@HBS_Health

Distribution of HBS Staff

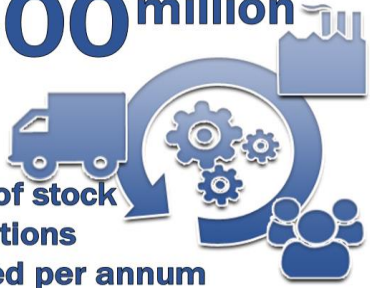**€400 million** worth of stock requisitions received per annum

1,000 deliveries daily

Paying **85,600** HSE & Tusla staff

35,800 pensioners

1,100 procurement contracts agreed annually

Managing **86,500** HSE Pension Scheme members

Managing **2,500** health properties

35,000 Garda Vetting requests processed annually
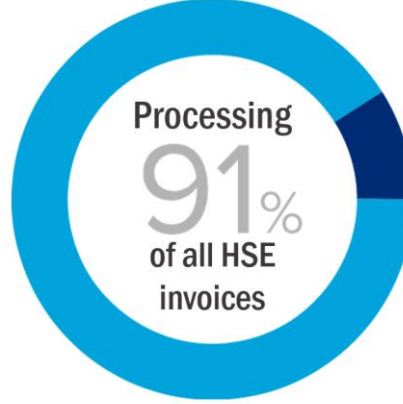
2.6 million Payslips per annum

Annually processing **5,000** new staff appointments
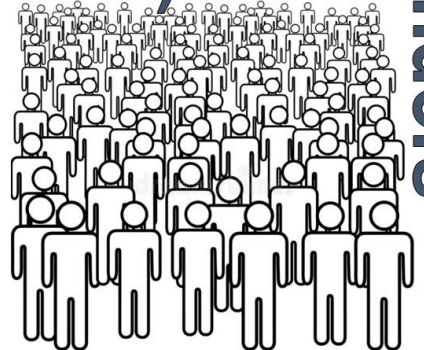
Processing **91%** of all HSE invoices **2.3 million** per annum

500,000 payments annually

30,000 vendors

HBS Pilot Processes

HBS Finance

Hospital Income Debtors
Collation and Reporting

HBS HR

Garda Vetting Upload
to SAP HR

Nov 2019 - NASF (OGP Framework)

Dec 2019 - Commenced engagement with Deloitte

Feb 2020 - Both projects in (lite) Production

HBS Finance

Hospital Income Debtors Collation and Reporting

HBS Finance

Selection Rationale

- Stable Persistent Process
- Low Complexity
- Low Risk

Outcomes

- Processing Speed – 6.6 mins (robot) versus 111 mins (human) per case

- Staff Perception

- Trust / Confidence

TÌME TO COMPLETE PROCESS

1323

126

■ Human ■ Robot
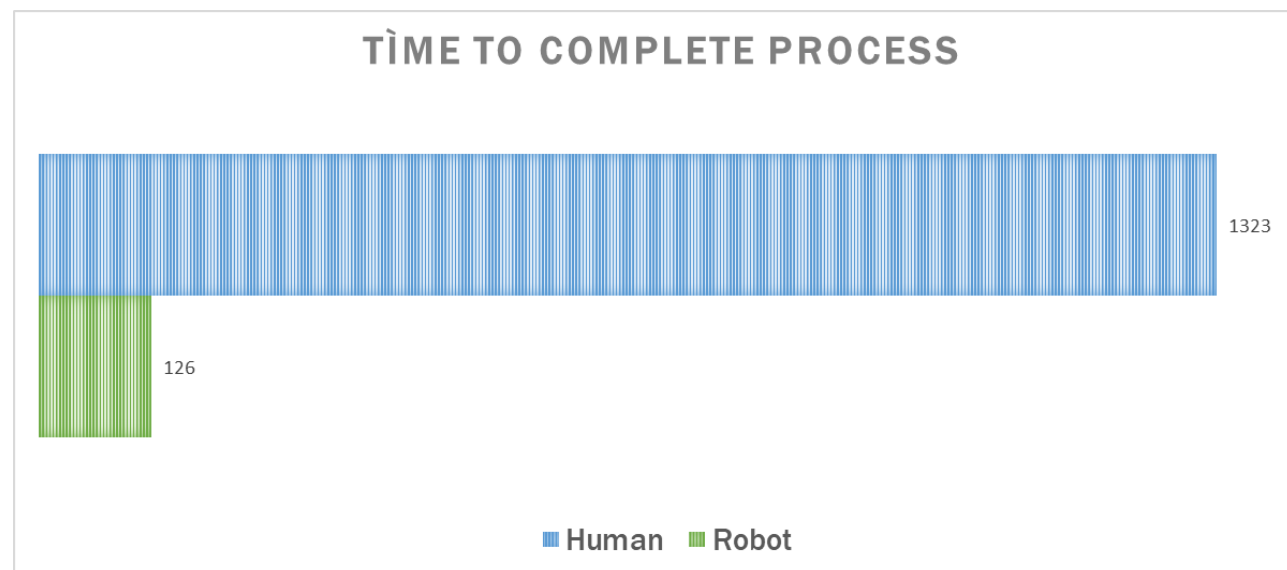
HBS HR

Garda Vetting Upload to SAP HR

Selection Rationale

- Stable Persistent Process
- Medium Complexity
- Medium Risk
- Current and mounting business pressures

Outcome

- Time Savings - robot has introduced time saving of >500 hours per month.
- 100% accuracy
- Volume Absorption

Number 47 of 2012

NATIONAL VETTING BUREAU (CHILDREN AND VULNERABLE PERSONS) ACT 2012

ARRANGEMENT OF SECTIONS

PART 1

PRELIMINARY AND GENERAL

TIME TO COMPLETE CASE

10

0.5

■ Human ■ Robot
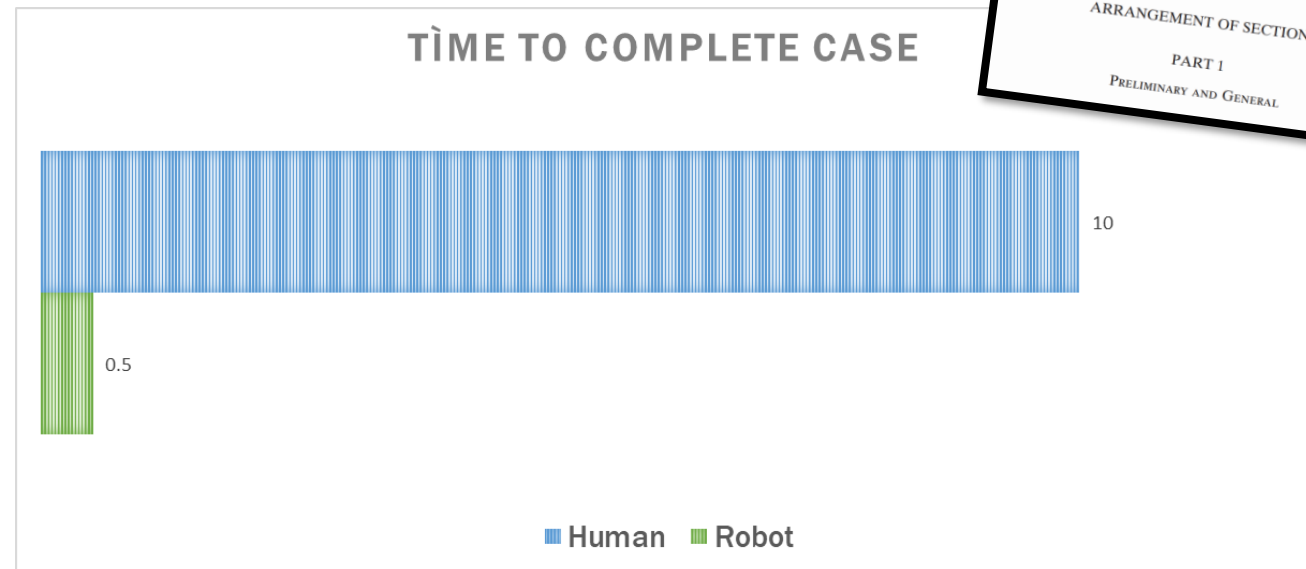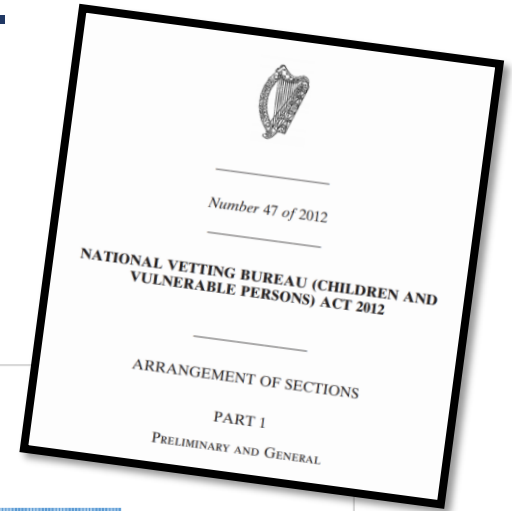
Next Steps

- **Build Enterprise RPA Platform**

- **Establish Centre of Excellence**

Coronavirus COVID-19

Mater hospital turns to robots to help in battle against Covid-19

Hospital using robotic process automation to free up nurses to deal with infection control

⊘ Wed, Apr 1, 2020, 12:42

'Your country needs you': Harris launches massive recruitment drive for doctors, nurses and other healthcare staff

The number of cases of Covid-19 could hit 15,000 within the next few weeks, according to the government.

Mar 17th 2020, 7:58 AM 👁 256,118 Views 💬 288 Comments   f Share 948   Tweet   ✉ Email 10

🕐 Updated Mar 17th 2020, 2:35 PM

A MASSIVE RECRUITMENT drive is set to get under way today across the Irish health service, as it gears up to deal with the expected substantial rise in cases of Covid-19 across the country.

Speaking this afternoon, Minister for Health Simon Harris said that every newly graduated doctor will be offered an internship, with well over 1,000 people looking for one this year.

He added to this a nurses recruitment call throughout Ireland with the message "your country needs you".
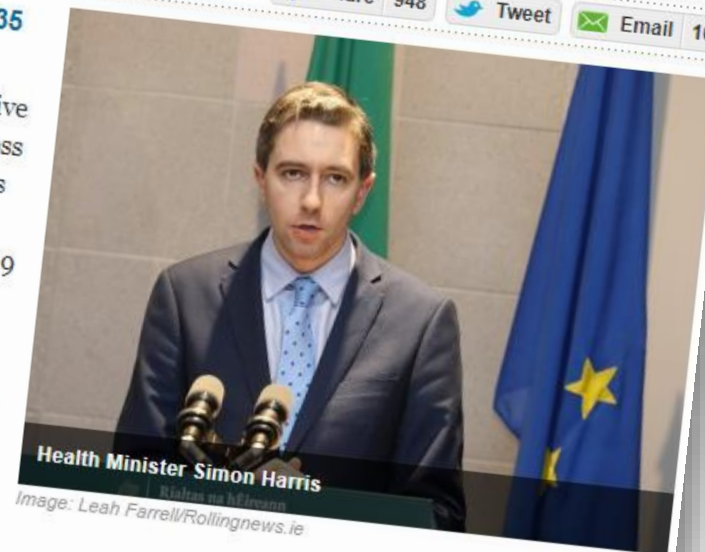
Health Minister Simon Harris
Image: Leah Farrell/Rollingnews.ie

Saolta
Grúpa Ollscoile Cúram Sláinte
University Health Care Group

Tallaght University Hospital

BEAUMONT HOSPITAL

hpsc

ST. JAMES'S HOSPITAL

HSE Immunisation

Build Enterprise RPA Platform

- **HSE National Data Centre**

- **Three environments**

- **6 week build commenced mid-May & completed end June**

- **Existing HBS processes in (full) Production. HPSC live by mid-August**

- **On-premise for now but Cloud/Private Cloud needs consideration**

✓ Design infrastructural setup

✓ Install application servers

✓ Configure database

✓ Establish database connection

✓ Configure user permissions

✓ Migrate processes to test

✓ Test non-prod environment

✓ Configure virtual machines

✓ Configure robot domain accesses

✓ On-board users on new environments

✓ Migrate and test processes to production

✓ Test production environment

Centre of Excellence - Design Considerations

- HBS to deliver RPA CoE as a new Shared Service offering

- Develop virtual worker agency
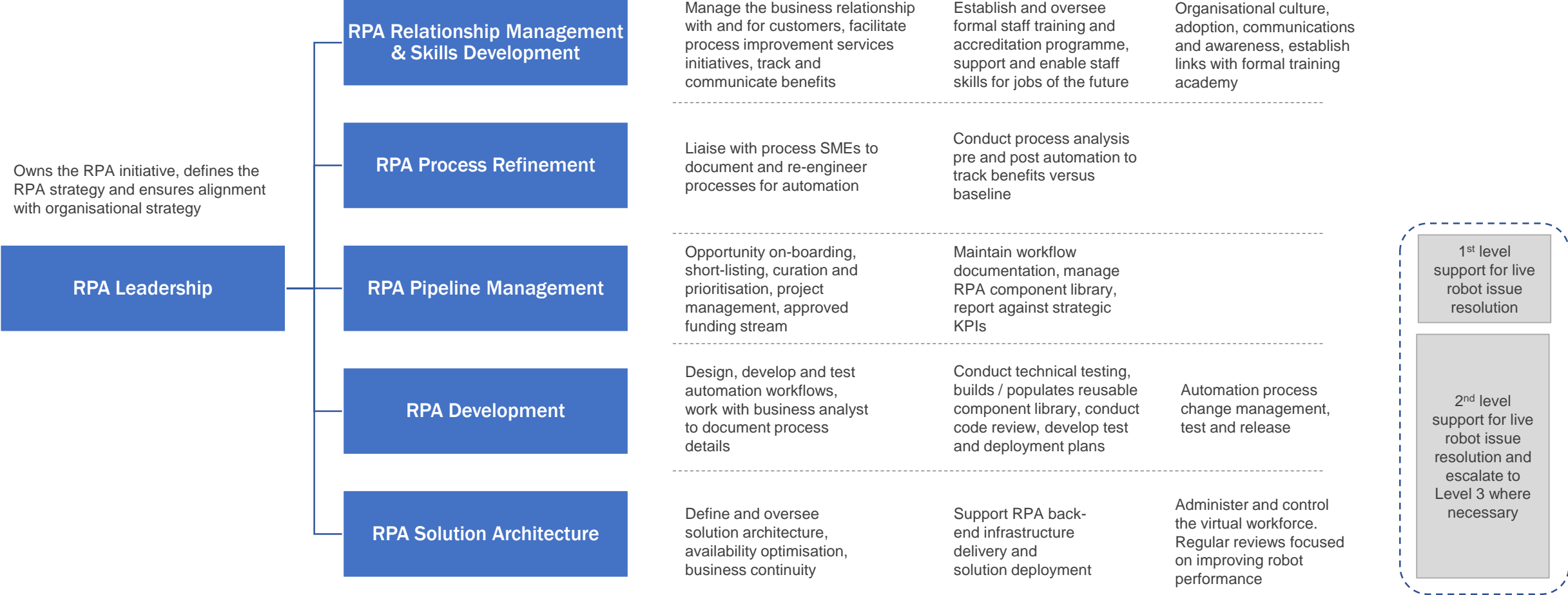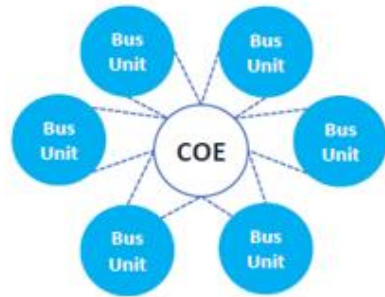
- Federated Delivery, Centralised Management

- Alignment with Sláintecare, One Voice for Health Procurement, NFRs and Public Service ICT Strategy

- Graduate from Task Automation to Process Re-Engineering

- Support 'Jobs of the Future'

RPA Centre of Excellence – Typical Roles

Owns the RPA initiative, defines the RPA strategy and ensures alignment with organisational strategy

RPA Leadership

RPA Relationship Management & Skills Development

Manage the business relationship with and for customers, facilitate process improvement services initiatives, track and communicate benefits

Establish and oversee formal staff training and accreditation programme, support and enable staff skills for jobs of the future

Organisational culture, adoption, communications and awareness, establish links with formal training academy

RPA Process Refinement

Liaise with process SMEs to document and re-engineer processes for automation

Conduct process analysis pre and post automation to track benefits versus baseline

RPA Pipeline Management

Opportunity on-boarding, short-listing, curation and prioritisation, project management, approved funding stream

Maintain workflow documentation, manage RPA component library, report against strategic KPIs

RPA Development

Design, develop and test automation workflows, work with business analyst to document process details

Conduct technical testing, builds / populates reusable component library, conduct code review, develop test and deployment plans

Automation process change management, test and release

RPA Solution Architecture

Define and oversee solution architecture, availability optimisation, business continuity

Support RPA back-end infrastructure delivery and solution deployment

Administer and control the virtual workforce. Regular reviews focused on improving robot performance

1st level support for live robot issue resolution

2nd level support for live robot issue resolution and escalate to Level 3 where necessary

Centre of Excellence - Model?

Centralised

Advantages:
- Ease of enterprise scale up
- Cost efficiencies through resource and infrastructure sharing
- Centralized ownership and governance
- Standardized processes and RPA solution
- Consistency of guidelines, training, etc.
- Centralized IT support

Disadvantages:
- Automation prioritization challenges
- Difficulty to implement if centralized model not in place
- Unresponsiveness if not enough resources available

Federated
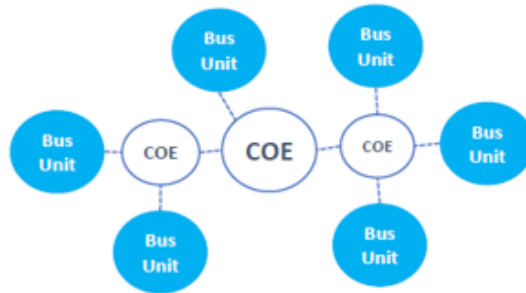
Advantages:
- Main COE which defines RPA strategy and approach and has an information hub
- Additional regional / BU / function specific COEs doing RPA implementations
- Higher implementation speed
- Higher process knowledge specific to regions / Bus / Functions

Disadvantages:
- Increased cost
- Potential discrepancy in implementation approach and knowledge
- Potential incoherence in process methodologies

Decentralised
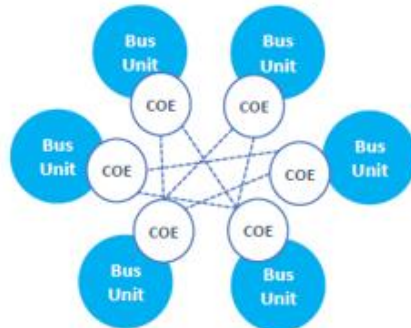
Advantages:
- Function and / or BU ownership and automation prioritization
- Focus on function and / or BU specific benefits
- In-depth knowledge of Function / Business Unit

Disadvantages:
- Difficulty scaling at the enterprise
- Higher investment due to duplication of resources and infrastructure
- Risk of inconsistency in RPA solutions

PEOPLE

PROCESS

TECHNOLOGY

HSE Digital Transformation

Workforce Awareness & Skills Development

Embed an automation mindset throughout the health sector

Organisational awareness, communications and adoption

Upskilling of HSE workforce and creating skilled RPA leaders

Establish and maintain links with training and academic institutions

Central advisory service for all local delivery hubs and one-off automation enquiries

Customer engagement to assist with ideation and automation suitability

Manage portal for opportunity on-boarding and documentation

Liaise with OoCIO PMO for business case and funding approvals

Solution recommendation

Co-ordinate 3rd party developer activities

RPA pipeline and project management

RPA Projects

RPA Governance & Steering Group

Define RPA strategy and ensure alignment with organisational strategy

Establish process selection criteria for RPA utilisation

Approval of RPA application to a process

RPA Operations

Saolta
Grúpa Ollscoile Cúram Sláinte
University Health Care Group

RPA Hub

Identification and curation of local automation opportunities

Submission of opportunities to Steering Group for approval

Tallaght University Hospital

RPA Hub

Local RPA Delivery Hubs

Automation development

Submission of automated process for pre-production validation

HBS Health Business Services
The business division of the HSE

RPA Hub

RPA Hub

BEAUMONT HOSPITAL

RPA Hub

Mater Misericordiae University Hospital

RPA Hub

ST. JAMES'S HOSPITAL
Ospidéal Naomh Séamas

RPA Hub

Manage central HSE platform, availability optimisation and business continuity

Robot supervision, robot performance management and activity reporting

Code validation and change management

Centralised licence management

Manage shared component library

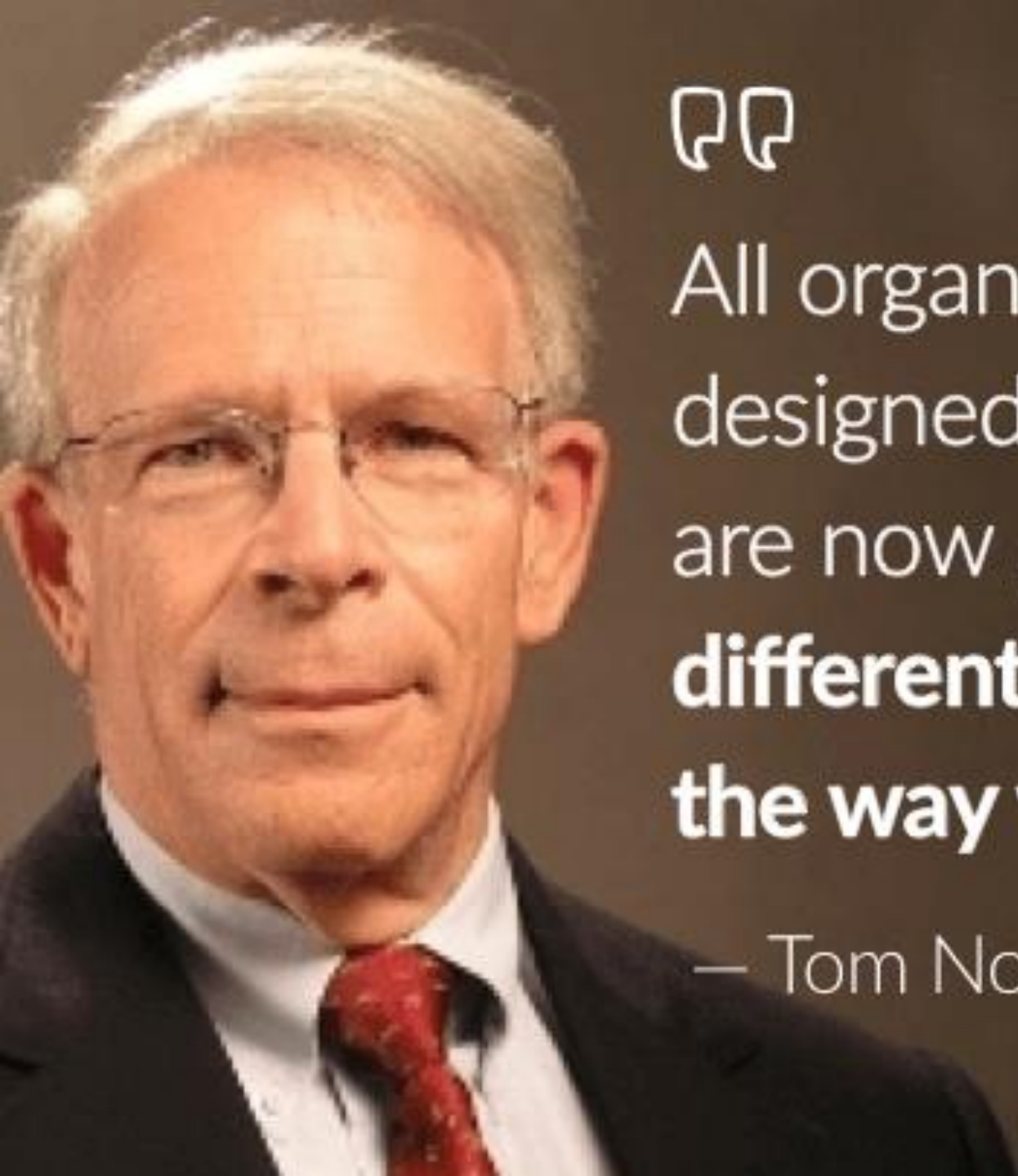Liaise with OoCIO Technology & Deployment for leading practice infrastructure delivery

HBS Health Business Services
The business division of the HSE

Federated Delivery, Centralised Management

All organizations are perfectly designed to get the results they are now getting. **If we want different results, we must change the way we do things.**

— Tom Northup

Thank You

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Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

HBS Health Business Services
The business division of the HSE