



## Office of Government Procurement Robotic Process Automation Framework Impact Report

# Health Service Executive



The HSE commenced work with Deloitte in December 2019 on the automation of Health Business Services Human Resources and finance processes. This pilot project showcased the benefits of RPA within the HSE and since then RPA has been implemented across a number of areas in the HSE including the Health Protection Surveillance Centre, Health Business Services Finance team and Health Business Services Human Resources team.

Automation is providing HSE staff with an opportunity to re-design their ways of working using their digital workforce, and embracing virtual assistants as a new layer to HSE multi-disciplinary teams. By investing in an automation training programme, the HSE will diversify their skillset and create a scalable, self-sufficient capability, delivered by HSE employees. Streamlining administrative workload through automation will not only release time for service delivery but will also improve employee engagement which evidence links to improved patient outcomes and experience.

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### Testimonials:

“RPA has played a hugely important role in the HSE’s response to the Covid-19 emergency. The automation of positive Covid-19 case processing has relieved the administrative burden of Covid-19 surveillance enabling scientists to focus on vital epidemiological analyses, outbreak investigations and reporting”

**Kevin Kelly - RPA Centre of Excellence Lead, HSE**



## Key Benefits

April 2020 – April 2021:



### Reduced lapsed time

for completion of processes removing handover delays.

### Employee / Patient Experience

Increased flexibility in resourcing. Ability to amend process without major disruption.

### Quality

Increased data completeness. Increased data quality. Increased data security.

### Accuracy

Reduction in human error. Reduction in time required for QA / human review.



### Case Study 1

## Automation of the Garda Vetting Matching Process in Health Business Service (HBS) Human Resources

**Organisation: HBS Human Resources**

### The RPA challenge

The National Personnel Records (NPR) team complete over 25,000 Garda Vetting forms per year and is responsible for updating SAP completed forms.

Prior to automation, the Garda Vetting "Matching Process" was performed on a monthly basis. This process required 3,552 hours per annum and was carried out by two staff members. Prior to the automation it took 9.5 minutes for each case to be completed manually.

### Results Delivered



Bertie can process records 52 times faster in approx. 9 - 11 secs per record.



Improved Accuracy - reducing the amount of Q&A to be carried out. This in turn gives the team more time to maintain databases and fix data quality issues identified by Bertie.

**95%**

reduction in manual admin effort achieved by automation

**40,000**

additional cases that can now be processed per annum

### Case Study 2

## Automation of the Income Debtors process

**Organisation: HBS Finance**

### The RPA challenge

HBS Income Debtors team manually processed reports for 49 acute hospitals every month. Acute Hospitals are required to update the "Acute Hospital Debtors" template at the beginning of every month (including information from the prior month) and revert to the Income Debtors return to the team by email. The Finance team then receives this template, validates the information and uploads it to the HBS Portal. This process is completed 588 times a year (once a month for 49 hospitals) requiring a total of 264 hours (22 hours per month).

### Results Delivered

**10% reduction**

in admin workload allowing to focus on more essential activities

**22hrs to 2hrs**

reduction in processing time



Enhanced validation and eradication of any human errors.



Where the process was previously run once a month it is now run daily allowing for data processing on a more timely and efficient basis.

### Case Study 3

## Positive Covid-19 Test Reporting

**Organisation:** Health Protection Surveillance Centre

#### The RPA challenge:

Covid-19 surveillance added a significant workload to the eight HSE-Departments of Public Health. Prior to automation, eight regional HSE Public Health teams were responsible for processing positive Covid-19 as they were received from labs, requiring them to complete three separate sub-processes, which took circa. 26 minutes per case. As the cases increased, a significant amount of pressure was put on Public Health staff. The three processes must be completed for every positive Covid-19 lab result in Ireland. Prior to automation, for every 1,000 cases, over 430 hours of manual processing was required.

### Results Delivered

The Health Protection Surveillance Centre developed a robot to navigate the national infectious disease reporting system to process: laboratory records; notifications, and contact-tracing data.

**26 mins to  
3 mins 30 sec**  
robots process cases 6  
times faster

**42** number of robots deployed during the surge in December 2020 – January 2021, releasing scientists to focus on analysing Covid-19 results and trends.

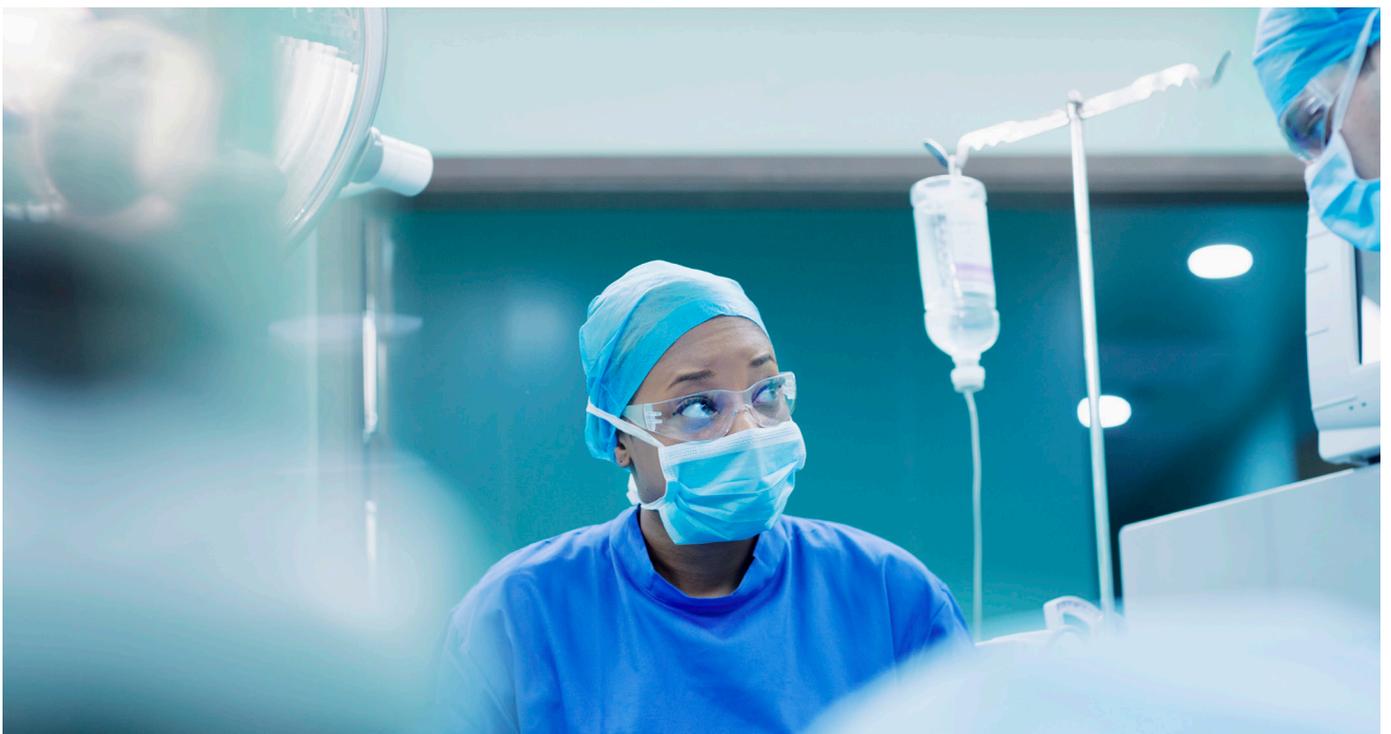
**430** hours reduced admin burden for every 1,000 cases process by the bots.

**477,171** transactions processed by bots (April 2021).

**10,128** working days saved on administrative burden.



Automation of this process has supported the Public Health teams to deal with surges of Covid-19, rapidly scaling to accommodate 10,000 daily cases - freeing their time to focus on tracking the disease, managing outbreaks and other essential analysis.



## Acknowledgements

The success of the RPA Framework to date has been truly driven by a partnership approach. The Deloitte Government & Public Services Team would like to thank a number of key people for their tireless work in championing RPA technology across the Irish public sector, and for their role in devising, developing and implementing the RPA Framework:

- Dr Lucy Fallon Byrne, Laura Mahoney, Philip McGrath and John O'Donoghue from the Department of Public Expenditure & Reform and also Derek Melia from the Office of Government Procurement.

## About the Deloitte Government & Public Services team

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