

Innovation

Discussion on experiences and thinking
innovation in your IIS



Gary Wheeler
4 August 2021



Gainwell At-A-Glance

14 of 62

US IIS systems are operated by Gainwell



U.S. Market Leader
for IIS.



Processes and services are aligned to Federal and State regulations



Gainwell Services:

- Immunization Tracking and Forecasting
- Analytics and Reporting
- EHR and EMR Data Exchange
- Project Management
- Business Analysis
- IIS O&M
- IIS Customizations
- Help Desk
- Training
- AFIX Product
- Infrastructure; Traditional, Cloud (VPC – Transition to IIS), On-Prem Support



100+ IIS FTEs

In our IIS center of excellence



25+ years experience
with IIS

With IIS, Gainwell touches:

144m+ lives
1.47b+ immunizations



1995 first IT services contract with an
Immunization System

Our Company Journey

1995 - 2009



2009-2015



2015-2017



DXC.technology

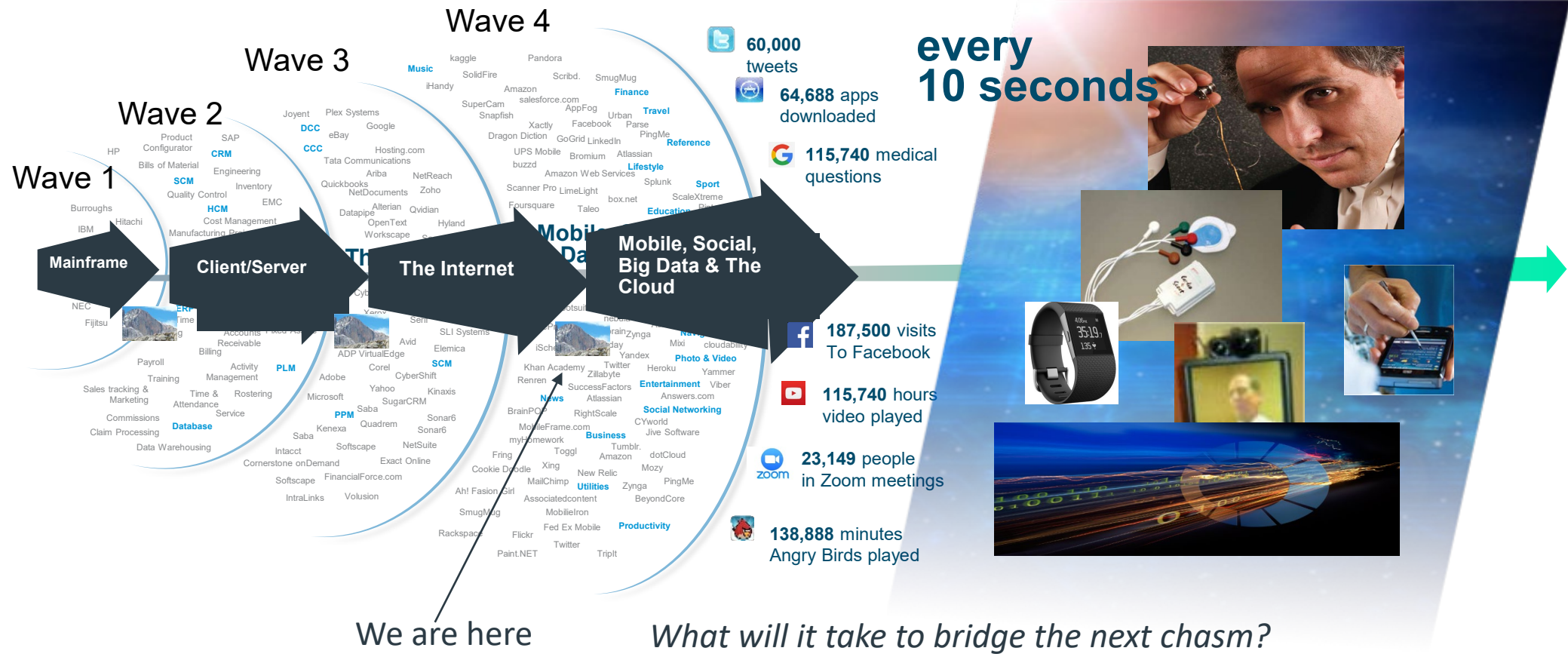
2017-2020



2020-Present

Technology Waves during Gainwell's 50 years in Health and Human Services

Each wave required a fundamental shift in people, process, tools, and thinking to bridge the chasm



COVID - Mass Vaccination Tools

Innovation led to frustration: “the best system is the one we are not using”

What did we learn?

- ✓ Users will surprise you...what is intuitive?
- ✓ Innovation can be costly
- ✓ Innovation can fail when:
 - Technology the driver vs. business needs
 - One-size fits all approach; one size doesn't fit all – differences matter; expect/demand innovation to work for you.



COVID – Data is King, Increased Expectations



State of Maine COVID-19 Vaccination Dashboard

All

Eligible 12+

Data as of: Jun 14, 2021

1,485,342
Doses Administered

733,056
First Dose

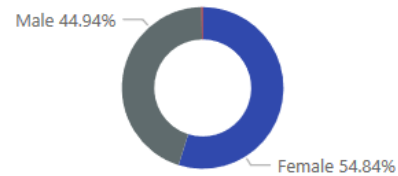
752,286
Final Dose

61.90%
Population First Dose %

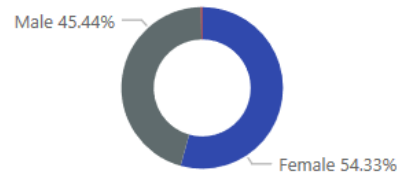
63.53%
Population Final Dose %

1,184,195
Census Population

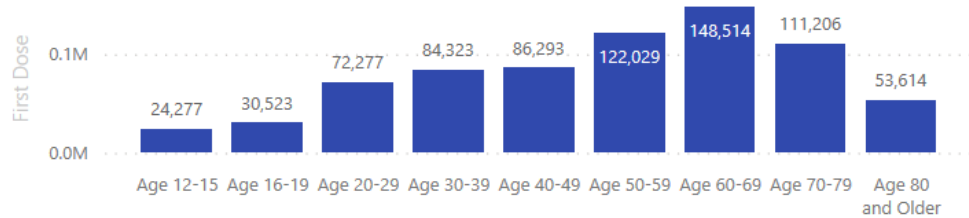
First Dose by Gender



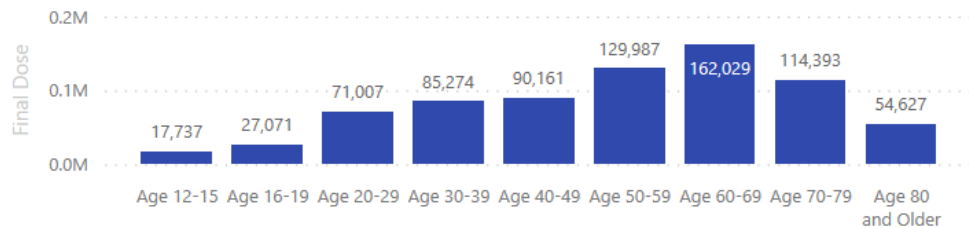
Final Dose by Gender



First Dose by Age Group



Final Dose by Age Group



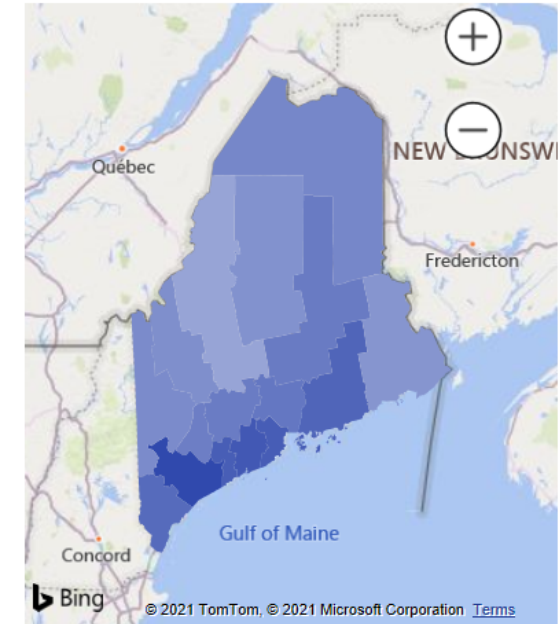
First Dose by Race and Ethnicity

Race	First Dose
American Indian or Alaska Native	3,820
Asian	10,386
Black or African American	9,876
Native Hawaiian or Pacific	1,225
Not Provided	53,854
Other	70,254
White	583,641
Total	733,056

Final Dose by Race and Ethnicity

Race	Final Dose
American Indian or Alaska Native	3,696
Asian	9,726
Black or African American	8,729
Native Hawaiian or Pacific Islander	1,169
Not Provided	57,470
Other	70,776
White	600,720
Total	752,286

Vaccinations by County



Small Innovations = Big Improvements, Just Think Differently

NE DMV

Project

Total Ethnicity Unknown	Total Race Unknown	Total Gender Unknown	Total County Unknown	Total Street Unknown	Total City Unknown	Total Zip Unknown	Total State Code Unknown	Total Phone Unknown
39,098	28,677	3,554	15,623	20,166	20,410	17,772	14,707	170,028

After DL

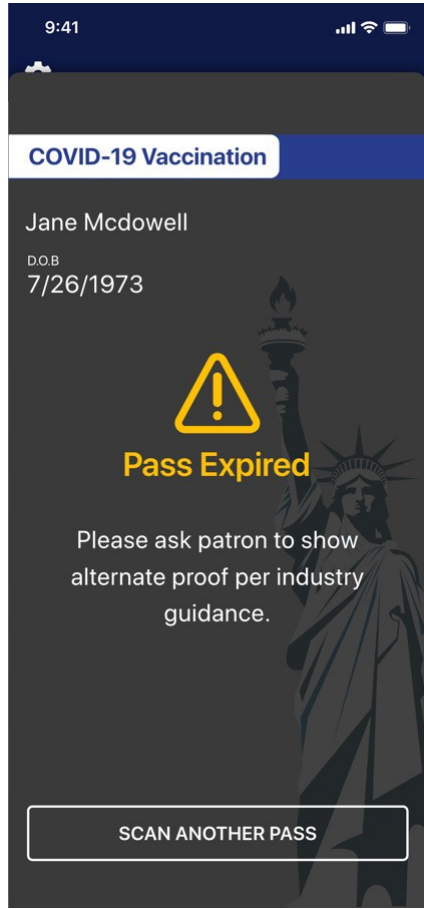
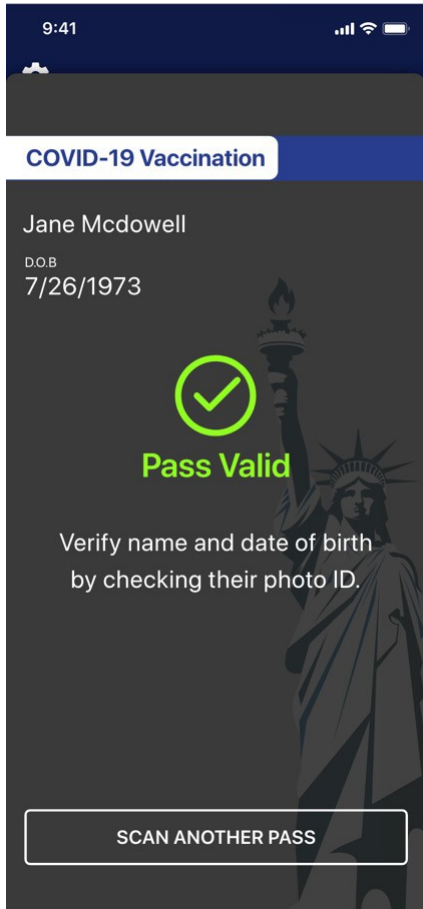
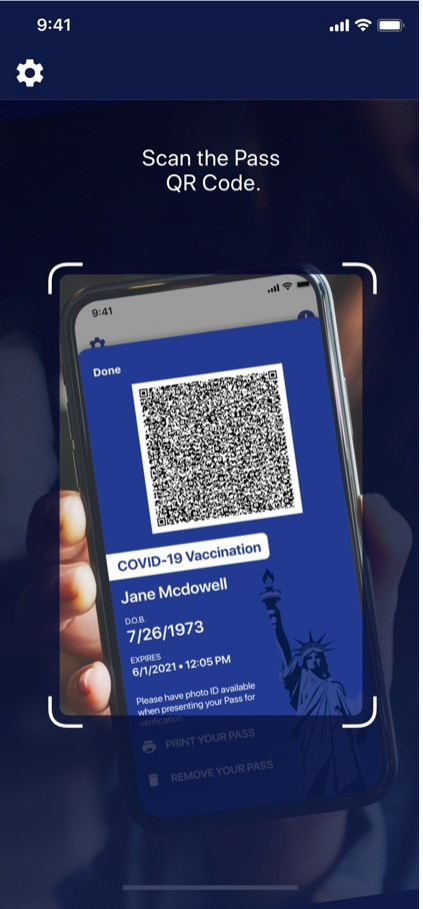
Total Ethnicity Unknown	Total Race Unknown	Total Gender Unknown	Total County Unknown	Total Street Unknown	Total City Unknown	Total Zip Unknown	Total State Code Unknown	Total Phone Unknown
35,200	4,123	43	34	181	67	180	8	111,241

% Improvement

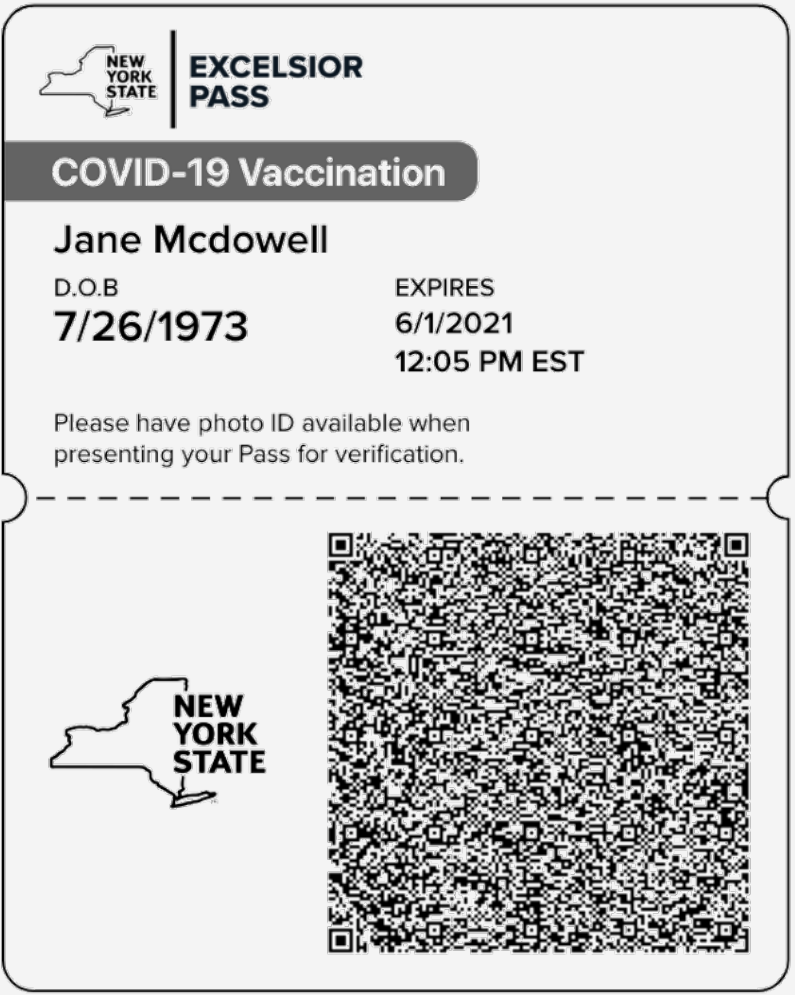
9.97%	85.62%	98.79%	99.78%	99.10%	99.67%	98.99%	99.95%	34.57%
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Vaccine Credentials – Leveraging Power of IIS

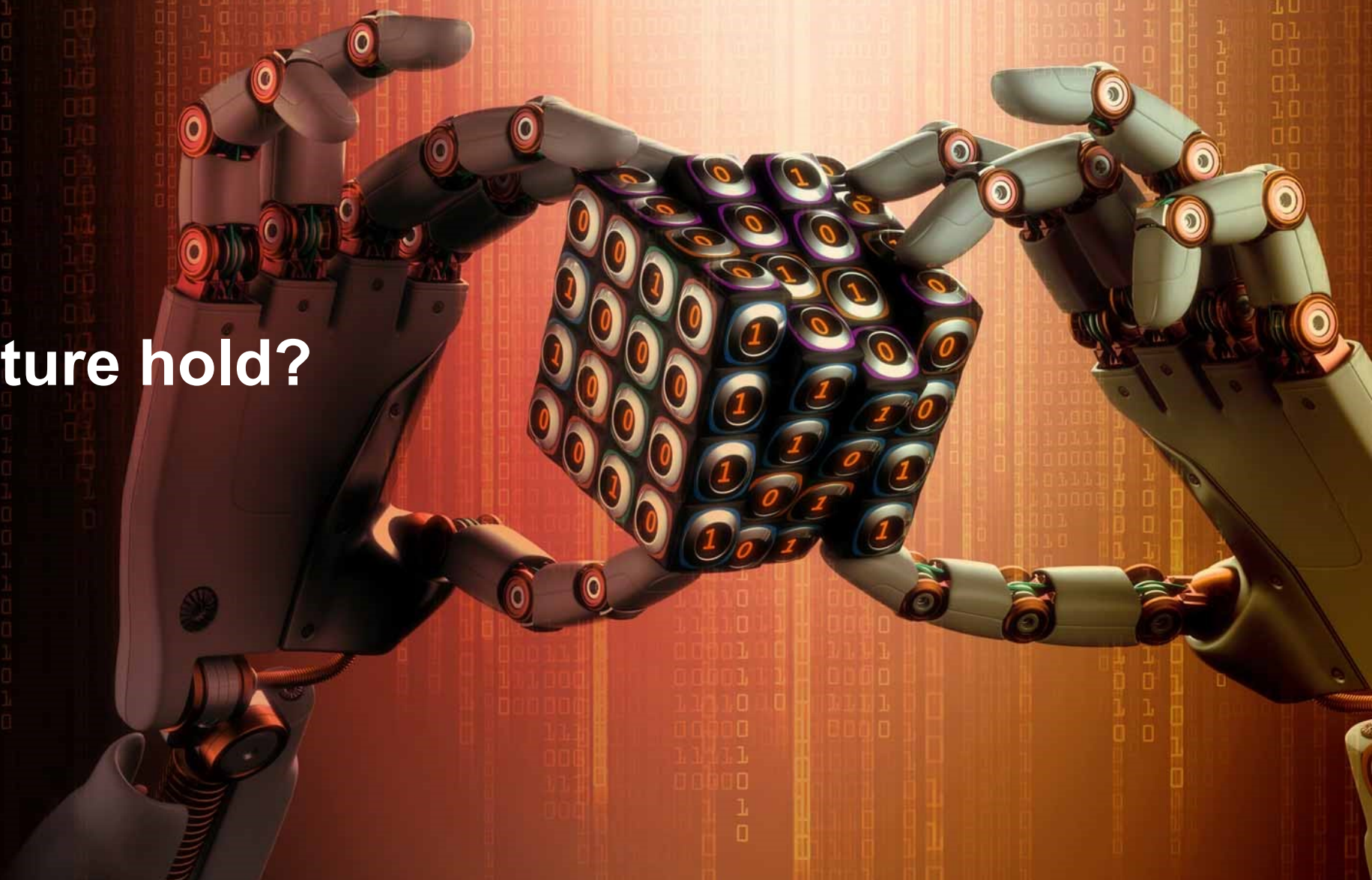
- 1. The verifier will scan the QR code as usual
- 2. Upon a successful scan of the full record, the scanner app will display all the vaccination details below the status of the Health Pass



Printed Health Pass



What will our future hold?



5-Dimensions of Change

- **1 – Transformation to home-based offices will become the norm:**
- **2 – Increased focus on cybersecurity outside of enterprise walls:**
- **3 – The move to self-sufficiency — care reform:**
- **4 – The rise of intelligent surveillance and response:**

Intelligent surveillance systems are increasingly needed to provide situational awareness in all aspects of how care is delivered. Analytics, machine learning, natural language processing and artificial intelligence capabilities will be exploited at various points within the continuum of care to improve health and community outcomes.

- **5 – Rip and replace or modernize in place:**

<https://gainwelltechnologies.com/2021/02/22/five-dimensions-of-change/>

Increased Robotic Process Automation

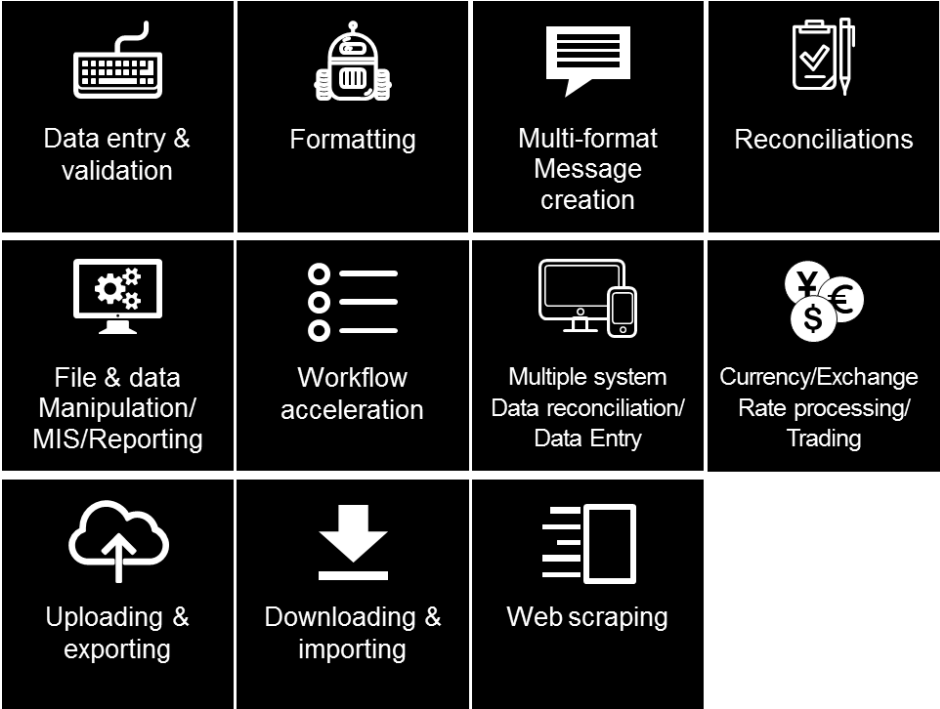
What is RPA?

- 1. An application of specific technology and methodologies to use a computer or “virtualized FTE” or “robot” rather than a person to operate on existing systems in the same way that a person today processes a transaction or completes a process.
- 2. It doesn't replace existing systems but works with existing applications to perform specific tasks that the virtual FTE has been asked to complete
- 3. Completes rule-based and repetitive tasks, allowing humans to improve productivity and process efficiencies

Criteria for Selection

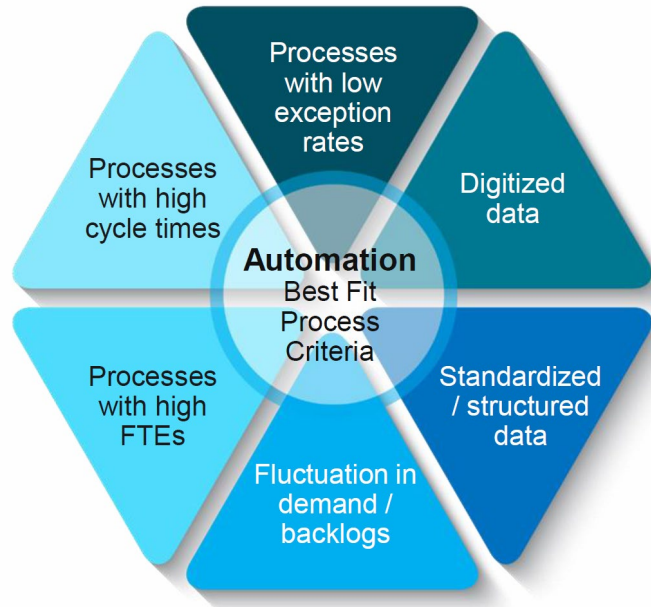


RPA Sweet Spots



Choosing the Right Process for RPA

Processes Best Suited for RPA



Activities that can be automated



- Logging into applications
- Moving files and folders



- Entering data into applications
- Merging data from multiple sources



- “Screen Scraping” or copying data from applications
- Copying and pasting data



- Following “if/then” decisions
- Extracting and reformatting data



- Performing calculations
- Extracting structured data from documents



- Opening emails and attachments
- Reading and writing to databases

Other Continued Trends

- ❑ SaaS vs. On-Prem; Cloud
- ❑ Products vs. Customized Builds (expect local configurations)
- ❑ Microservices
- ❑ Analytics, Predictive



Innovation Journey at Gainwell



Community Engagement



Analytics
Vaccine Credentials



Gainwell Next Gen IIS Suite available in 2022!
Stay Tuned!!!!

Innovation – Guiding Principles

- ❑ Innovation is a process not a destination – failure is part of the process
- ❑ **ROI and Sustainability matter**
- ❑ Policies may thwart innovation, still work it
- ❑ Innovation is not ‘one-size fits all’, okay to be different and should meet your needs – if not, don’t use it - **User Experience Matters**
- ❑ New ideas/tech not enough, requires experience w/o experience/business knowledge doesn’t = success
- ❑ Innovation comes in all forms, doesn’t have to be big bang, incremental is awesome
- ❑ Business must drive technical innovation, enable the business
- ❑ **Don’t expect perfection, but never accept regression**