

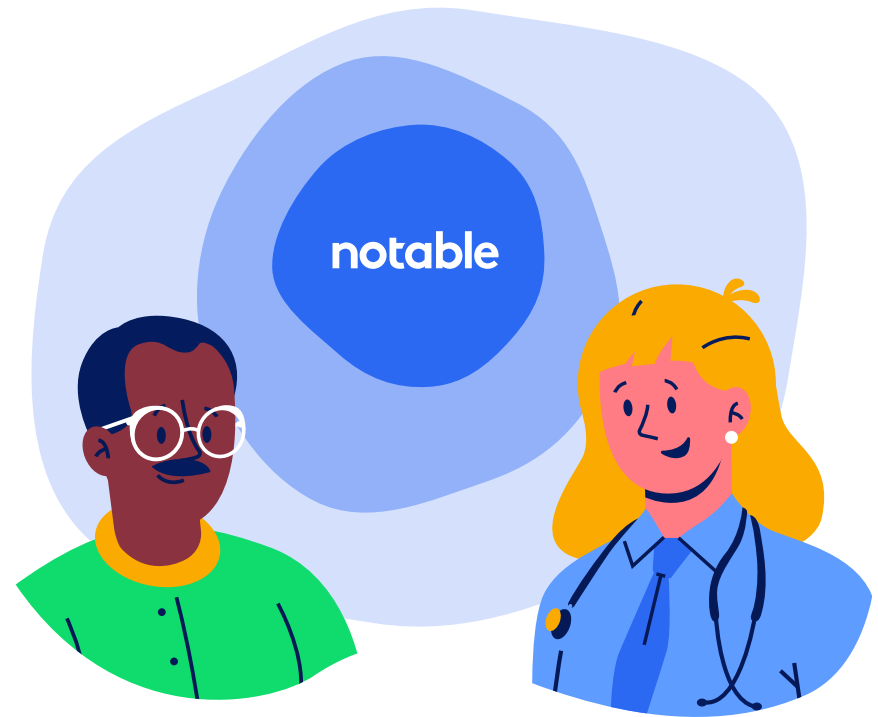
Notable's State of Automation Report 2022

Part 1: A Survey of 1,000 American Healthcare Professionals

About Notable

Notable is the leading intelligent automation company for healthcare. Deployed at over 1,000 locations, Notable is leveraged by leading health systems including Intermountain Healthcare and Medical University of South Carolina (MUSC). Customers use Notable to identify and engage more patients in need of care by automating hundreds of repetitive workflows like patient intake, care outreach, registration, documentation, and billing. With Notable, staff and clinicians report saving 700 hours of administrative work per provider per year. Based in San Mateo, Calif., Notable is backed by leading investors, including ICONIQ Growth, Greylock Partners, F-Prime, Oak HC/FT, Maverick Ventures, and 8VC.

www.notablehealth.com



Background & Methodology

Introduction

Over the past two years, the staffing shortage has been impeding health system growth, exacerbated by the burden of the many menial tasks clinicians and non-clinical staff must complete. In order to give capacity back to health systems, overall workload must be reduced.

It is my belief, and Notable's belief, that intelligent automation can remove these obstacles to growth. But are staff on board? We conducted this survey to determine how healthcare professionals across the care continuum feel about technology and automation as tools to help them.

We found that staff are overwhelmingly positive. The industry is already taking steps in the right direction, but there's still far more untapped potential to transform the way healthcare is delivered.

Automation is no longer a niche topic, but a crucial component in adapting to the current realities facing health systems today. Together we can push the industry forward.

Tom Peterson
Senior Advisor, Notable
Co-Founder, Evolent

Methodology

1. Who conducted it and when?

Notable developed a survey which was conducted by market research firm OnePoll from March 3–5, 2022.

2. What's the sample size?

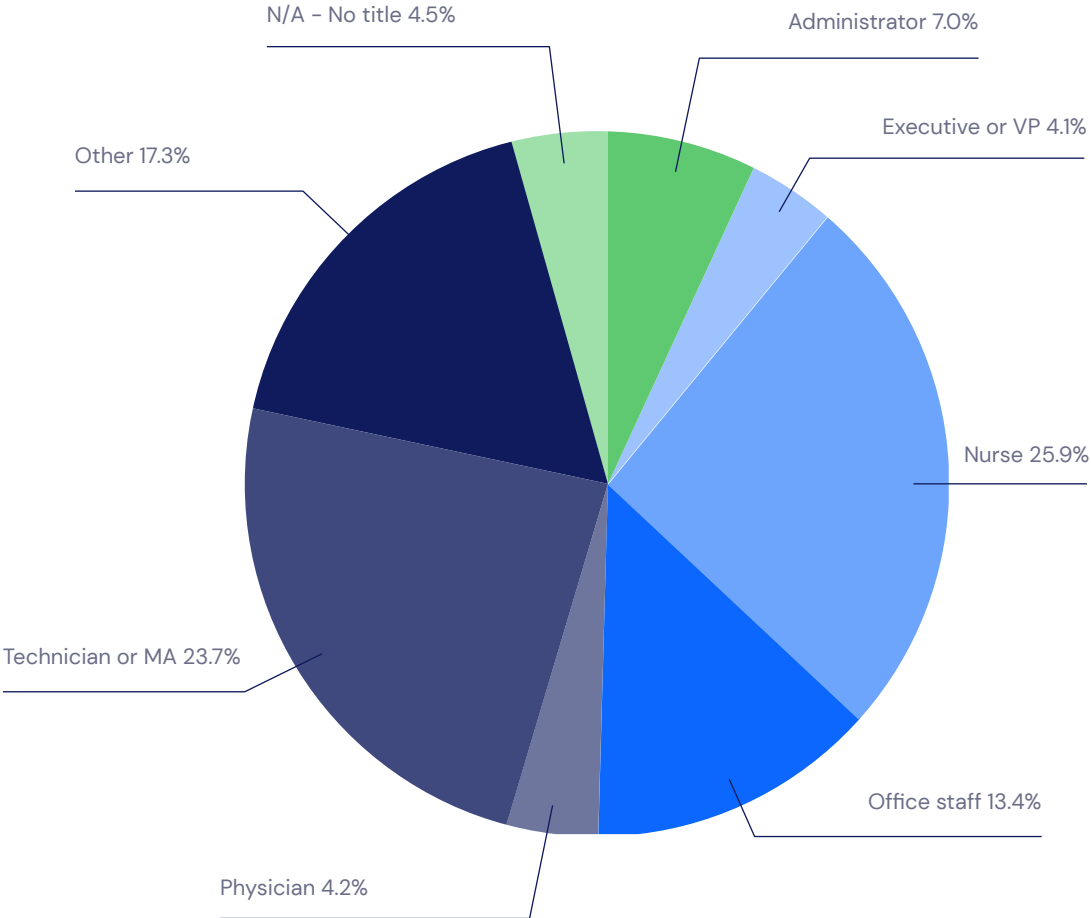
1005 American healthcare professionals were surveyed.

3. At what size of employer?

Only respondents working at an organization with 50+ employees were selected.

Composition of surveyed healthcare professionals

Role

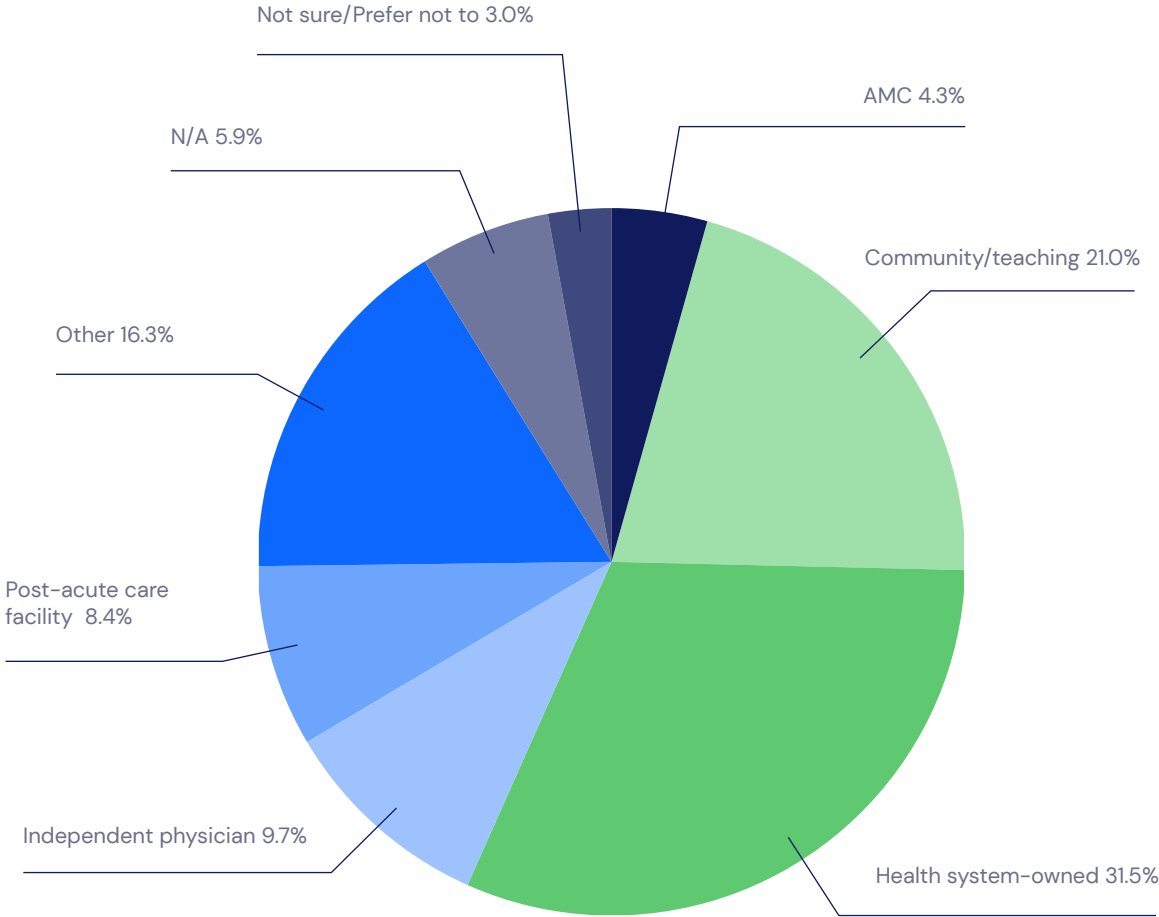


About **53.8%** of respondents are frontline staff.

Roles across the care continuum are represented, from clinic to the back office to administration.

Composition of care settings

Care setting



76% of respondents worked at organizations with 101+ employees.

The most represented care settings were **health-system owned medical groups** and **community/teaching hospitals**.



Our findings

Key executive takeaways

1. The growing administrative burden hurts patients and staff.

Staff are burning out and patient care is suffering.

2. Staff are ready for automation.

Automation & technology are not seen as a threat to jobs but as a tool to help.

3. Change is needed now.

Automation is necessary to get through the staffing shortage.

57%

Are worried they will burn out due to the high volume of repetitive tasks they have to complete.

81%

Feel hopeful that technology can help improve their experience as healthcare providers.

48%

Are worried about their organization's ability to hire/retain staff without automation.

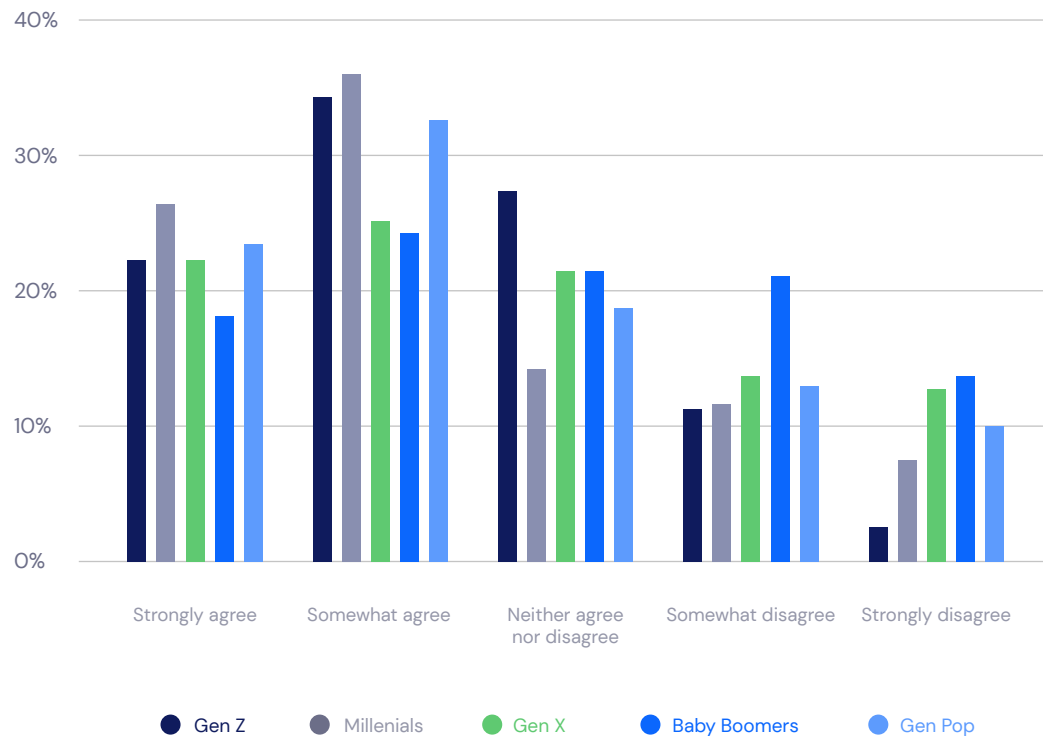
Manual processes lead
to *burnout* and *worse*
patient outcomes.

The workforce is *burned out*
or worried they will burn out.

57% of respondents are **personally worried about burnout** due to repetitive tasks, and **28% have already quit** a healthcare job due to burnout.

Gen X, Millennials and Gen Z all worry about burnout.

Concerned about burnout due to repetitive tasks by generation



58% of gen z, 63% of millennials, and 50% of gen x are personally worried about burnout due to repetitive tasks.

Millennials were the most likely to quit: **34% of millennials have quit due to burnout**, as opposed to 28% of the general population.

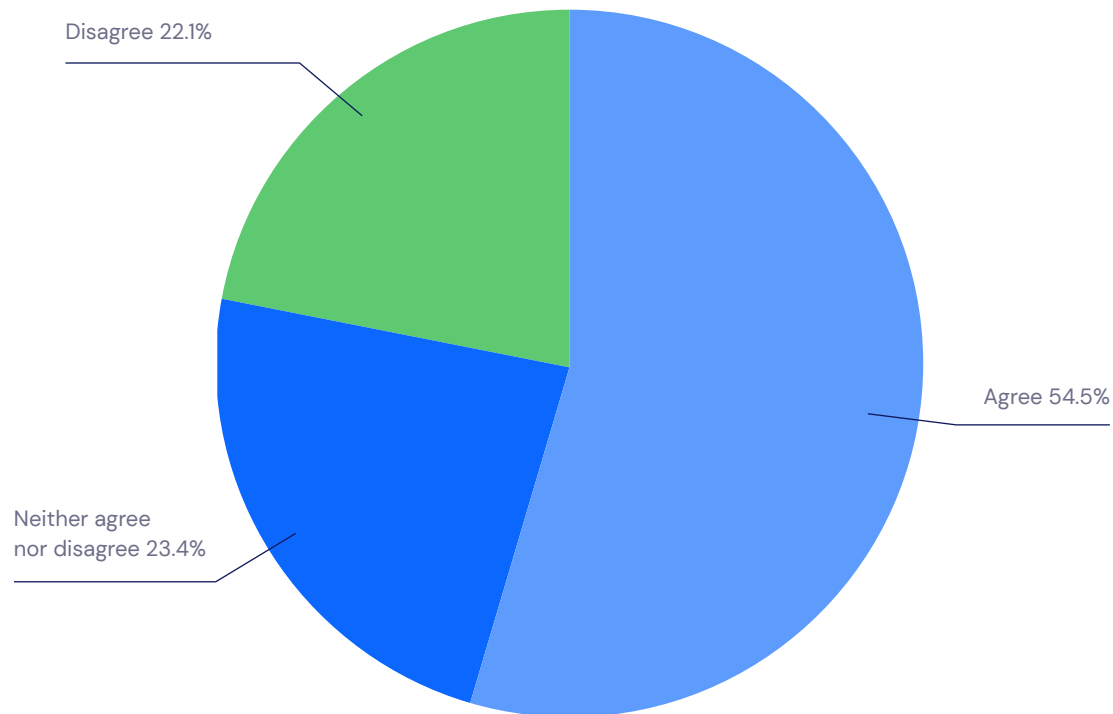
This is significant because **millennials make up over 30% of the workforce.**

Byzantine work hurts
patients, and there are ample
opportunities for *simplification*.

54% of respondents agree that the
complexity of healthcare workflows has a
negative impact on patient care.

“The complexity of our healthcare workflows has a negative impact on patient care.”

Complexity hurts patient care



Overly complex, repetitive tasks eat into time that should be spent on patient care.



Time Spent on Repetitive Tasks

On average, respondents estimated that staff at their organization spend 57.5% of the time on repetitive tasks such as data entry.



Time Spent on Patient Care

On average, respondents estimated that they personally spend 32% of their time on tasks unrelated to patient care.

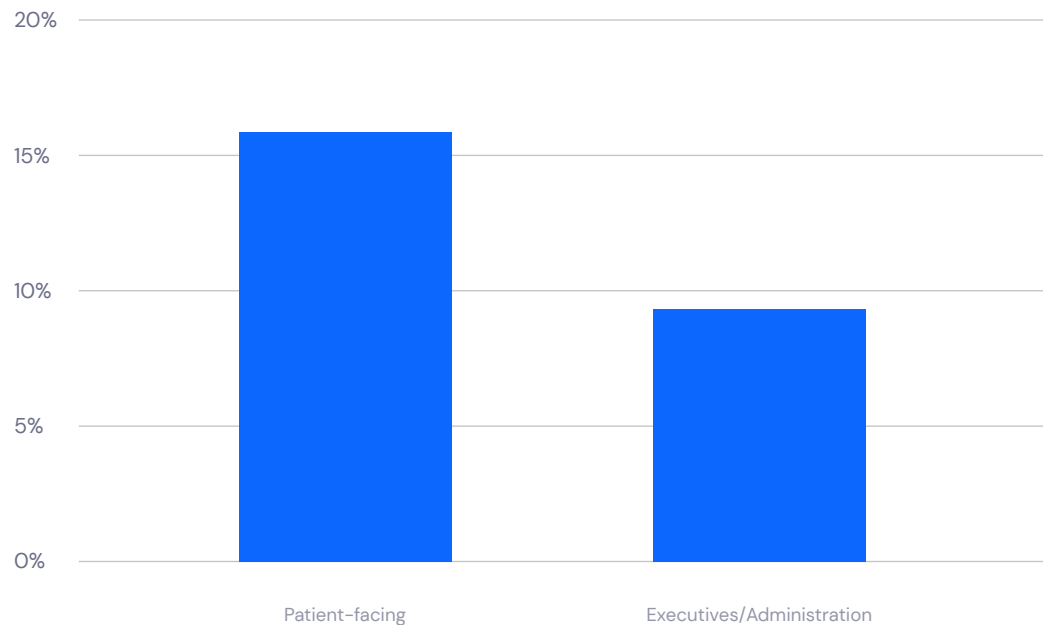


Frustration with How Time is Spent

45% of respondents are frustrated with how little time is spent on patient care.

Perceptions of time spent on repetitive tasks differ based on role.

90% of staff time at the organization is repetitive tasks



Administration believes staff are spending less time on repetitive tasks than those who are patient-facing.

Patient-facing staff are 5.7% more likely to believe 90%+ of staff time is spent on repetitive tasks.

Workloads have increased during the staffing shortage.

In open-ended responses, mentions of being **short-staffed** or **under-staffed** occur at least **139 times in 510 responses**, not including additional references to being overworked.

Overly complex workflows and the staffing shortage are having a dire effect on patient care.



Not enough staff for patients

“Many patients died due to being understaffed.”



New staff not prepared

“We have so many untrained employees because it’s been extremely short staffed so we are hiring whoever and it is to the point where safety is concerned.”



Priorities are wrong

“I get frustrated when administration is prioritizing documenting and record keeping over direct patient care.”

“A patient’s admission med list and orders were incorrectly documented due to an immense admission load. By the time the error was discovered the patient was found in a diabetic coma and later died at the hospital. Had the admission assessment been done in a timely manner when day shift wasn’t so busy with an insane amount of required paperwork, the DKA would have been noted and treated immediately and not 8 hours later.”

Staff are worried about the detrimental outcomes of prioritizing charting over patients.

“I work in the ICU. During the pandemic we have worked short staffed and are still expected to spend the same amount of time on charting for each patient. This has resulted in sacrificing time with patients.”

“I don’t give patients the attention they deserve, my hands are tied when it comes to helping them more, I am unable to go above and beyond.”

“The amount of digital paperwork we are required to do is constantly increasing. It takes us away from being at the bedside with the patient.”

These problems *can* be solved.

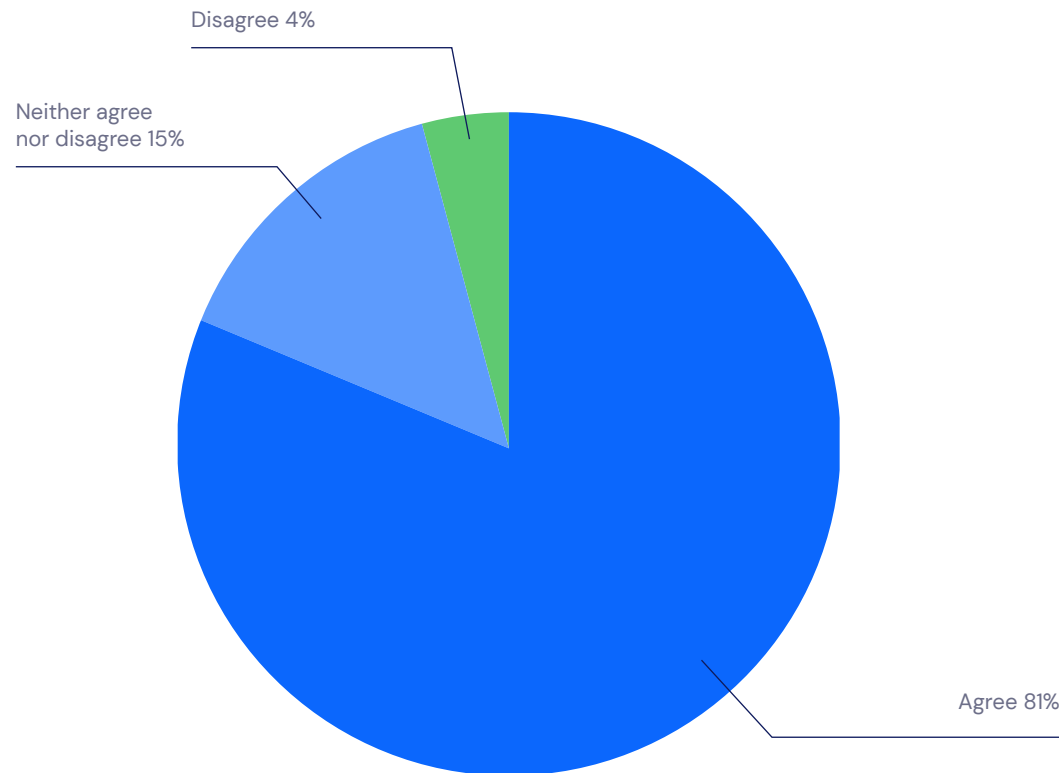
It is Notable's belief that automation can solve for complexity, fragmentation, and staffing shortages. We asked staff what they thought.



Technology & Automation

Staff overwhelmingly believe in the potential of technology to transform their experience.

I feel hopeful that digital technology can improve my experience as a healthcare professional.



81% of respondents feel hopeful that digital technology can improve their experience.

The majority are optimistic across all ages and regions.

Not only do staff feel positively
about the potential of technology
– *it's already helping.*

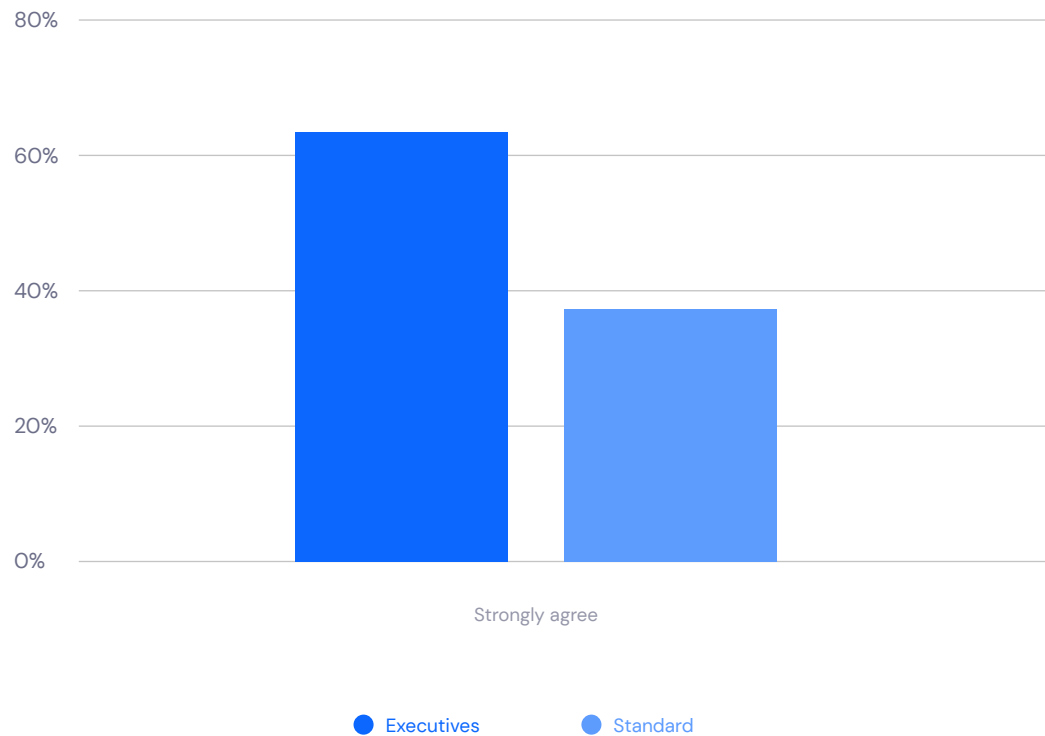
52% agree that new technology at their
organization is helping **reduce their workloads.**

But clinical staff *need more lift*
from automation.

Patient-facing staff are **6% less likely** to say new tech has helped reduce their workload than administrative staff.

Executives overestimate how well they're using digital technology compared to staff.

My organization is using digital technology effectively



There's a 44% discrepancy in those who strongly agree that their use of technology is effective.

Staff say antiquated, overly complex tech is slowing them down.



Too many screens

"I had trouble documenting while being interrupted and needing to be in multiple screens at one time."



Slow software

"I am frustrated almost on a daily basis by the fact that software on our computers does not properly launch and precious time is wasted in between patients."



Not user friendly

"The new computer program had no clear directions and the training was minimal."

"We document everything three times - in the EHR, in the tracking software, and in health insurance portals. There are also highly time consuming referral pathways required by the insurance. If these pathways were electronically streamlined it would free up time. I had patients calling me and I couldn't take the calls because I was busy finalizing referrals."

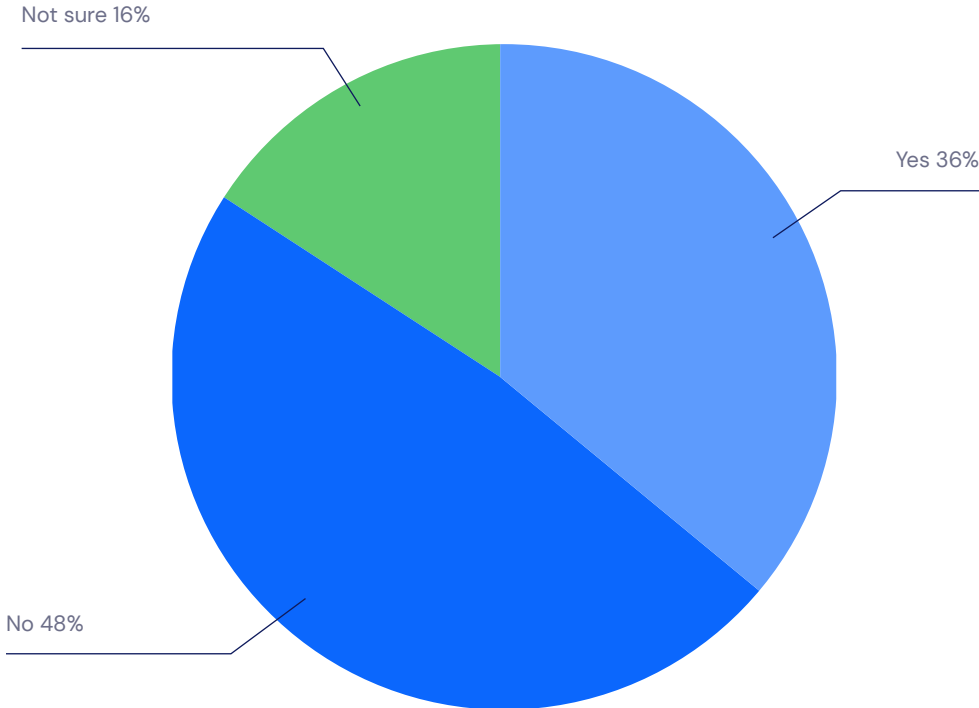
Staff need simple, well-integrated solutions that update multiple systems at once.

“Our physicians are getting backed up due to the increase in the amount of documentation across multiple systems. The need for double documentation is causing our physicians to speed through their assessments and miss key points needed to ensure our patients are viewed holistically and have their needs met.”

Automation is *necessary*
to get through the staffing
shortage by eliminating
unnecessary work.

Staff need more support for burnout and more lift from automation.

Do you believe your organization is doing enough to help with burnout?



48%

Are worried about their ability to retain or hire staff without automation.

48%

Say their organization is not doing enough to help with burnout.

Staff brought up these frustrating tasks – all of which automation could do.



Scanning documents



Entering demographics



Verifying eligibility



Prior authorizations

Staff are interested in automation.

“One day during the last month we had to complete a lot of forms for some medical research and it would be so much easier if our clinic would have more automated administration tools. So, we lost precious time.”

“Fixing human errors is wasting time.”

Those who are using automation report it can boost their job satisfaction.

“I have been frustrated on jobs by repeatedly doing tasks in the past without automated technology. Now that we have it I enjoy my job a lot more.”



Notable's Conclusions & Recommendations

Streamline organizational work.

1. Offload to digital assistants

Digital assistants are faster and more accurate than people – reducing mistakes while giving time back to staff.

2. Simplify processes

Automated solutions that integrate well together across the entire health system eliminate downstream work.

3. Re-focus on patients

Improve patient outcomes and staff satisfaction by allowing staff to spend more time on patient care.

Automation has huge potential to help staff, and we've only begun to scratch the surface.

Staff urgently need support to prevent them from burning out.

Tasks such as data collection and processing should not require human labor, and opportunities to automate are rife across every department in the health system. Using solutions that integrate well together across different workflows and departments can eliminate downstream work.

Notable estimates that **intelligent automation has the power to save 700+ hours of staff time per provider annually**, allowing staff to focus on patient care.

Contact us

Notable is an intelligent automation platform that empowers health systems to counter the complexity and fragmentation of the healthcare ecosystem.

Through the combination of **AI, automation, and patient engagement technologies**, intelligent automation enables digital assistants to perform manual and repetitive work on behalf of staff and clinicians.

To learn more or get in touch with us, go to **notablehealth.com** to review our solutions, read our case studies, or schedule a demo.