

RPA in Health and Social Care

Mapping the Robotic Process Automation Landscape

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- ❖ The **pandemic** has **accelerated** the focus on **RPA adoption**.
- ❖ It eases operations by freeing up time so that staff in the NHS and social care can redirect their expertise onto more value-added work - giving back time to care
- ❖ To **exploit RPA** technology, we need to understand the current strength in the system, and the opportunities, challenges, and barriers to adoption in the **health and social care**

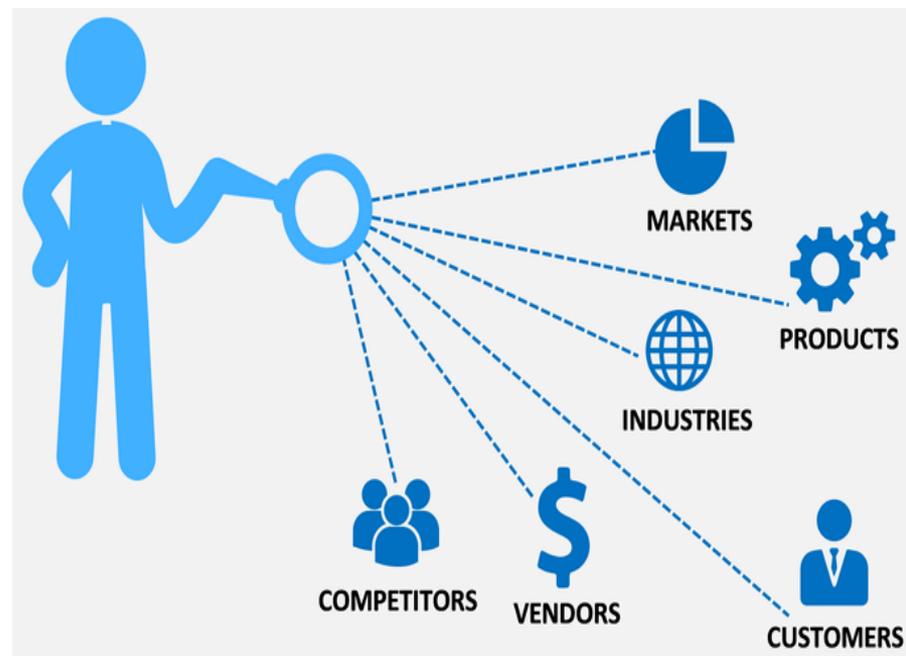


Our Approach: Intelligence Gathering



We have undertaken a **deep-dive exercise** to understand the **current capabilities** within the system.

- ❖ Conducted 25 semi-structured interview the **NHS trusts**
- ❖ Spoken to number of **vendors** and **innovators**



Our Findings so far: the most automated processes



Outpatient Services

Patient registration

admission, and discharge

Appt reminder

Appt cancellation & booking

Booking COVID-19 Antibody testing

GP referral

Pathology results

Pharmacy & prescription

Process Support

Auto-launch video conferencing

Data migration

System integration

Data synch between systems

Corporate Services

HR- pay progression reminder

Recruitment and Trac job

Staff management

Conversational bot for staff

Social care NHS email

Staff on- and off-boarding

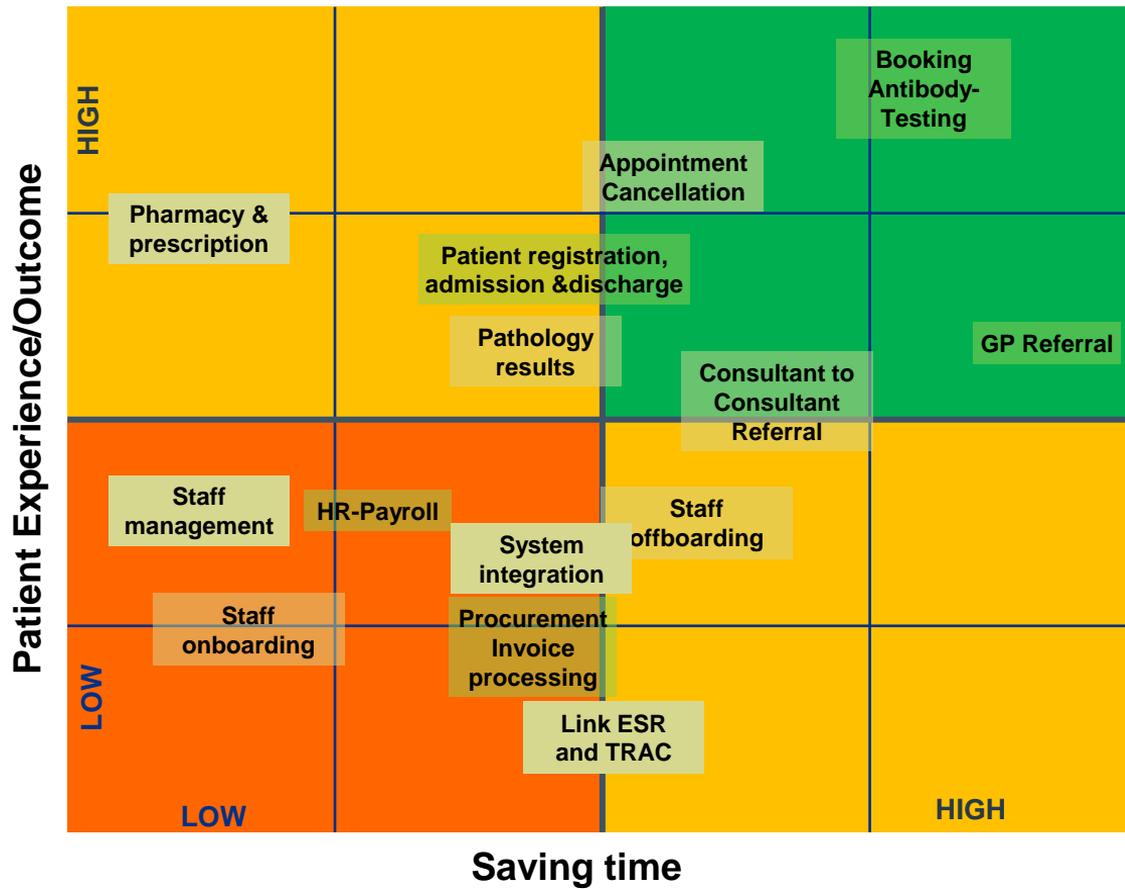
Finance-
invoicing,
payment,
procurement

Reconciliation

Our Findings so far: NHSX priority analysis

In order to identify what processes to prioritise, we have undertaken a priority analysis. The priority analysis looks at:

- ❖ Number of Hours saved
- ❖ Improved Patient experience



Appointments Cancellation & DNA



- £1 Billion worth of appointments were missed in 2017/18
- DNA rate was over 10% compare to 5% set by the government



- Designed an automated process to cancel appointments
- Patients were sent text message with an easy option to cancel
- Free appointment reallocated to another patient



- Reallocation of over 1,356 appointments
- Cost avoidance of around £217k
- Potential saving of £2.1m over 12 months



- Save over 1,000s of hours
- Improved operational efficiencies
- Faster decision making on patient care
- Reduced human error & increased accuracy



- Expansion to other clinical and output services
- Cost avoidance by reducing waste and maximising productivity
- Improve staff satisfaction
- Improving patient flow



- Lack of guidance
- Silo adoption
- Mis-sold and over-promised on benefit/saving
- Lack of workforce capabilities



- Compliance and data quality management
- Cost around changing the vendor and suppliers

Developing a roadmap for RPA adoption to provide the necessary support to harness this technology

Next Steps ...

- ❖ We want to hear from Primary Care and other health providers.
- ❖ Please complete our online survey which runs to Mon 5 October
- ❖ To gain insights into current practices, we're also gathering case studies and examples of current RPA work in the NHS and social care.
- ❖ Please share yours with us at feedback@nhsx.nhs.uk

