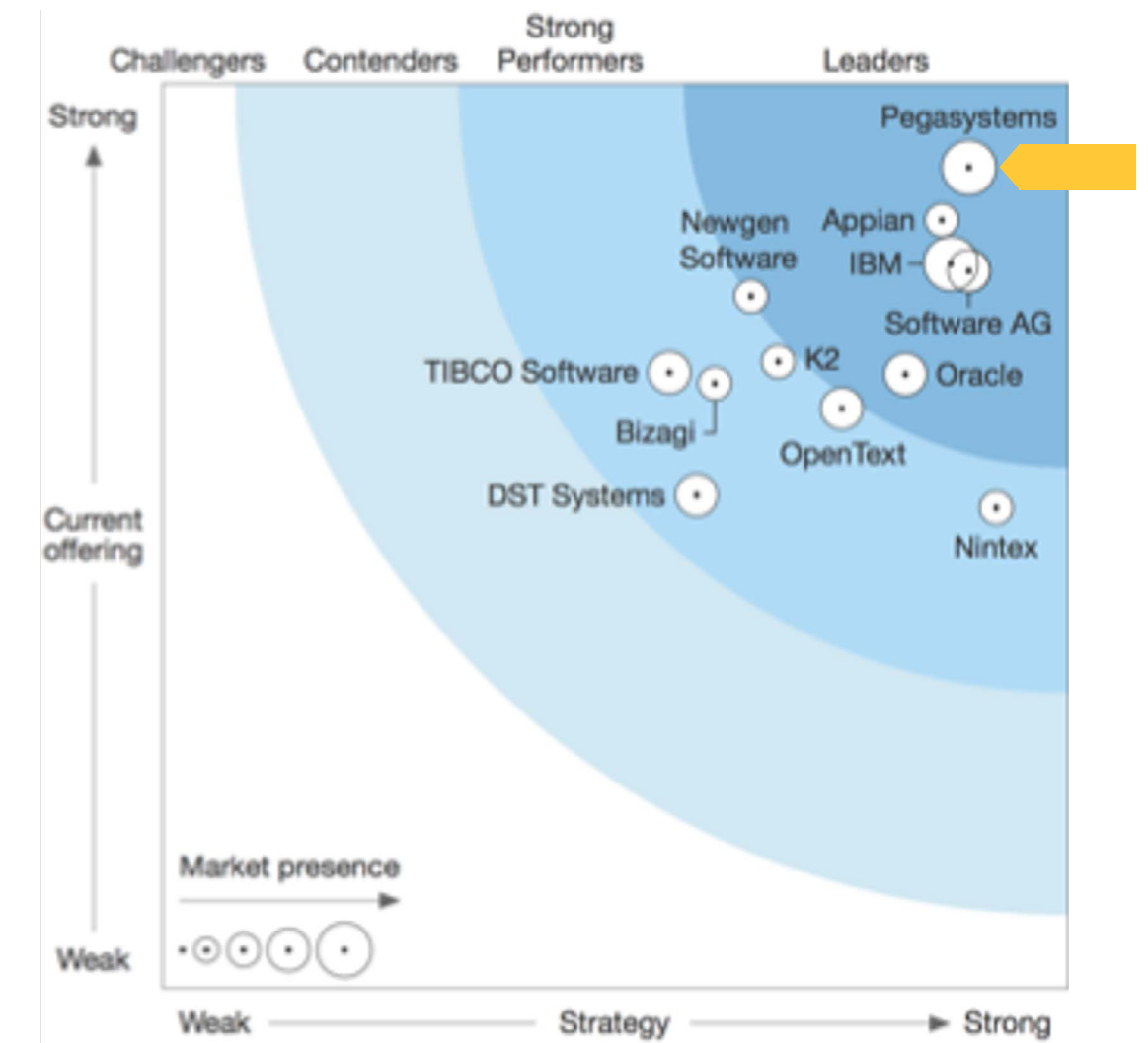


Customer engagement

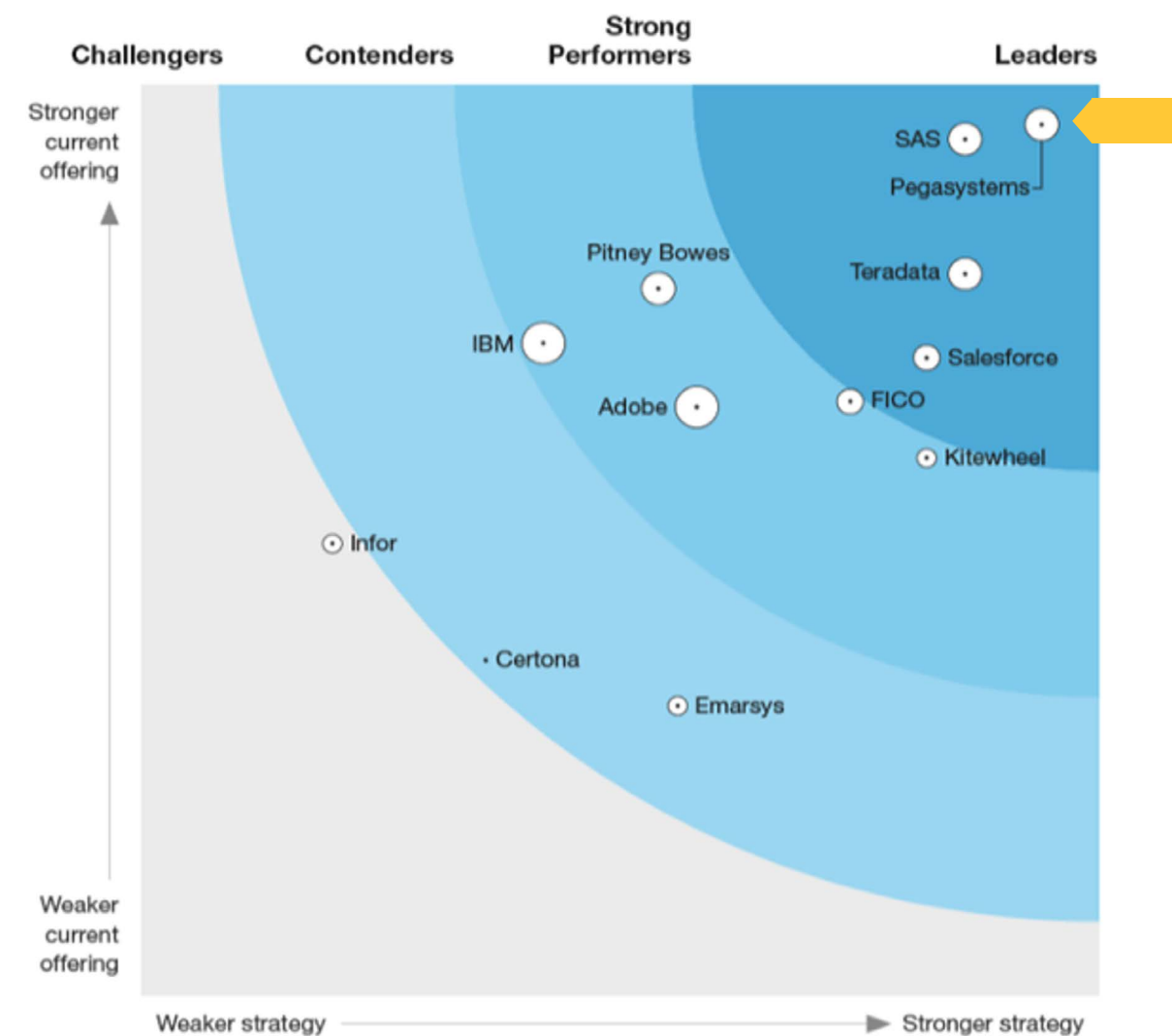
Product or Service Scores for Complex Processes



Digital process automation



Real-time interaction management

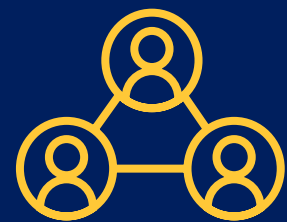


End-to-End work management



Pega Patient Experience

key capabilities



Dynamic case management

Connect case types and front office to back office activity for tracking end to end resolutions



CTI connectivity

Computer telephony integration (CTI) for personalised voice interactions within the agent desktop



Integrated chat / chatbots / IVAs

Integrated chat / chatbots / IVAs



AI empowered agents

Using NLP, machine learning, augment agents with contextual responses and Next-Best-Actions



Real-time co-browse

Collaborate with two or more parties by sharing the same web page with just a single click



Unified Messaging

Consistently engage with digital users within the agent desktop



Knowledge management

Centralized content publishing solution



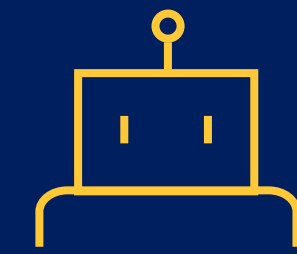
Digital self-service

Contextual self-service content to engage customers on websites / mobile devices



AI-powered email

Utilise AI to automatically interpret email content, route decisions and suggest cases accordingly



Robotic automation

Leverage workforce intelligence data and robotics to automate mundane tasks or processes

Transform Lives **Now**

