MEMO

Date: July 12, 2021

To: All PHIMS Public Health Managers, Directors, Virtual Call Centers, Lab and Surveillance Teams

From: Carla Loeppky, Director Epidemiology and Surveillance, Manitoba Health, Seniors Care;

CC: Debbie Nowicki, Epidemiologist, Manager, Program Privacy Officer, Population Health Surveillance;

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Gillian Brennan, Executive Director, Digital Health Shared Health;

Kathy Koschik, Manager, Public Health Systems, Digital Health, Shared Health

RE: **PHIMS COVID-19 Robotic Process Automation Software Solution: GO LIVE July 12, 2021**

The Epidemiology and Surveillance Team has been working with a number of internal and external partners to develop and deploy a Robotic Process Automation (RPA) "bot" software solution. This solution is intended to:

- automate and modernize Manitoba Health Surveillance Unit (MHSU) COVID-19 related processes, including variants of concern (VOC)
- be further adapted for high-volume sexually transmitted infections (e.g. chlamydia and gonorrhea).

No impact to PHIMS end-users

There is no anticipated impact to the end-user other than receiving expedited lab/investigations for COVID-19 PCR results through the PHIMS Lab Workload Report If/when reviewing details of the COVID-19 investigation history, please be aware of the bot user names -- S-040032 or S-040033.

The RPA solution went live on **Monday, July 12**, with an initial phase that includes processing of COVID-19 lab results ported into PHIMS through the interface (Cadham Provincial Lab, Dynacare and Shared Health labs). This is intended to reduce COVID-19 lab/VOC/case investigation processing time within PHIMS, resulting in more timely referrals to Service Delivery Organizations (SDOs).

Supported and funded by the COVID-19 Testing Task Force (TTF), the RPA solution software has been developed by Price Waterhouse Cooper (PwC) within the Government of Manitoba's technical environment. Substantive project planning has occurred in partnership with Digital Health (Shared Health) and Business Transformation Technology (BTT) and successful user acceptance testing has been completed. Upon completion and deployment, BTT will own and be responsible for ongoing support.

Benefits
The *primary* goal of the RPA is to reduce COVID-19 lab/VOC/case investigation processing time within PHIMS. As a result, timely referrals are directed to Service Delivery Organizations (SDOs) reducing and preventing transmission of COVID-19.

The *secondary* goal is to:
- redirect MHSU manual processes for labs/investigations to other important and high-priority surveillance practice, such as routine data quality and training
- enhance performance and system-based reporting for provincially notifiable communicable diseases.

It is anticipated that the RPA will be similarly applied to other large volume communicable diseases such as Chlamydia and Gonorrhea. **This will extend the RPA post-pandemic and benefit Manitoba Health and Public Health practice long-term.**

Further Assistance
The bot is programmed to fail if it encounters a pre-defined exception (e.g. missing postal code, invalid specimen collection date, incorrect encounter group, etc.). When this occurs, an automated email will be directed to the MHSU inbox for pick up and manual processing by a Main Surveillance Unit Clerk.

Further work to include VOCs and chlamydia/GC in the RPA solution is in progress.

Need support?
If you require support with PHIMS access or PHIMS software related issues, please contact the Shared Health Service Desk at:
Email: servicedesk@sharedhealthmb.ca (please state "PHIMS" in the subject line of the email)
Phone: (204) 940-8500
Toll free: 1-866-999-9698

For urgent matters contact the Service Desk by phone and speak with an agent to escalate your request. Please consult with a peer supporter or trainer before logging any service requests.