

PRISMA HEALTHSM

Member Spotlight
02/26/2026

Agenda

- Prisma Overview
- Automation Team Snapshot
- High Value Automations
- Automation Team Goals & Initiatives
- Program Review (Successes/Challenges)

Prisma Overview



- Headquartered in Greenville, South Carolina
- 18 acute care and specialty hospitals
- 2,827 licensed beds
- 433 physician practices & 2200 employed physicians
- 123,693 hospital discharges
- 572,230 emergency visits
- 27,052 IP & 75,359 outpatient surgeries
- \$1 + billion in charity care, unreimbursed medical costs, and investment in community health
- \$6 + billion operating revenue

Automation Team Snapshot

Program History: 2019

Platform: UiPath

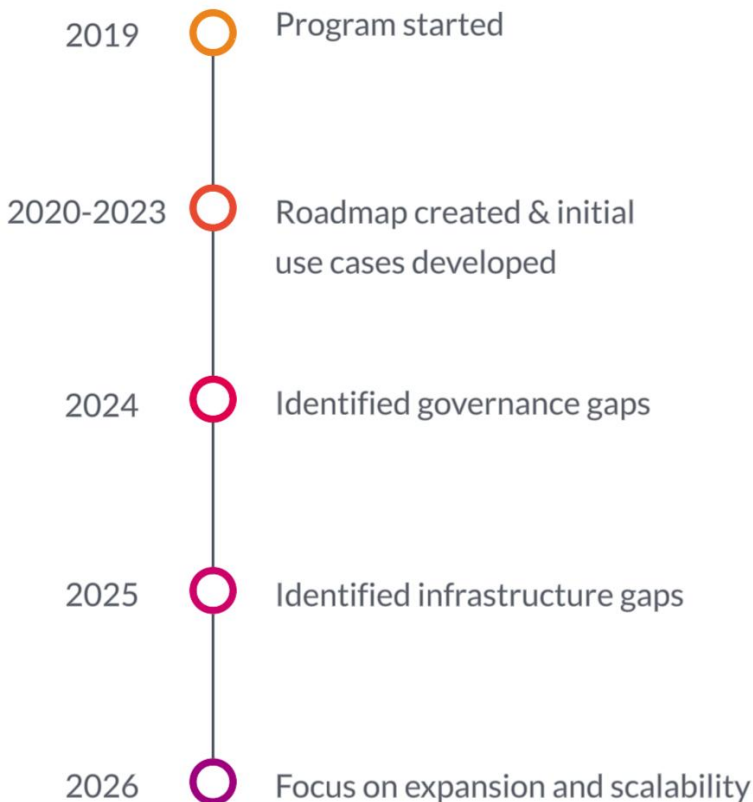
Program Origin: Started in IT

Developer(s): 2

Solution Architect(s): 1

Tarpon Community Membership: May 2024

Automations live: 14



Highest Value Automations

Automation Name	Description	Area/Domain
Provider Edits	Several Bots that traverse Epic work queues to resolve edits and save/resubmit	Rev Cycle - Back <i>*Billing*</i>
Medicare Info Updates	Update Medicare coverage and patient info (XLS -> Patient Station)	Rev Cycle - Front <i>*FC-F/U*</i>
ED Notification/Reporting	Reports for incomplete or missing Doctors charts/notes	Rev Cycle - Middle <i>*HIM-Coding*</i>
OnBase Indexing Conversions	Index documents in OnBase with OCR extraction	Rev Cycle - Middle <i>*PB HIM-Conversions*</i>
Centrak Hand Hygiene	Population management between systems	Clinical Operations <i>*Infection Prevention*</i>

Automation Team Goals & Initiatives

2025

- Formalized Governance
 - Create Team Charter
 - Identify resource gaps
- Improve Infrastructure to support scaling
 - Creation of tenants
 - AD groups/templates for bot creds
 - “Golden image” machine templates
 - Machine & license allocation

2026

- Train new development resource(s)
 - Net new development capacity
- Transition the scheduling & processing of automations through orchestrator
 - Machine allocation planning
 - Expand to use Orchestrator Folders
- Enhance current analytics and logging
 - Process logging → transactional logging
 - Dashboard creation for ROI & Monitoring
- Improve Error Handling & Bot Initialization Cleanup

Program Review

Successes

- Operational impact on live automations
- Effectiveness with limited resources
- Wide Spectrum of Unique Business Applications
 - Population Hand hygiene
 - Document Indexing (OnBase)
 - Conversions (OCR)
- Component/Library Development

Challenges

- Handling Epic upgrades
- Architecture Management
- Logging Changes
 - CYA/Support vs Statistics
 - Team Productivity

Questions/Discussion