

IDC Survey Spotlight

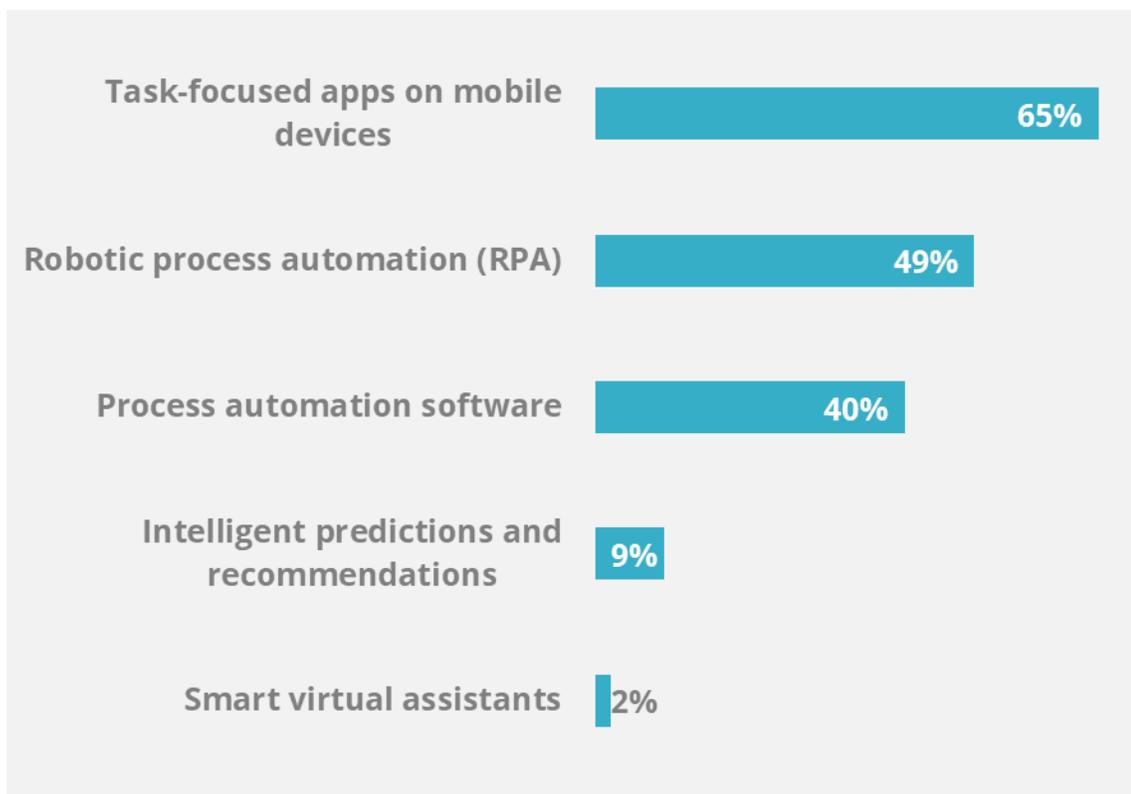
How Will Intelligent Automation Technologies Impact FoW in Healthcare Organizations?



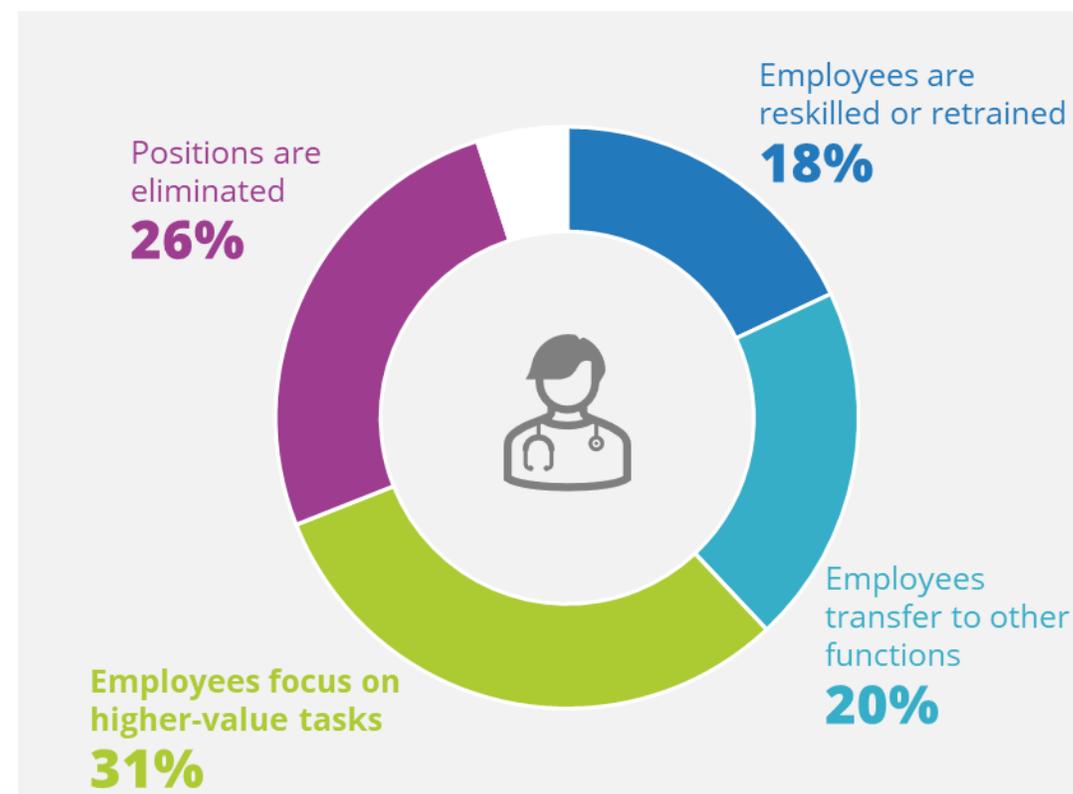
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Q1. Is your organization deploying or planning to deploy in the next 18 months the following automation technologies?
Q2. Where do you see automation technologies having the most impact on employees in the next 18 months?

Automation Technologies Investments



Automation Technologies' Impact on Employees



IDC's Take

Intelligent automation technologies will enable healthcare professionals to focus on patient care.

- In the past 18 months, European healthcare systems — already struggling with workforce issues such as high vacancy and low staff retention rates — were overwhelmed by the increasing sense of professionals' burnout. Many doctors and nurses are on the frontline in the fight against COVID-19, facing increased workloads, high risk of infection, and the pressure of isolating from family members.
- To deal with these increasing pressures, healthcare organizations are incorporating intelligent automation solutions into their operational processes:
 - 65% of European healthcare providers are already deploying or investing in task-focused apps on mobile devices such as the ones for designed for expense submission, performance evaluation, and medical staff scheduling.
 - Repetitive tasks are passed on to RPA solutions by 49% of European healthcare providers to achieve streamlined processes efficiency and reduced costs.
 - Process automation software, already adopted or planned by 40% of healthcare providers, can increase staff efficiency, reduce costly errors, improve interoperability, and generate better patient outcomes.
- Intelligent process automation has the potential to enrich and refocus the work of healthcare professionals toward what they got into the profession for — direct patient care. 31% of European healthcare providers already adopt or plan to adopt in the next 18 months intelligent automation technologies. Automation enables clinicians to become more productive, alleviating the workforce shortage and improving the speed and the accuracy of care delivery services for better care outcomes.
- Nevertheless, the introduction and scaling of automation within healthcare will require new skills to interact with technology. 18% of European healthcare providers are already working on training frontline staff data science, data analysis, and the fundamentals of genomics.
- Healthcare providers that want to empower their healthcare professionals to focus on patient care should take advantage of intelligent automation solutions, evaluating their benefits to different processes.