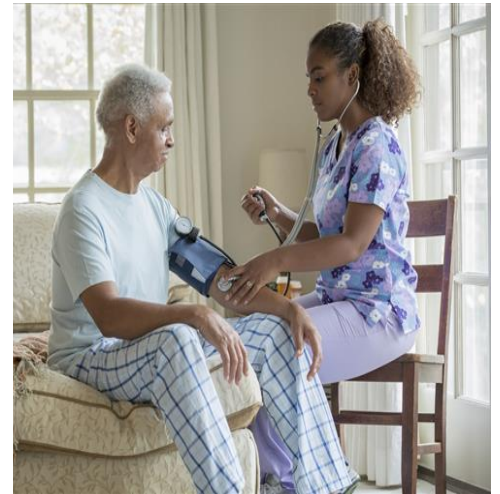


Assessors were able to work significantly less after 5pm, once Xerox® Automated Intelligence was implemented. Consistent access to an automated technology, even without internet connectivity made all the difference in meeting SLAs and improving work hours.



The Challenge

The State Senior Healthcare group had a specific issue that they needed addressed. In order for them to meet the contract's Service Level Agreements (SLAs), they needed an Automation tool to enable assessors to complete assessment forms when internet connectivity was not available. This issue directly affected their ability to meet assessment SLA-required timeframes. This group recognized this as an issue after needing to meet new requirements outlined in a Request for Proposal (RFP).

The Solution

While reviewing the RFP, the Xerox Solution Team recommended the Xerox® Automated Intelligence Technology to assist the State Senior Healthcare group. Automated Intelligence allowed assessors to complete the tool in a PDF form while in the home instead of entering the data on paper. With Automated Intelligence, they were able to enter the assessment and care plan data in the Automated Intelligence PDF form during the home visit without the need to have internet access. Upon return to their home office, the staff emailed the completed Automated Intelligence form to the Automated Intelligence email account. Automated Intelligence then entered the data into the state's personal care eligibility tool.

The Results

The most positive change to the group's process after implementation was that it enabled them to complete in-home assessments on the actual visit date and reduced manual work. The State Senior Healthcare group felt particularly taken care of due to the detail and hard work that the Xerox Advanced Developer put into the implementation and how he worked with their staff to ensure all data would be captured.

Prior to the implementation of the Xerox® Automated Intelligence Technology, assessors completed the assessment on paper while in the consumer's home, and then entered the data in the state's personal care assessment tool once they returned to their office. This process meant assessors were up very late at night completing their work. The use of Automated Intelligence decreased the number of hours after 5pm that the assessors had to work.