

TRUE Innovation:

The power of RPA and what it can do for your business

Thursday, April 15, 2021, 1:00pm-2:00pm HST



Agenda

1 Introductions

2 What is RPA?

3 Pharmicare
and RPA
business case

4 Pharmicare
RPA project

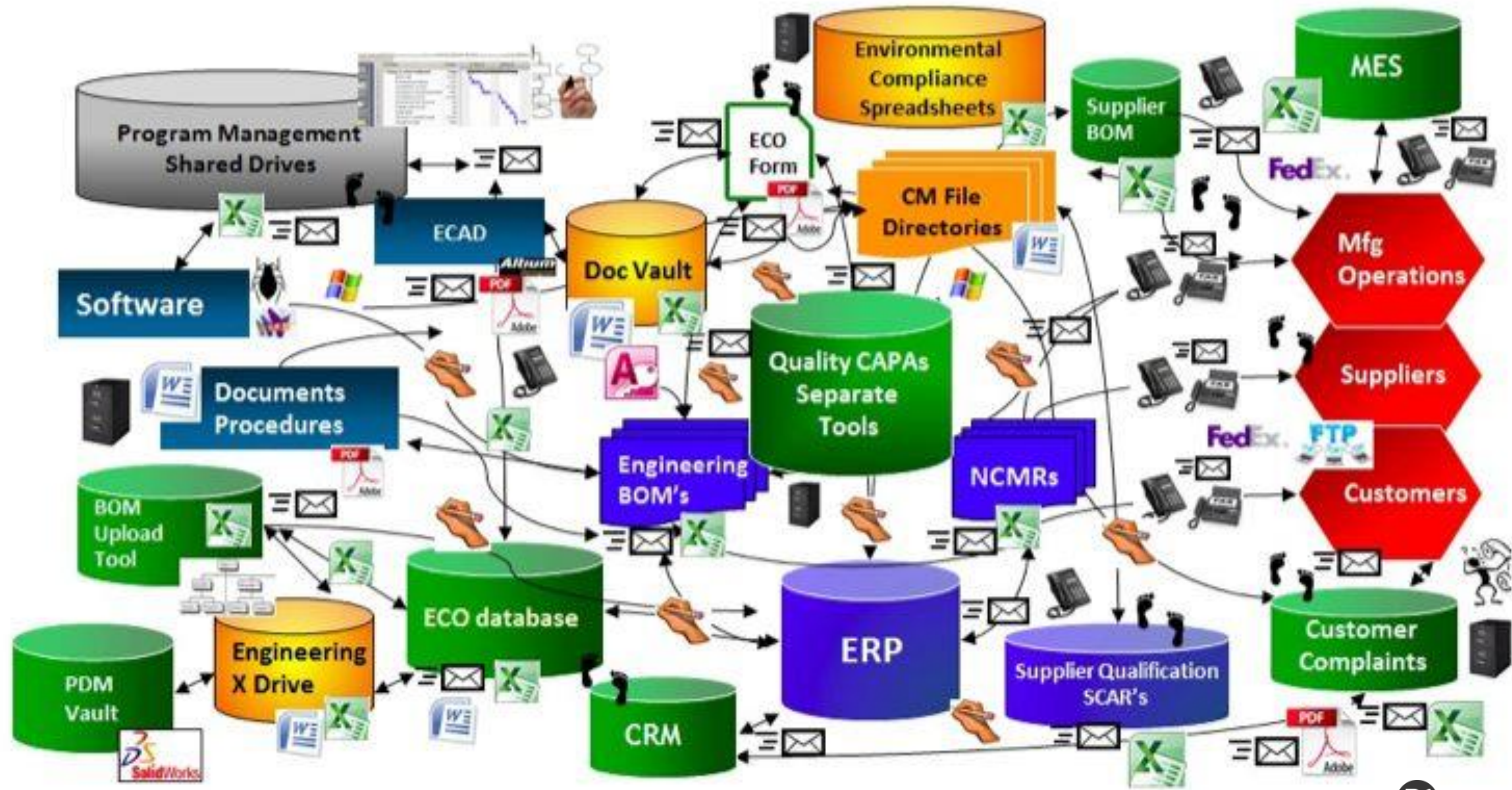
5 Challenges
and lessons
learned

6 ROI and
future plans
for RPA

7 Q&A

What is Robotic Process Automation (RPA)?

What is RPA?



What Is RPA?

1

Orchestrated user interaction tool that emulates human interactions with digital systems to automate a defined set of tasks

2

Rapid, low code development environment to reduce time to value and increase return on investments

3

Works 24x7, is non-intrusive, and leverages existing applications and infrastructure

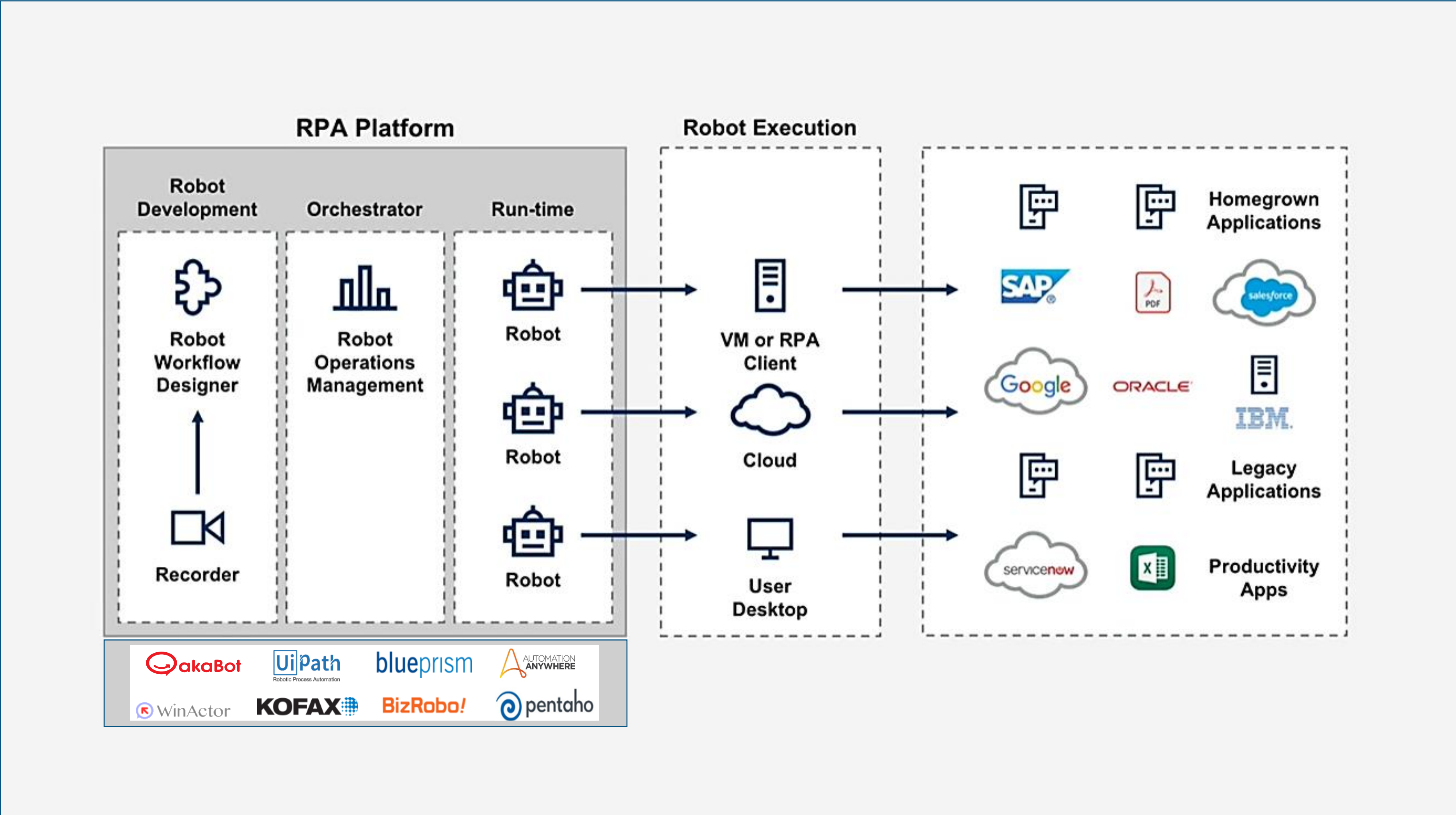
Examples of tasks that can be automated with RPA

Log into any application	Data entry	Copy and paste data
Move files and folders	Extract and process structured and unstructured content from documents, PDFs, emails, and forms	Read and write to databases
Open emails and attachments	Scrape data from the web	Make calculations

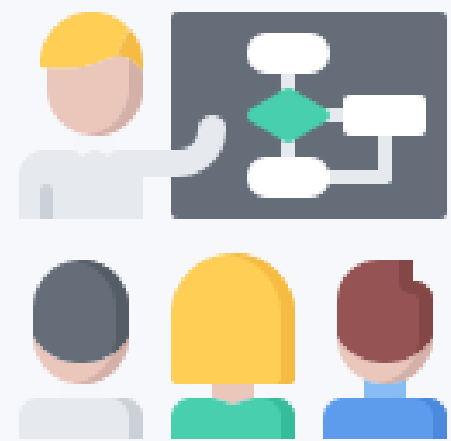
Benefits of RPA



How Does RPA Work?



Ideal RPA Use Cases



Stable, Standardized Tasks

Mature systems with known behaviors and experienced users to train the RPA



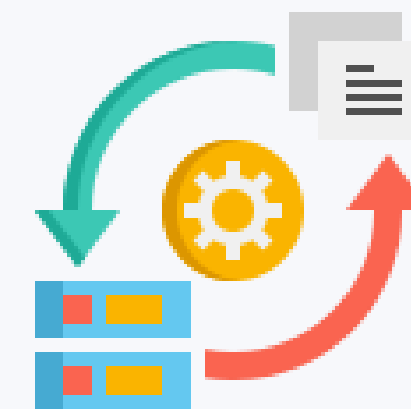
High Volume, Low Complexity

Faster return on investment with lower development cost



Tasks, Rather than Processes

Specific tasks that users routinely perform rather than entire business process



Closed Systems

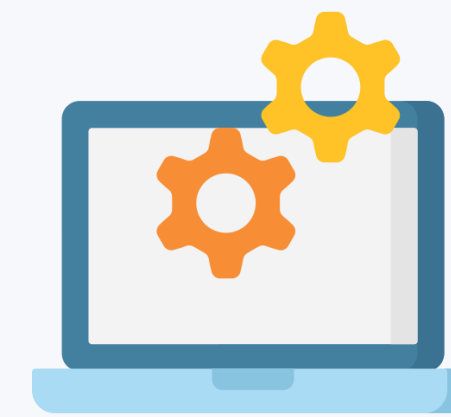
- Lacking interfaces and APIs
- Direct database access bypasses business rules
- User interface is only way

Examples of RPA Use Cases



Data Entry Transactions

- Billing
- Account Maintenance
- Payments



Forms/Document Processing

- Forms
- Receipts
- Invoices



Data Consolidation

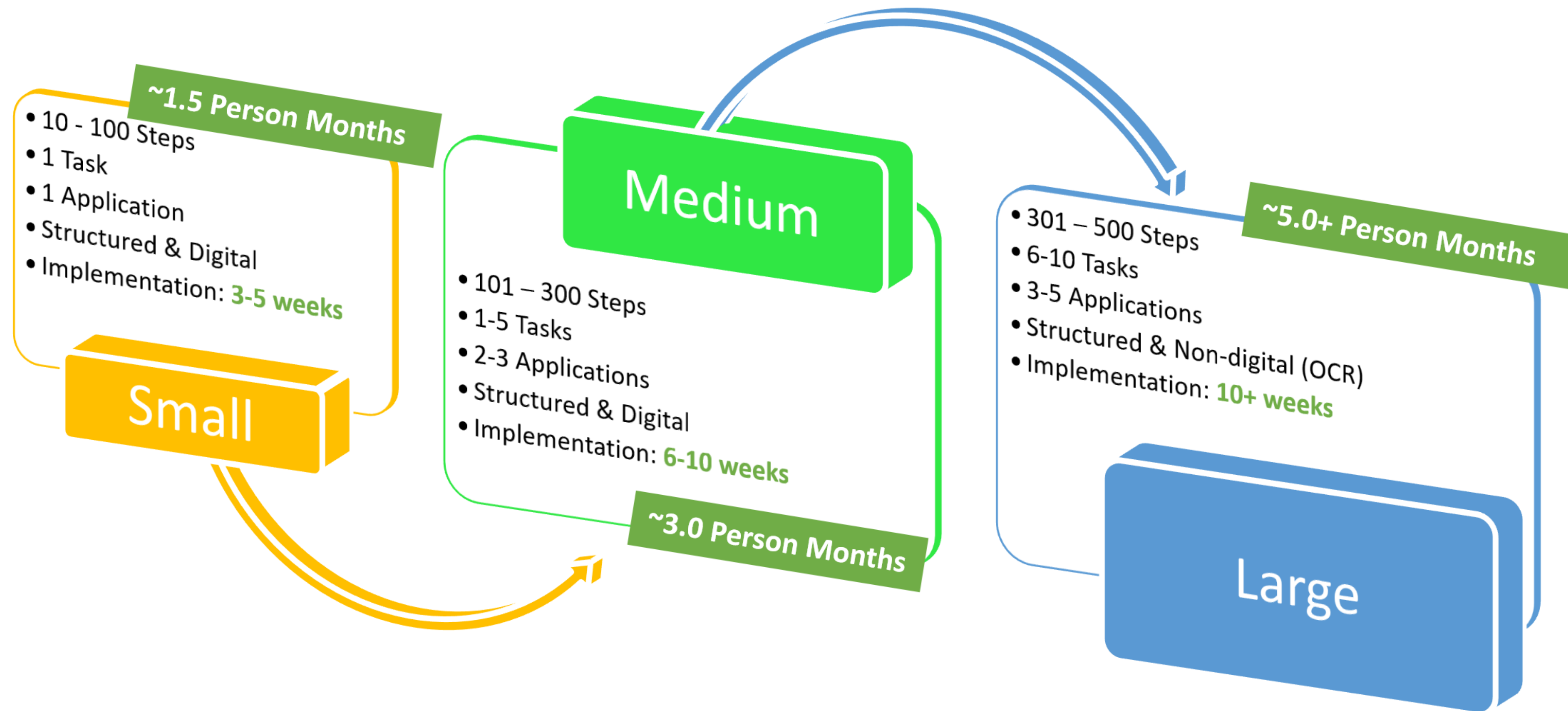
- Annual Financial Reports
- Summary Report Creation



Verification/Calculations

- Recruitment
- Vendor Onboarding
- Compliance

Typical RPA Project Sizing



Pharmacare and RPA

About Us

- Third generation, family-owned pharmacy since 1927
- Pioneered Home Infusion in Hawaii in 1980's
- Hilo office opened in 1989
- Innovators in diversified pharmacy programs
- Hawaii's largest local pharmacy- 200 employees
- Employ Pharmacists, Nurses, Dieticians
- Service patients from pediatrics to geriatrics
- Hawaii Business Top 250 every year since 2009
- 2018, 2019, 2020 Hawaii's Best for Drugstore Pharmacy



Pharmacare Diversified Services



- Retail Pharmacies
- Specialty Pharmacy
- Infusion Pharmacy
- Ambulatory Infusion Suites



- Long-Term Care Pharmacy
- Enteral Nutrition Services
- DME and Supplies
- Incontinence Supplies



- Pharmacy Benefits Management (PBM) & Rebate Aggregation
- **Worksite Vaccinations Program**



Vaccination Program

- Flu, Hep A & B, COVID vaccines
- Worksite vaccination
 - Easy, convenient for employers
- Employers, Schools, and Organizations
- 80-90 employers per flu season
- 5,000 – 6,000 flu shots per season
 - less flu vaccines during COVID
- Most insurances accepted

IT'S FLU SEASON

Save Time, Save a Trip



GET
YOUR
FLU SHOT
HERE

FREE with accepted insurances:*

- Aloha Care Advantage Plus
- AlohaCare QUEST (19+ only)
- Hawaii Laborers Union
- HMA
- HMAA
- HMSA
- HMSA 65C+
- HMSA Akamai
- HMSA BCBS
- HMSA Quest (19+ only)
- Medicare Part B
- PSWA
- Teamsters
- TRICARE
- UHA
- UHC QUEST

*Please bring state-issued photo ID & medical insurance card.

eleven50

1150 King St., First Floor Lobby
Tuesday, September 10th
11:00 AM - 1:30 PM

Vaccination Program (COVID)

- Change due to COVID pandemic
 - Less employers willing to hold clinics
 - Afraid of spread
- More work-from-home
- Significant Increase in Vaccinations
 - Adult Foster Homes
 - Airport POD



Reinvent Vaccination Program



Current process

- Indoor clinics
- 6k flu shots
- Paper registration, no appts
- Manual data input to Excel
 - Served as log for clinics
 - Served as data source for manual billing
- Old pharmacy system could only bill prescriptions, manually billed flu shots on insurer's portal



Desired process

- Outdoor clinics and/or Drive Through
- 30k to 40k flu and Covid shots
- Digital registration with appts, no paper
- JotForm provided digital data from registration to Excel
- Purchase pharmacy system that can bill flu shots
- Automate data input into pharmacy system

Pharmacare RPA project

Our Team



- Executive sponsorship
- Business process SME
- Pharmacy system SME
- IT Support



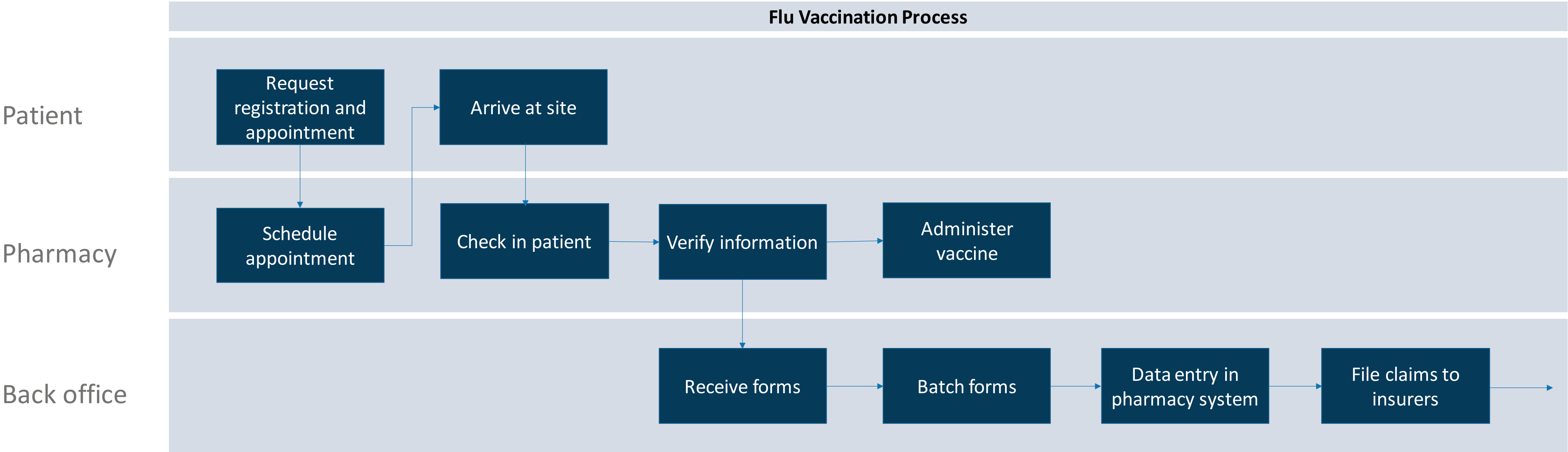
- Project management
- Business analysis
- RPA development
- Testing/QA
- Support



Global Delivery Model



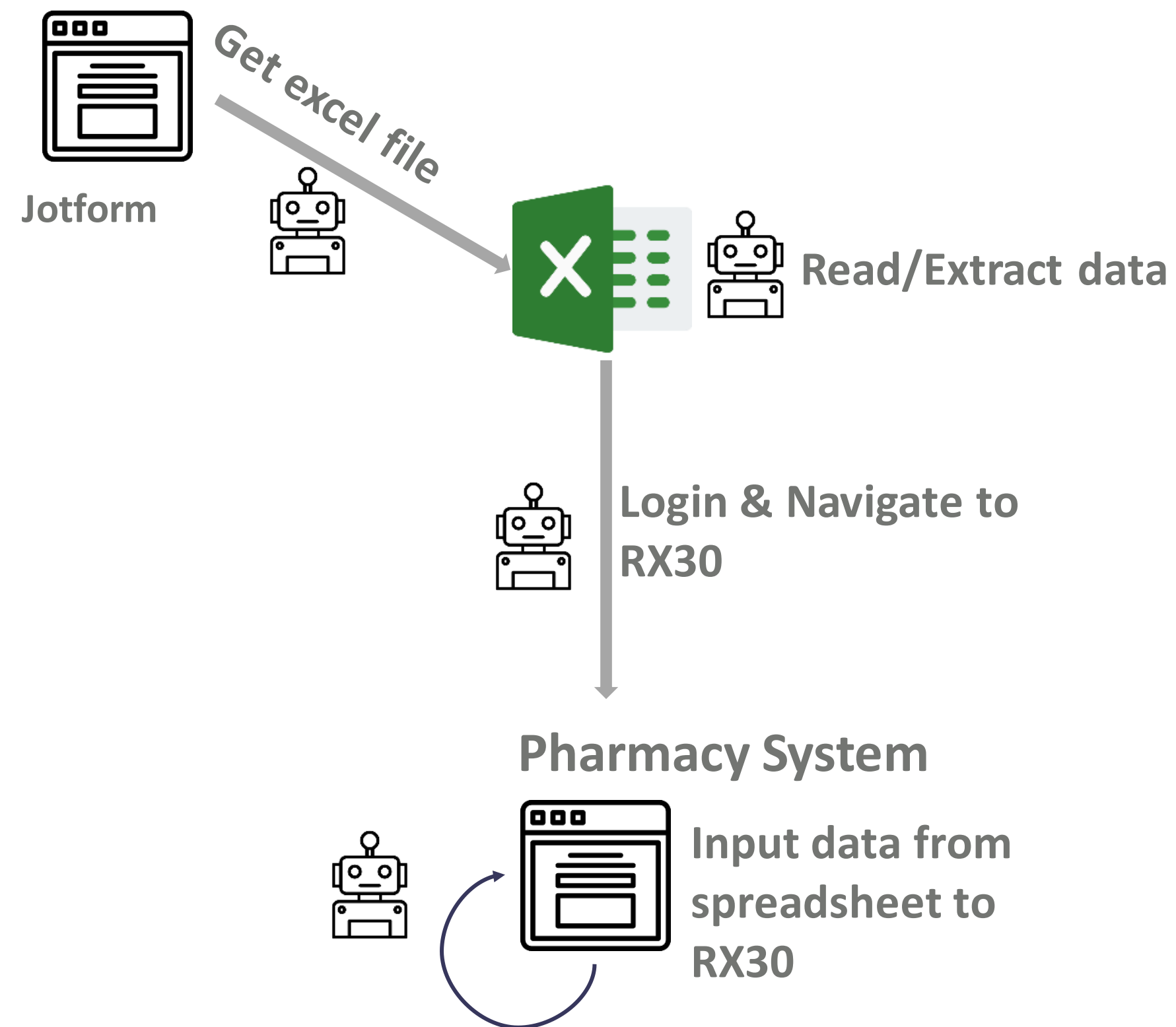
Flu Vaccine Process / Tasks



Tasks

Process

Solution Overview



Notes:

1. Environment: 100% on-premise, HIPAA compliant
2. Technology: akaBot – RPA platform, JotForm/Sharepoint – electronic form platform, RX30 – Pharmacy system

Project Plan

Process	Task	W1	W2	W3	W4	W5
Process #1: Prescription Filling Process						
	Setup RPA Platform & Confirm Environment Setup					
	Requirement Analysis					
	Development					
	UAT					

The Gantt chart displays the following task durations:

- Setup RPA Platform & Confirm Environment Setup: Weeks 1 and 2 (Red)
- Requirement Analysis: Weeks 1 and 2 (Red)
- Development: Weeks 3 and 4 (Orange)
- UAT: Week 5 (Yellow)

Milestones are marked with stars:

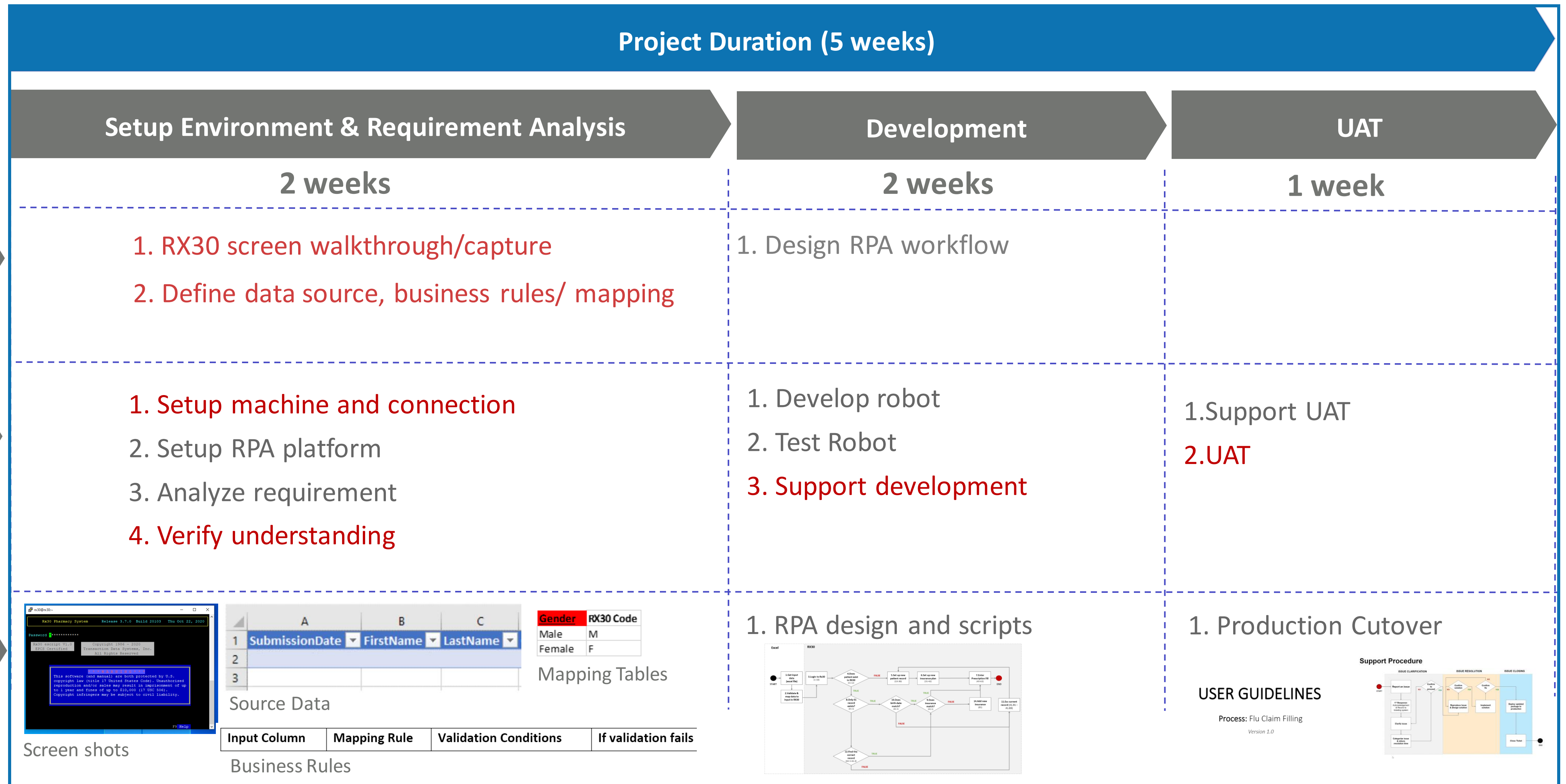
- Star 1: End of Requirement Analysis (Week 2)
- Star 2: End of Development (Week 4)
- Star 3: End of UAT (Week 5)

Project Activities

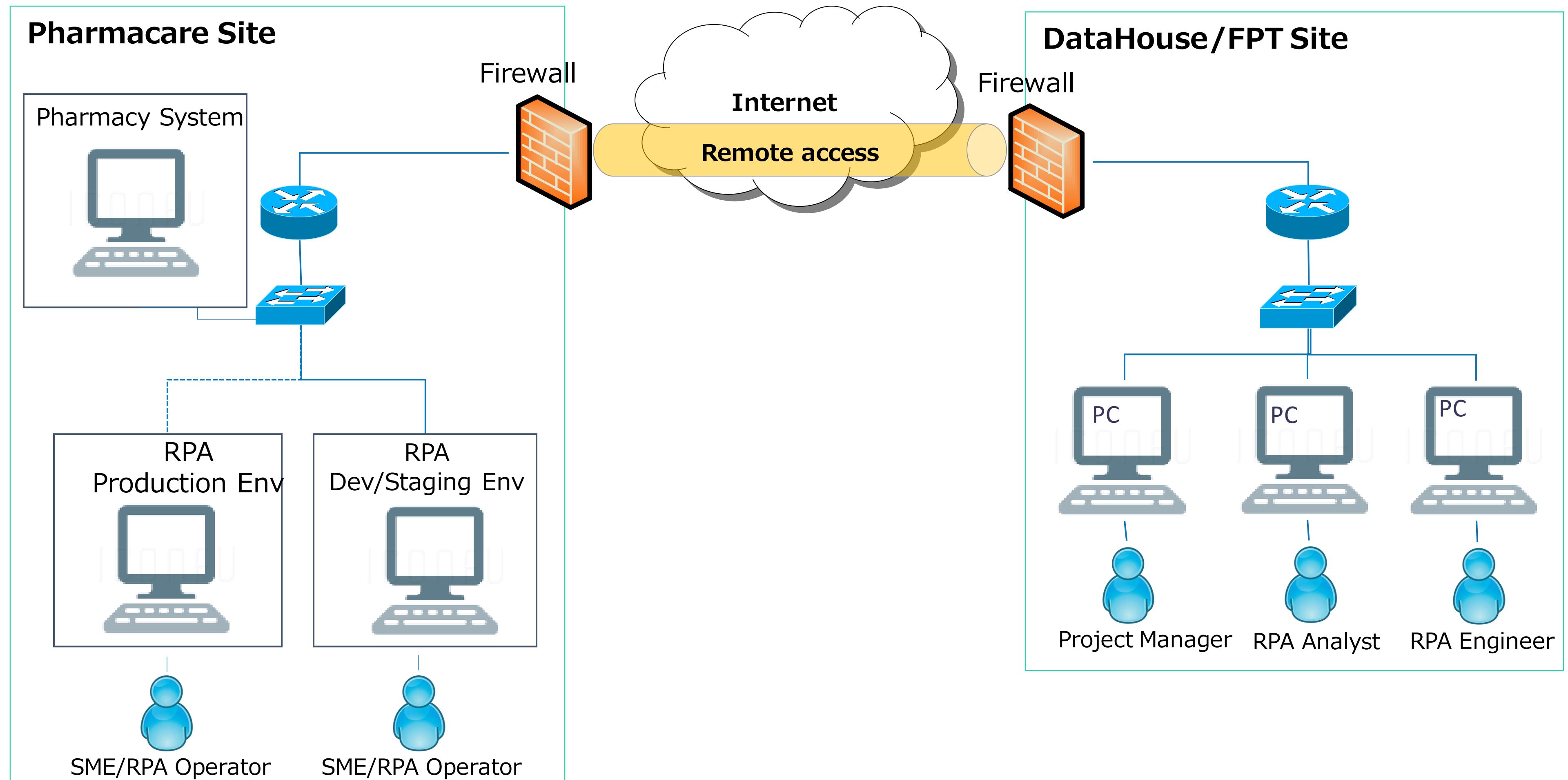
Legend

1. DH/FPT Task

2. Pharmacare Task



Technical Infrastructure



Challenges and lessons learned

Lessons Learned

1

Make sure the source data is clean

- Some registration forms the data fields were blank, i.e. zip code
- Original Bot did not know what to do when a required field was blank
- Next iteration will have required fields, perhaps fill-in zip code first which automates city and state

2

Avoid doing an RPA with a new system

- Not familiar with all the steps in the process
- Pop up screens confused the Bot

3

Define user interface and technical requirements

- Web vs, terminal applications
- Native access vs. remote e.g. Citrix, RDT
- Pop ups, screen notifications, etc.

4

Establish a change management process

- Target system changes, new versions, etc. may affect RPA
- Coordinate with RPA changes

ROI and future plans for RPA

Return on Investment (ROI) Summary



5 Year Cash on Cash

728%



Net Present Value

\$119,251



Pay Back Period

9 ½ Months



Internal Rate of Return

138%

ROI Template – Capital Costs

	Description	Cost	Year 1	Year 2	Year 3	Year 4	Year 5	Total
RPA Bot	Implementation	23,686	0	0	0	0	0	23,686
	Life							
Dep	3 Years		7,896	7,895	7,895	0	0	23,686

ROI Template – Cash Flow

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Cash In Flow	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Incremental Revenues	0	0	0	0	0	0
Decrease of Expenses	<u>76,500</u>	<u>80,325</u>	<u>84,241</u>	<u>88,558</u>	<u>92,986</u>	<u>422,710</u>
Total In Flow	76,500	80,325	84,341	88,558	92,986	422,710
Cash Out Flow						
Annual RPA License	3,141	3,141	3,141	3,141	3,141	15,707
Annual Support & Maint	8,796	8,796	8,796	8,795	8,796	43,979
Annual JotForm Costs	<u>8,328</u>	<u>8,328</u>	<u>8,328</u>	<u>8,328</u>	<u>8,328</u>	<u>41,640</u>
Total Out Flow	<u>20,265</u>	<u>20,265</u>	<u>20,265</u>	<u>20,265</u>	<u>20,266</u>	<u>101,326</u>
Net Cash Flow	<u>56,235</u>	<u>60,060</u>	<u>64,076</u>	<u>68,293</u>	<u>72,720</u>	<u>321,384</u>

ROI Template – Financial Assessment Slide 1

	Upfront	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Operating Income							
Net Cash Flow		56,235	60,060	64,076	68,293	72,720	321,384
Depreciation		- 7,896	- 7,895	- 7,895	0	0	- 23,686
Income Taxes 50%		<u>-24,170</u>	<u>-26,082</u>	<u>-28,090</u>	<u>-34,147</u>	<u>-36,361</u>	<u>-148,850</u>
Oper Inc Aft Tax		<u>24,169</u>	<u>26,083</u>	<u>28,091</u>	<u>34,146</u>	<u>36,359</u>	<u>148,848</u>
Cash Flow		<u>32,065</u>	<u>33,978</u>	<u>35,986</u>	<u>34,146</u>	<u>36,359</u>	<u>172,534</u>
5 Year Cash on Cash							
Cash Flow		32,065	33,978	35,986	34,146	36,359	172,534
Capital Cost	-23,686						- 23,686
5 Year Cash on Cash							728%

Future Plans



Billing

Repetitive and rules-based processes

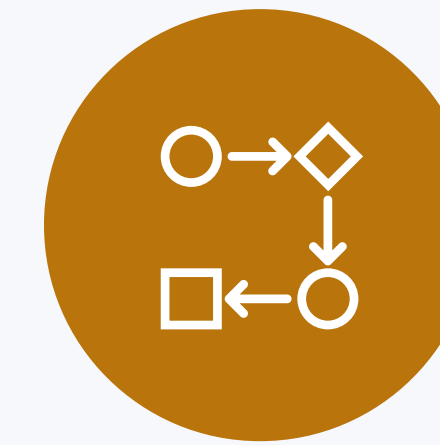
Arkansas BC/BS – 3k claims a day, RPA replaced 16 FTEs, employees redeployed to client service and collections



Accounting

Accounts payable with OCR and machine learning

Eliminate paper, drill down to detail and auto post to GL; preparation and distribution of reports



Operations

Automate healthcare provider fax orders into pharmacy system

Streamline processes for efficiency and better service

Q&A

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