



# WAY FORWARD

An Annual Newsletter by SigmaWay



# Way Forward!

## *The Straightforward Way to Success!*

*From the Editor's Desk...*

Dear Readers,

George Lucas once said, ***"Always remember, your focus determines your reality."***

So, to achieve a successful reality, we should always be focused on our goals. Our objectives should be clear in front our eyes. We should set up definite milestones that help us keep ourselves determined coupled with requisite actions. And with every action moving forward, we should question ourselves that are we moving in the right direction? The tenacity to be focused on our aspirations, helps make our dreams a reality.

In our fifth year of operations, SigmaWay has streamlined its objectives to focus on two major industries: Healthcare and Analytics. In the healthcare segment, we have provided services related to process improvement, analytics and reporting. We have also planned prototype of products using internet of things (IoT), machine learning and market intelligence.

While focusing on our analytics segment, we realized that analytics is an industry which cannot be developed by individual actions, rather by team efforts. To move forward, we need to help the industry sapiens to develop their skills and at the same time, develop new technology to make the work easier and better. With this thought in mind, SigmaWay has developed trainings for business analysts and data scientists. We have also created a statistics-based technology that would help both analysts and lean six sigma practitioners.

As one can notice that focus is the theme of this year, with this newsletter too, we'll try to give a crisp view of our actions undertaken. While working towards them, we have also been true to our company values to provide quality and excellence in every step, move forward and lead the way. With that notion, we'll let you discover in depth our work, plans and ideas.

Do let us know, if you would like to hear something else from us in our next newsletter.

Cheers!

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Check out upcoming Sigamway events at <http://www.gosigmaway.com/events>  
Read or contribute your views on emerging topics at [Sigamway Blog](#)



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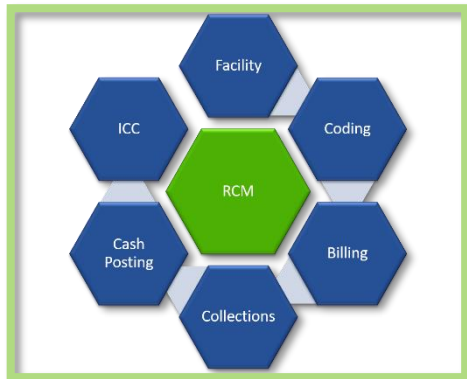
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## RCM Improvement in Healthcare

A good healthcare industry is one of the signs of a progressive economy. As better the health of the citizens (resources), better is the national output. Historically, this industry has focused more on product innovation and lesser on customer experience. However, these days, no industry can survive without positive customer experience. As a result, this industry is also adopting new approaches and technology that have the power to transform healthcare. One such approach is providing same day surgical care via Ambulatory Surgery Centers or ASCs. ASCs have provided an easy alternative to hospital-based outpatient procedures and hence, improved patient experience.



Having a customer focused approach, ASCs have strived to constantly improve the quality of their services. With the changing scenario, the focus has been on improving revenue cycle management process i.e. the payment related customer services, ranging from registration to bill disbursement and settlement. This year, SigmaWay team had worked closely on the RCM process

with one of the major ambulatory surgical service providers in USA. We initiated several process improvement projects by first understanding their processes using process mapping and then identifying risks and opportunities using lean six sigma tools and techniques. These quality-based solutions by SigmaWay provided them a landscape for transformation and growth.

**To understand how process consulting can improve your output, book an appointment with our expert by [clicking here](#).**

## Coding: Reporting and Analytics

For any hospital or ambulatory surgical center, one of the major processes that facilitate revenues is coding. To generate a bill, whether for an individual, insurance organization or a Govt. payee, the services need to be coded correctly. Incorrect coding can result in billing errors and thus, problems in revenue generation.

While working with the leading ASC organization, SigmaWay provided an analytics-based solution to this issue. For this, we collected and streamlined data from the coding team, analyzed it using advanced excel and finally presented the status of coding errors and their revenue impact using an interactive dashboard.



**To benefit from such analytics-based solutions, contact us at [contact@qosiqamaway.com](mailto:contact@qosiqamaway.com).**

## IoT Revolution in Healthcare



Over the years, IoT has risen from being just a buzzword to a part and parcel of technological improvement in various industries. Healthcare industry is also gaining better insights and thus providing exceptional services with the use of IoT enabled devices.

Here are some examples of patient-centric IoT solutions that are making an impact:

- **Geographical Tracking:** It's now easy to track patients' movements and location when they need emergency help or when they remain motionless for a relatively long time.
- **Vital Signs Measurement:** IoT enabled devices can now provide continuous physiological data as well as significant information regarding the vital signs of individuals and thus enable earlier interventions when required.
- **Realtime environmental monitoring:** Healthcare assets such as vaccines, medications, blood and lab diagnostic samples need to be kept at specific temperatures to function properly. This can be easily maintained with the help of IoT based applications.
- **Mood tracking:** IoT based apps can help reduce stress and improve well-being by acting as a mindfulness coach to guide users through customized breathing exercises and by identifying stress triggers.

The SigmaWay team is working on such IoT enabled devices and applications which will ensure more connectivity, intelligent information gathering and remote monitoring.

**To know more, write to us at [contact@qosiqamaway.com](mailto:contact@qosiqamaway.com)**



**ESSENTIAL FACTS ABOUT GLOBAL HEALTHCARE INDUSTRY**

- 1** According to the statistics from Ibid and WHO, the global healthcare spending as a percentage of gross domestic product (GDP) is expected to increase from 10.4 % in 2015 to 10.5 % in 2020.
- 2** Global healthcare expenditures are projected to reach a total \$8.7 trillion by 2020, increased from \$7 trillion in 2015, representing a CAGR of 4.3% during the five-year period.
- 3** North America is currently the world's largest healthcare spending region.
- 4** Europe is the world's second largest healthcare spending region with total spending of US\$1.6 trillion in 2015, while is figure is projected to reach US\$2 trillion by 2020.
- 5** Asia Pacific, mainly led by China, India, and Japan etc., is estimated to have the biggest annual growth rate of over 5% from 2015 to 2020.
- 6** Average life expectancy around the world is projected to increase by one year by 2020.
- 7** Chronic diseases are on the rise across the globe, mainly driven by the rapid urbanization, sedentary lifestyles, changing diets, and rising obesity levels.
- 8** China and India have the largest number of diabetes sufferers in the world, at around 110 million and 69 million, respectively.
- 9** The prevalence of dementia is forecast to increase across the global from 2015 to 2050.
- 10** Communicable diseases remain as one of the biggest threats in the global healthcare industry.

Source: www.blavibe.com and www.dataplane.com



**ADVANTAGES OF USING RPA IN HEALTHCARE**

With a growing number of people entering the healthcare system in the years to come, RPA is an essential tool to healthcare providers in better streamlining processes, saving on labor costs, gaining higher efficiency, and greatly increasing the quality of patient care.

**Cost Efficient**



By automating time-consuming and repetitive processes, such as data digitization and accounts payable, RPA improves the billing efficiency and a reduction in write-offs, thus saving healthcare providers much needed resources.

**Better Performance**



Extremely beneficial in medical records to provide analysis and data based on a patient's condition and response. So, the use of RPA in the healthcare field is highly advantageous to the financial performance of healthcare providers.

**Better Management**



RPA supports utilization management, care coordination, case management, and remote monitoring of patients within the healthcare system.

Start by getting to understand where repetitive task hurt your organization. First, identify the opportunity, second validate the opportunity, third design the mode, and fourth deploy a pilot.

Source: www.uipath.com

**Applications of Big Data in Healthcare Industry**

 SAVES LIFE	PREVENT UNNECESSARY ER VISITS 
GIVES REAL TIME ALERT 	HELPS IN STRATEGIC PLANNING 
HELPS IN TELE MEDICINE 	JUST MIGHT CURE CANCER 

Source: www.bigdata.com

# Aiming to be a Business Analyst?

## Here's What it Entails:

Business analysis define the needs and recommending solutions that deliver value to stakeholders which primarily include software development, but can also consist of process improvement, organizational change, strategic planning, policy development. In short, Business analysis is a well-organized approach for managing change to organizations. The designated person who carries out this identification of business problem is called a business analyst or BA. Business analysis can be implemented in any profitable businesses, governments, or non-profit businesses. They identify and work on the solutions that maximizes the value delivered by an organization to its stakeholders.

The importance of the Business Analysts lies in the fact that they are involved in defining strategy, creating the enterprise architecture and leads by defining the goals and requirements for projects or support continuous improvement of the company. In addition, they guide and lead the business through unknown territory and take the company to its desired destination by realizing benefits, avoiding unnecessary cost, identifying new opportunities, understanding the required capabilities and modeling the organization's process and thus ultimately improving the overall process of the organization.



The top ten reasons for pursuing Business Analysis:

- Want to develop your business
- Want to increase demand
- Starting your own business
- Have had unsatisfactory results
- Clients are dissatisfied with your service or product
- Client requirements that are governed by contract terms or regulatory demands
- Processes are showing regular errors
- Need to improve your optimization and efficiencies
- Staff performance has reduced
- Retention of staff is very low.

While understanding the importance of Business Analysts, SigmaWay has decided to bridge the industry need and skillset gap by bringing out IIBA curriculum-based training for business analysts and some trainings on analytics tools like Rapidminer, R and Advanced Excel.

To develop your skillset and excel in your career, [visit this page](#) and choose the one that's best suited for you.

## Sigma StatsApp

Have you ever felt the need for a software that not only creates process maps but also helps to analyze the issues? Do you want to do simple stats calculations, use complex ML algorithms and report metrics, all using a single software?

If yes, then, all you need is **Sigma StatsApp** – a one stop solution for six sigma practitioners, business analysts and data analysts. This software, developed by SigmaWay specialists, not only helps you to do process mapping and data analysis using ML based algorithms, but it also helps you to visualize data and create customized dashboards or export standalone graphs.

Interested? Book a demo by writing to us at [contact@gosigmaway.com](mailto:contact@gosigmaway.com).

A vertical screenshot of the Sigma Statistics mobile application. At the top is a green header with the number '4'. Below it is a blue navigation bar with the text 'Sigma Statistics' and a hamburger menu icon. The main content area is white and features four large, colorful cards. The first card is teal and titled 'Dashboard', with the subtitle 'Create Dashboard from visualization' and a blue 'Start' button. The second card is white and titled 'Processes', with the subtitle 'Create new process.' and a blue 'Create new process' button. The third card is dark blue and titled 'Dataset', with the subtitle 'Create and upload the data to make dataset.' and a blue 'Start' button. Each card contains various data visualization icons like charts, graphs, and documents. At the bottom of the app is a green footer with the text '© SigmaWay LLC. All rights reserved'.



  
**WHY CO-WORKING?**

1



**BUILD STRONG NETWORK**

As SigmaWay Works, our coworking space, is celebrating two years of facilitating business and entrepreneurship, here we list out 6 reasons why you should cowork here:

Work along with people from different industries and age group at the same place to widen your horizons and build a strong network for you and your company.

2

**GET NEW POTENTIAL CLIENTS**



With an office at a prime location of District Centre in East Delhi, you can attract new clients from nearby area as well. And if you are a solopreneur, you can use the space to meet potential clients.

3



**WORK WHERE YOU WANT**

Cubicles are not the only option to work at. You can choose to work from our seats, team tables, cabins and conference room at an affordable price.

4

**FLEXIBLE SCHEDULE**



Forget about 9-5 working hours and long travel time to your office. At SigmaWay Works, you can work at your own pace, place and time.

5



**INSPIRING COWORKERS**

SigmaWay Works is not just a place to work at, but, it's a community of inspiring individuals with varied experiences and thoughts. Engage in fruitful conversations and learn something new everyday.

6

**MAKES YOU FEEL GOOD**



With a clean and relaxing environment and a cosy pantry, rejuvenate yourselves and work more productively.

[www.sigmayawayworks.com](http://www.sigmayawayworks.com)

#COWORK #INCUBATE #INNOVATE

To know more, visit our website: [www.sigmayawayworks.com](http://www.sigmayawayworks.com)



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