



Health Care Provider Improves Patient Safety with Automated Monitoring



For competitive reasons, the client has decided to participate anonymously in this story.

Should you decide to go through the sales cycle with LEAPWORK, we are able to provide a reference call.

250

Test cases automated in <1 month

11

Tier one applications automated

1

Application automated per month

Company

- Fully integrated health care system
- United States
- > 5,000 employees

Requirement

Automated performance monitoring of critical clinical systems, like EHR.



LEAPWORK really can be used by anyone. It's true.

At a major American health care provider, they use more than 2,000 custom and off-the-shelf software applications across the organization. 25 of these have been identified as being highly critical to the company's daily operations.

"It's imperative that these systems work. If they don't, it's crisis mode," said Gerrard Kimball, QA Program Manager of the health care provider's Enterprise IT department.

The so-called tier one applications are highly critical to the experience and safety of patients serviced and include electronic health records and other tools for patient tracking.



“Test cases are created in minutes, and we are able to re-use flows and data.”

To make sure that these applications work as intended, Gerrard and his team of two – an automation specialist and a Quality Engineer – have set up automated monitoring, for one application at a time. Specifically, the applications are monitored for system status and the time it takes to perform certain tasks in the system. Using the LEAPWORK Automation Platform, Gerrard and his team have set up flows that automatically perform these tests.

The tests are run on remote machines, or “headless canaries”, located in various locations throughout the organization. The machines contain a production environment on which the tests are run. This allows for the monitoring to take place in an environment that is as close to real user scenario as possible. If any of the test cases set up with LEAPWORK fails, a ‘system down’ alert is automatically sent to the person responsible.

Before using LEAPWORK, the health care provider did not have any automated monitoring in place. **Monitoring had to be done manually by subject matter experts, like clinical informatics specialists and physician educators.** They had to perform certain tasks, for example logging into a health record database and looking something up, and then

time how long it took to perform the task with a stopwatch.

Now, Gerrard and the team have automated approximately 30 of these workflows per application, and all the performance data is exported to the organization’s business intelligence platform, where they are displayed in customized dashboards. **The management of the Enterprise IT department have set up yearly goals for system performance, and with the reports from LEAPWORK and the BI dashboards, it is easy to track the progress on these goals.** Application owners, subject matter experts, and system analysts can also check in on the “health of the systems”.

Gerrard and the team are doing a gradual roll-out of automation in their organization. They have spent approximately a year automating the monitoring of 11 tier one applications, and with LEAPWORK they are now able to work at a pace of automating one application per month.

“Test cases are created in minutes,” Gerrard said, “and we are able to re-use flows and data.”

For now, Gerrard and his team have been able to set up the automated monitoring just the three of them. But in time, the plan is for subject matter experts to be able to set up automation cases on their own.

“LEAPWORK really can be used by anyone. It’s true,” Gerrard said.

Book a demonstration of the LEAPWORK Automation Platform

See the tool in action and learn how to:

- Design automation cases as flowcharts
- Automate without ever typing a single line of code
- Run automation flows across systems and technologies

