



# Enhancing PROMs Efficiency with Robotic Automation: A Best Practice Model

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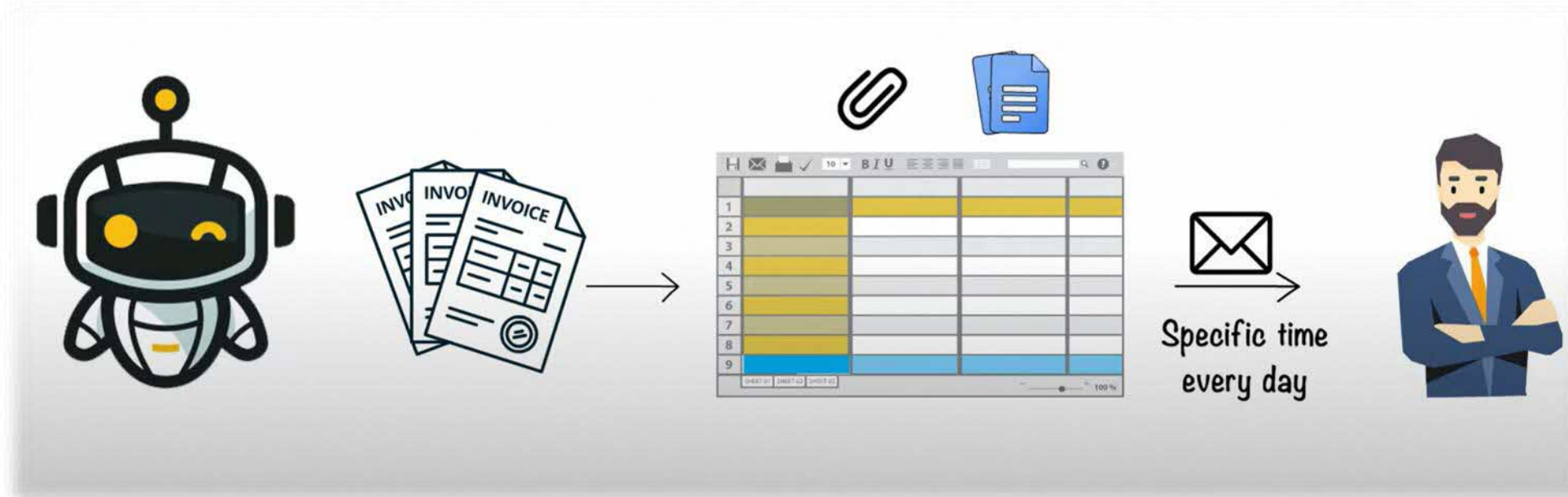
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## Introduction and Background

Patient-Reported Outcome Measures (PROMs) are essential and part of best-practice physiotherapy management. PROMs are also collected to meet the Ministry of Health's One-Rehab initiative requirements. Traditionally, PROMs were completed manually in-person and took up much of patient-contact time, affecting efficiency and patient experience. To address these challenges, SGH implemented Robotic Process Automation (RPA) in 2022.

## What is RPA?

RPA refers to software robots that mimic human interactions with digital interfaces and are implemented in environments with high volumes of repetitive manual work.



For example, RPA can automate the processes to scan, collate, organise and disseminate invoices to managers, eliminate the need for human effort to do so.

## Results

Adoption of RPA in enhancing PROM collection has enhanced patient experience and contact time through decreasing the number of time clinicians needed to administer PROMs. The PROMs have also received favourable feedback from patients via the online FormSG.

**25%**  
Average Response Rate

**2,525 hours**  
Clinical Time Saved

**\$125,853**  
Productivity Gain

Data from July '23 to Dec '24

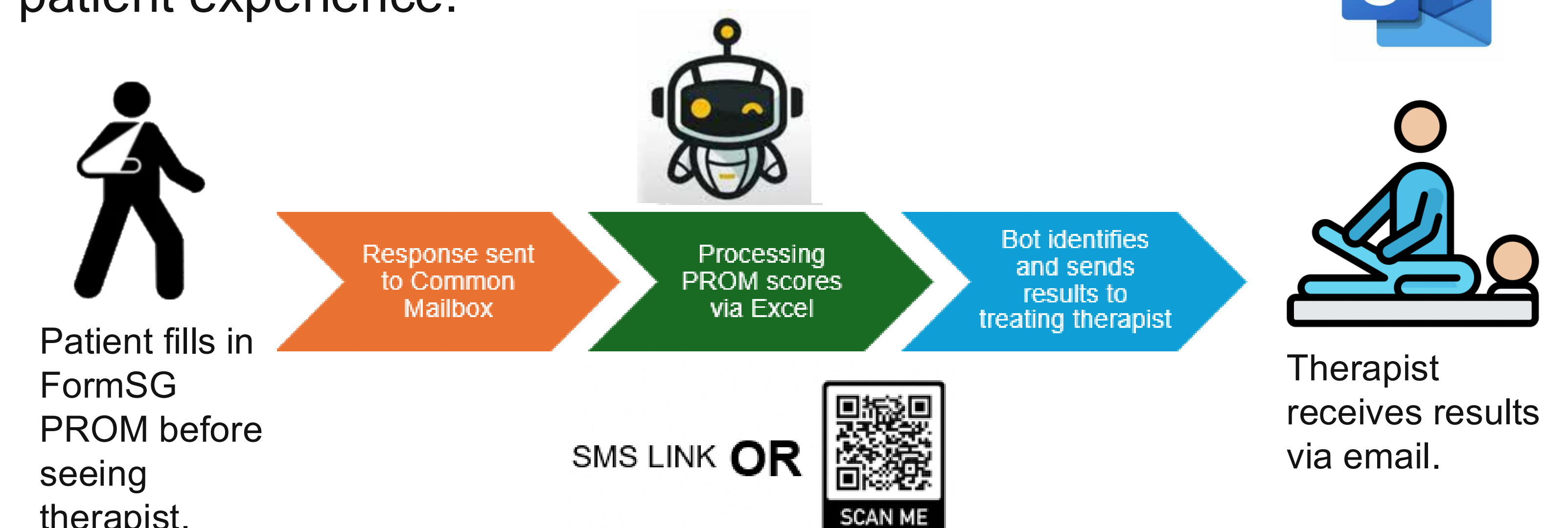
## Scalability

Since its original design, the solution has expanded to include,

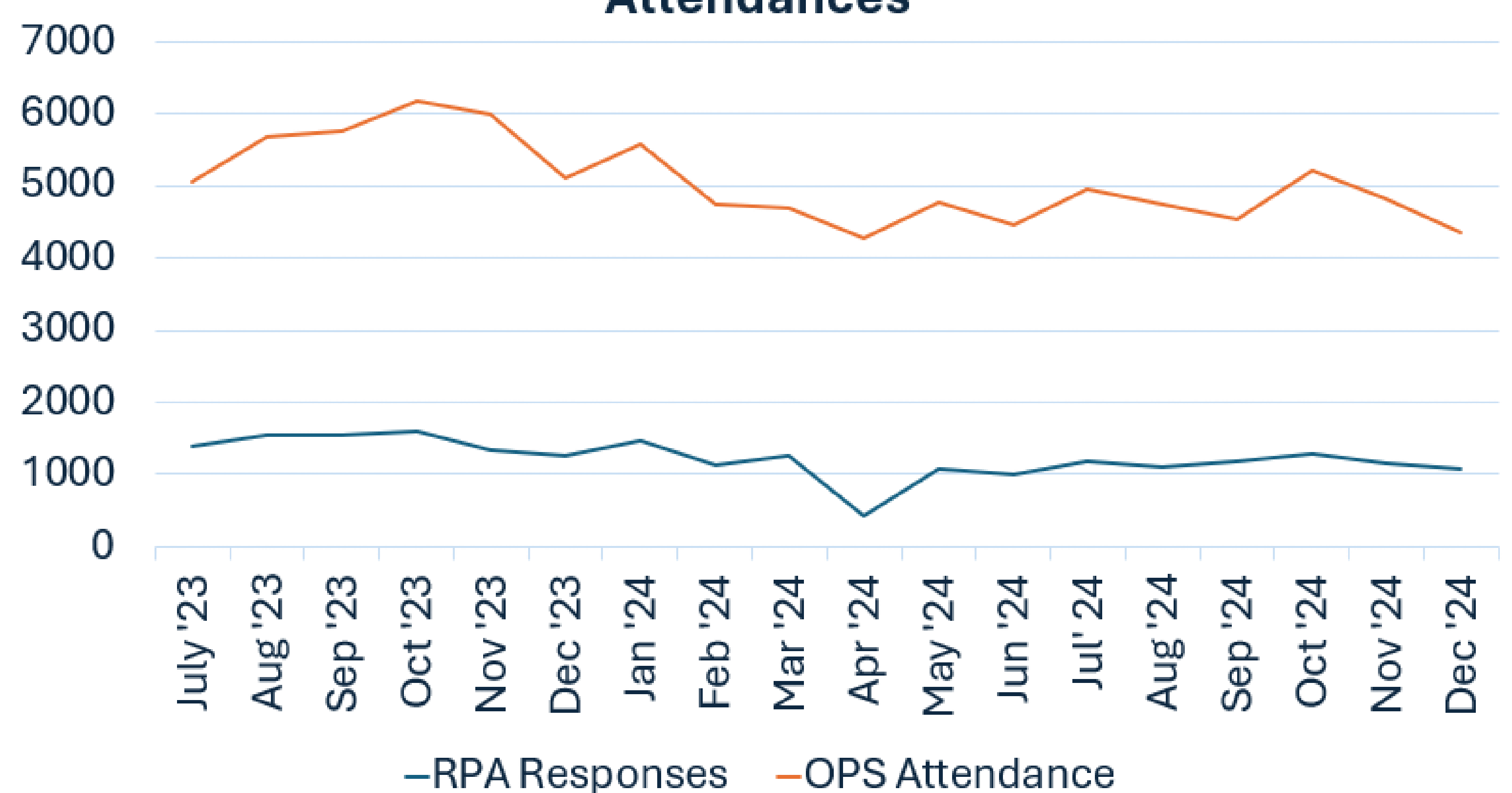
- ✓ 13 additional PROMs for on-demand use.
- ✓ Customisability in types of PROMs patient receives.
- ✓ Multiple language support.
- ✓ Cross-institution adoption by SHP
- ✓ Upcoming collaborations with other Departments for use.

## Solution Planning

The solution required examining and integrating current IT systems to create an RPA script. This was then embedded into a digital PROM process to enhance efficiency and patient experience.



## Responses Processed by RPA / Total OPS Attendances



## Future Enhancements

Continuous monitoring and regular feedback loops are in place to enhance response rates. Data collected will also be used to inform and enhance patient care and outcomes through PROMs collection.

## Acknowledgements

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