Test Automation for Healthcare

Improve testing accuracy and save tens of thousands of hours by automating IT testing

SureTest

Intelligent Healthcare
IT Automation

Table of Contents

Overview

The demand for innovative automation is now a top priority for health systems. Every day, more health organizations realize that test automation is a game changer for maximizing the efficiency and effectiveness of EHR and enterprise systems. In the current healthcare IT marketplace, many tools and solutions promise to provide test automation success, but fail to deliver. SureTest is a truly turnkey, test automation solution leveraging our proprietary SureWorks™ Library of over 2,200 workflows that jumpstarts a client's automation. Unlike software packages, SureTest is a managed service that continually maintains test scripts, ensuring our clients are always ready for the next upgrade cycle or testing event.

In our experience, a tool-only/internal approach — although surrounded by good intention and dedication — is not conducive to efficient and impactful automation. We have repeatedly seen frustration and struggle that ultimately leads to project failure. The staff requirements for internally maintaining developed automation also becomes cost prohibitive for most clients. SureTest offers a solution flanked with the required Epic and surrounding system domain capability and test development expertise. SureTest provides unmatched speed to value, delivering a robust automation program at a fraction of the cost of building and maintaining a test automation program internally. We also partner with our clients to complement any internal automation they may already have.

SureTest's solution requires zero development by the health system's team. Our Test Automation Solution combines Eggplant's software and tools, SureTest's industry-leading development expertise, and all the continual development and maintenance required to keep the health system's test automation engine evergreen. Scripts are continually updated, and break/fix, optimization, quarterly upgrades, etc. refresh in real-time through our managed service solution. SureTest provides best-in-class automation developers and engineers with test automation certification in Epic and other enterprise systems.

Our ability to deliver exceptional speed to value is reason alone to choose SureTest. The SureWorks™ Library includes

⚡ A global library of over 2,200 automated test scripts to jumpstart the automation process — test scripts from the library are explicitly configured to the client's workflow, and script automation happens in a fraction of the time.

⚡ Typical automation of complete test script application suites takes place in just months. Our experience — and that of our clients — confirms that this automation would take years if attempted internally.

In addition to SureTest's phenomenal speed to value and top-notch team, we produce compelling Return on Investment (ROI).

Recent client studies confirm that SureTest delivers:

- A positive ROI within Year 1

- 150% - 300% ROI by Year 3

- 200% - 500%+ ROI by Year 5 (dependent on health system size and current testing method)

SureTest's solution is built on Eggplant by Keysight Technologies. As the first AI-driven test automation solution, Eggplant meets health system requirements for enterprise solution testing and also makes the testing process easier and faster with a user-based workflow perspective that helps you improve how you test.

We chose Eggplant to build our SureWorks™ Library because no other software platform can handle the complexities of patient journeys and patient care intricacies such as a complex EHR system like Epic or Cerner. As an enterprise tool, Eggplant, coupled with the SureTest Automation Solution, can automate testing for systems such as:

- Workday

- Infor

- ServiceNow

- Web/Mobile

- Any system with a test environment and a mouse/keyboard/touch-screen interface

The SureTest Library and program execute repeatable, scalable, concurrent automation.

- Successfully automates multiple test runs using Eggplant, saving thousands of testing hours

- Leverage intelligent test and image understanding

- Eggplant's OCR and image recognition by default leverages ABBYY OCR engine

- Eggplant's engine automatically tunes OCR search capabilities under the hood, requiring no additional development from end users

The Problem

EHR and related system testing are critical but is a tangled, messy burden that soaks time, drains resources, and hurts morale — a cost no health system can afford.

Yet, somehow, you must find a way to test, even when demands on your IT infrastructure are higher and budgets are more constrained than they have ever been before.

Too often, the resulting tension means rushed processes, leaving you vulnerable to inadequate test coverage and the kind of errors no one ever wants to see happen. There's just never been a reliable way to simplify testing. Until now.

All health systems need to test.

No one likes to test.

Most health systems don't test enough.
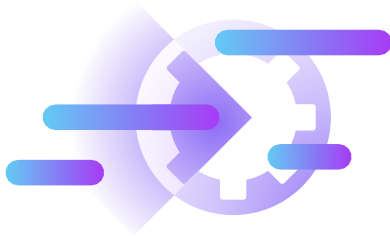
Insufficient testing increases risk.

The SureTest Solution

Welcome to the era of intelligent test automation.

By harnessing the Eggplant technology, SureTest gives you the power to transform your entire EHR and related system testing process and redeem thousands of hours every year. This is truly a turnkey test automation solution. SureTest's solution is based on our rigorous methodology and combines SureWorks™, the most extensive, constantly-updated library of test scripts on the planet, with the SurePersona™ Engine. This powerful tool precisely emulates your end-user experiences and validates workflow integrity so quickly that it will revolutionize your entire approach to system upgrades and new implementations.

We know — every context is different. Our SureMethod™ framework easily adapts to fit your workflows while ensuring you employ the most up-to-date protocols every time.

Solution Features

SureWorks ™
LIBRARY

Sure Works is our extensive collection of automated test scripts and is the linchpin of our test automation solution.

Our library is the key to automation value, and jump starts the speed of script development. What takes a health system multiple years to develop internally, can be executed in a few months.

This proprietary resource is constantly updated and test scripts are drawn from the library and configured to each workflow within your organization's departments to provide end-to-end integrated and regression testing.

SurePersona ™
ENGINE

This powerful tool knows and emulates the exact functions each team member needs to employ for each use case and performs them with astounding speed and precision every time.

Test scripts are automatically deployed and scheduled at scale to drive automatic, system- wide testing. Sure Persona frees your team from the time-consuming task of testing, allowing them to focus on improving care for your community.
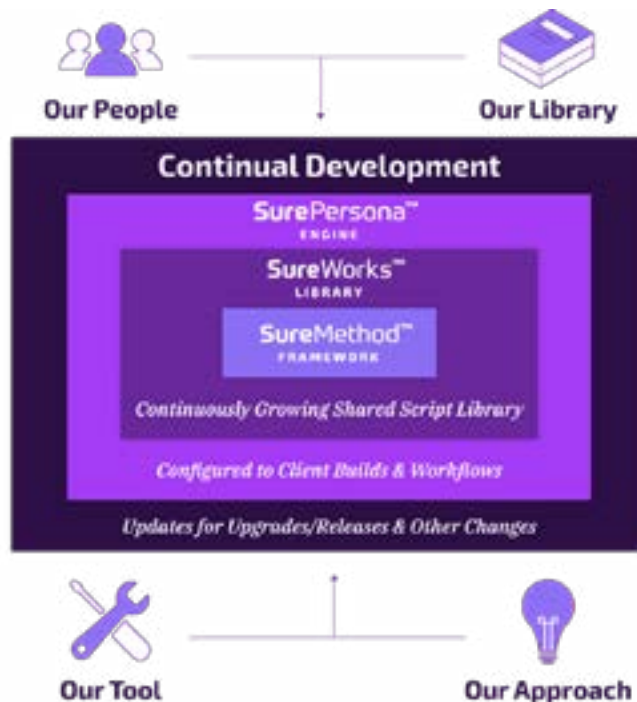
SureMethod ™
FRAMEWORK

This methodology is the bedrock for each test automation sequence we deploy. It's a rigorous framework carefully developed by a team of seasoned healthcare domain specialists in all major EHRs and test automation engineering.

Our commitment to SureMethod means you realize continual development of scripts, daily testing, and real-time reporting.

SureTest's *full-service managed test automation solution* couples advanced test technology (Eggplant) with a highly experienced team who understands the healthcare ecosystem.

Our People   **Our Library**

- Test Engineers with multi-year Epic and Cerner build and implementation expertise
- Knowledge of operations
- IT ecosystem familiar

- Foundational scripts
- Configurable to a client's workflow
- Functional, integrated
- Over 2,000 common workflows
- Release updates
- Best practices

Continual Development

SurePersona™ ENGINE

SureWorks™ LIBRARY

SureMethod™ FRAMEWORK

Continuously Growing Shared Script Library

Configured to Client Builds & Workflows

Updates for Upgrades/Releases & Other Changes

Our Tool   **Our Approach**

- Enterprise Tool (ERP, Web & Mobile)
- Third party downstream systems
- Emulates end user interactions
- Robust end-user automation
- Workflow capture can be leveraged for eLearning

- Proprietary framework for development efficiency
- Methodology to capture client configuration and incorporate manual scripts
- Develop TA charter
- Proactive, transparent, reporting, QA, auditing and defect tracking

Solution Benefits

Optimize Staff

More Testing, Better Quality, Less Stress

- SureTest's managed Test Automation Solution eliminates 80% of manual testing activities
- No more playing referee with departments to secure resources for testing
- Keeps clinicians focused on delivering care
- Frees up staff time to focus on more strategic initiatives
- Mitigates staff burnout and improves employee morale and satisfaction

Realize Optimal Efficiency

Eliminate Tens of Thousands of Manual Testing Hours

- SureTest works in the background to dramatically reduce the length of testing cycles
- Speeds path to go-live, upgrades and ongoing optimization
- Keeps projects on schedule
- Continuously manages and monitors automated testing
- Provides real-time audit documentation
- Creates eLearning artifacts of configured specific workflows

Improve Patient Care

Continuous Testing Saves Lives

- Sure Test accounts for every patient journey and related workflow
- Automates (daily) testing of routine fixes and enhancements
- Eliminates clunky workarounds that invite risk
- Eliminates the risk of insufficient testing - often caused by competing priorities
- Keeps rigorous testing a priority

Test Automation Best Practices

Why should you automate testing using a managed service solution?

- **Minimize Negative Outcomes** – Automating critical workflows will minimize unfavorable outcomes in the following areas:

  - Patient Safety
  - Patient Access
  - Care Delivery
  - Revenue Capture
  - Compliance
  - Usability/Well-being
  - Adoption

⚡ **Improve Quality & Safety** – More robust and frequent testing of your EHR and third-party application systems will enable the delivery of features/functionality with fewer bugs in a shorter time frame

⚡ **Keep Focus on Patients** – High-risk workflows will have expanded coverage, frequency (continuous testing), and accuracy — eliminating the risk with frequent/daily full application regression testing instead of only being tested during major events. Blood administration, insulin dosing, etc. would experience continuous testing

⚡ **Boost Employee Satisfaction** – Analysts can spend more of their time in the most fulfilling part of their jobs. Workflows will be more stable, leading to a more reliable experience for end-users, physicians, and all clinicians

⚡ **Financial Strength** – SureTest's Test Automation Solution not only delivers incredible ROI, but also keeps testing costs predictable while ensuring thorough health system testing

Our Technology Partner – Eggplant

UNLEASH THE POWER OF EGGPLANT

eggplant®

PART OF
KEYSIGHT
TECHNOLOGIES

Eggplant is an extraordinary tool, but domain expertise is required to get maximum value.

We are a leading, certified, Eggplant partner working closely with their team to push the boundaries of what is possible. With SureTest, you will:

⚡ Realize exceptional value from your investment

⚡ Orchestrate a true end-to-end solution

⚡ Make Eggplant instrumental to your system implementations and upgrades

SureTest Industry Recognition

KLAS Research highlighted SureTest in its 2021 Emerging Technology Spotlight. This report examines customer experiences to see how SureTest is helping provider organizations gain valuable hours by automating the testing process.

The report finds that users of SureTest have high satisfaction due to its ability to produce significant ROI by automating upgrade/update testing, freeing up time and employees.

SureTest received a 100% overall customer satisfaction rating and an A+ on all Key Performance Indicators.

Contact us here to request a copy of the KLAS report. You can also watch the KLAS video Spotlight here.

About SureTest

Founded in 2020, SureTest began as a vision of its partners, former leaders at healthcare advisory company Santa Rosa Consulting.

SureTest's intelligent test automation solution empowers health systems to transform their entire EHR and other third-party application testing processes and redeem thousands of hours every year.

A truly turnkey test automation solution, SureTest helps clients optimize staff, realize game-changing efficiency, and improve patient care.

For more information, visit SureTest.health, call 615.721.3233, or email connect@SureTest.health. Follow us on Twitter and LinkedIn.

SureTest

Intelligent Healthcare IT Automation