

Robotic Process Automation (RPA)

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BACKGROUND

- High-volume, tedious and mundane processes are demotivating, hindering work productivity, and preventing staff from focusing on higher value work such as serving patients and ensuring cybersecurity.

PROJECT AIM

- SACH believes RPA is the right technology to adopt in automating high-volume, tedious and mundane processes, with the primary objectives to standardize / streamline business processes and to reduce manpower costs.

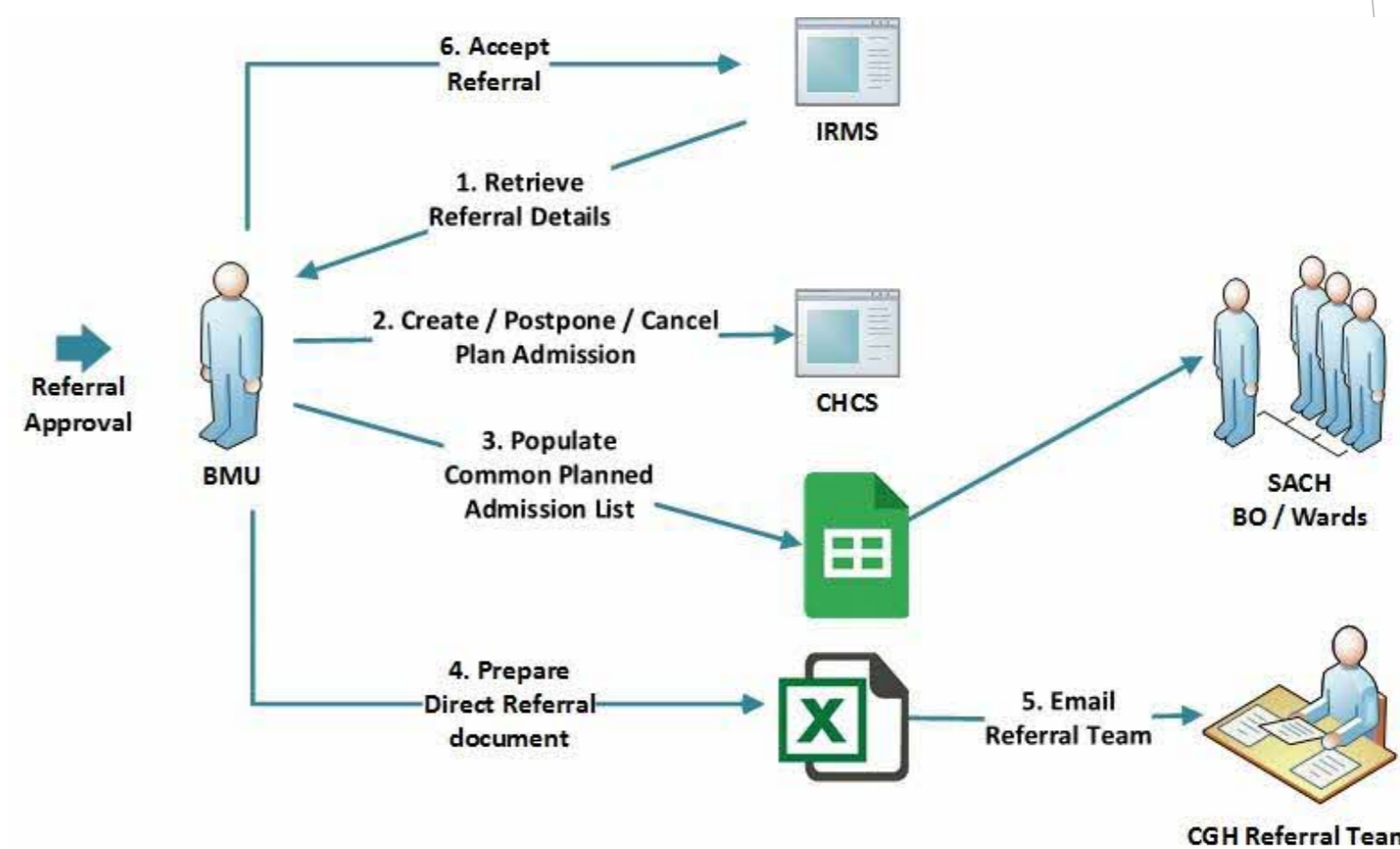
PROJECT DESIGN/ STRATEGY

- ▶ Technical evaluation of suitable RPA products.
- ▶ Engage HODs in conducting Build-A-Bot sessions, to bring up awareness and subsequent buy in on RPA.
- ▶ Conduct Process Discovery journey for shortlisted processes, proposed streamlining, get partners to develop the RPA requirements for SACH.

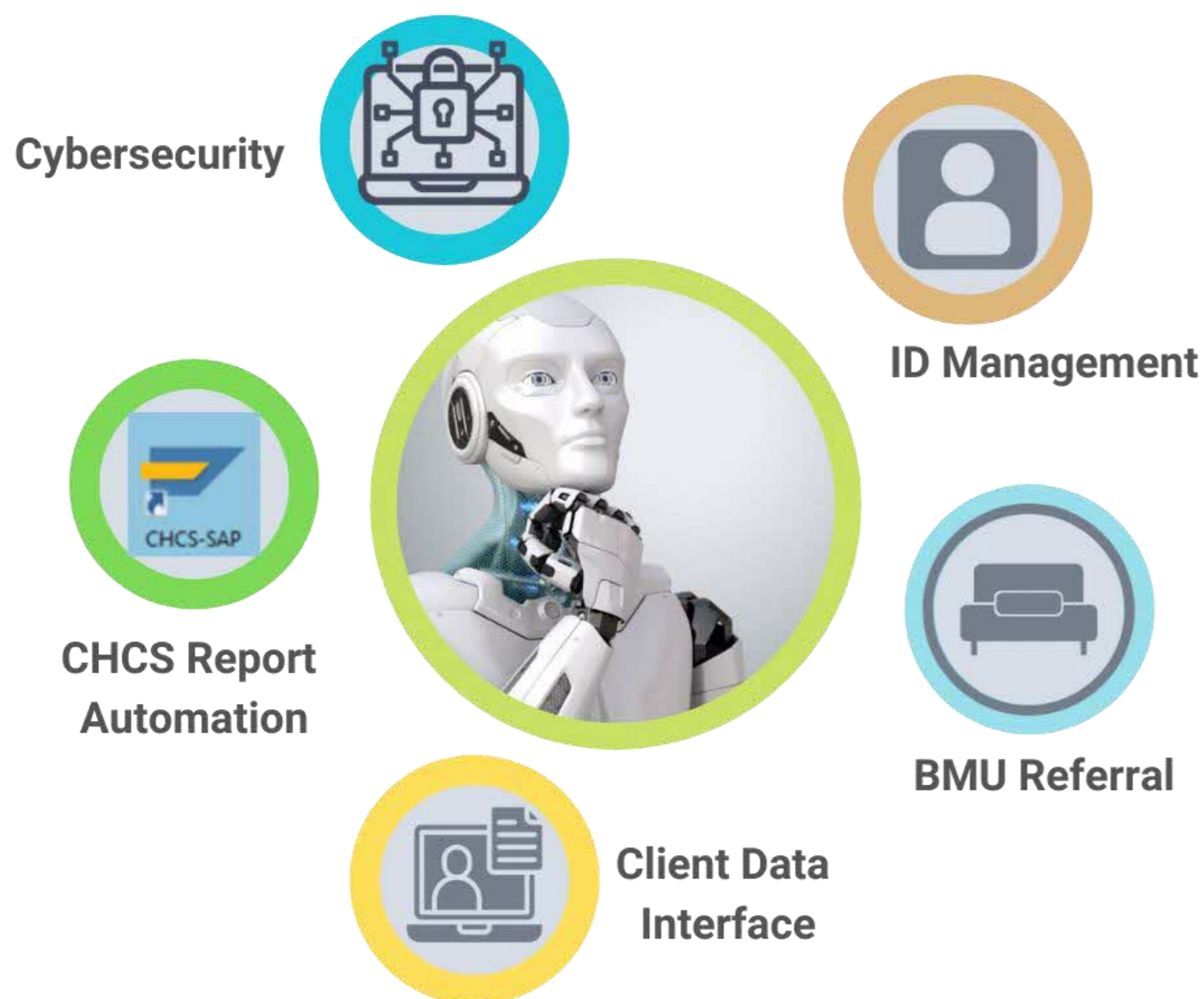
PROBLEM ANALYSIS

- Below illustrate an example of the BMU Referral.

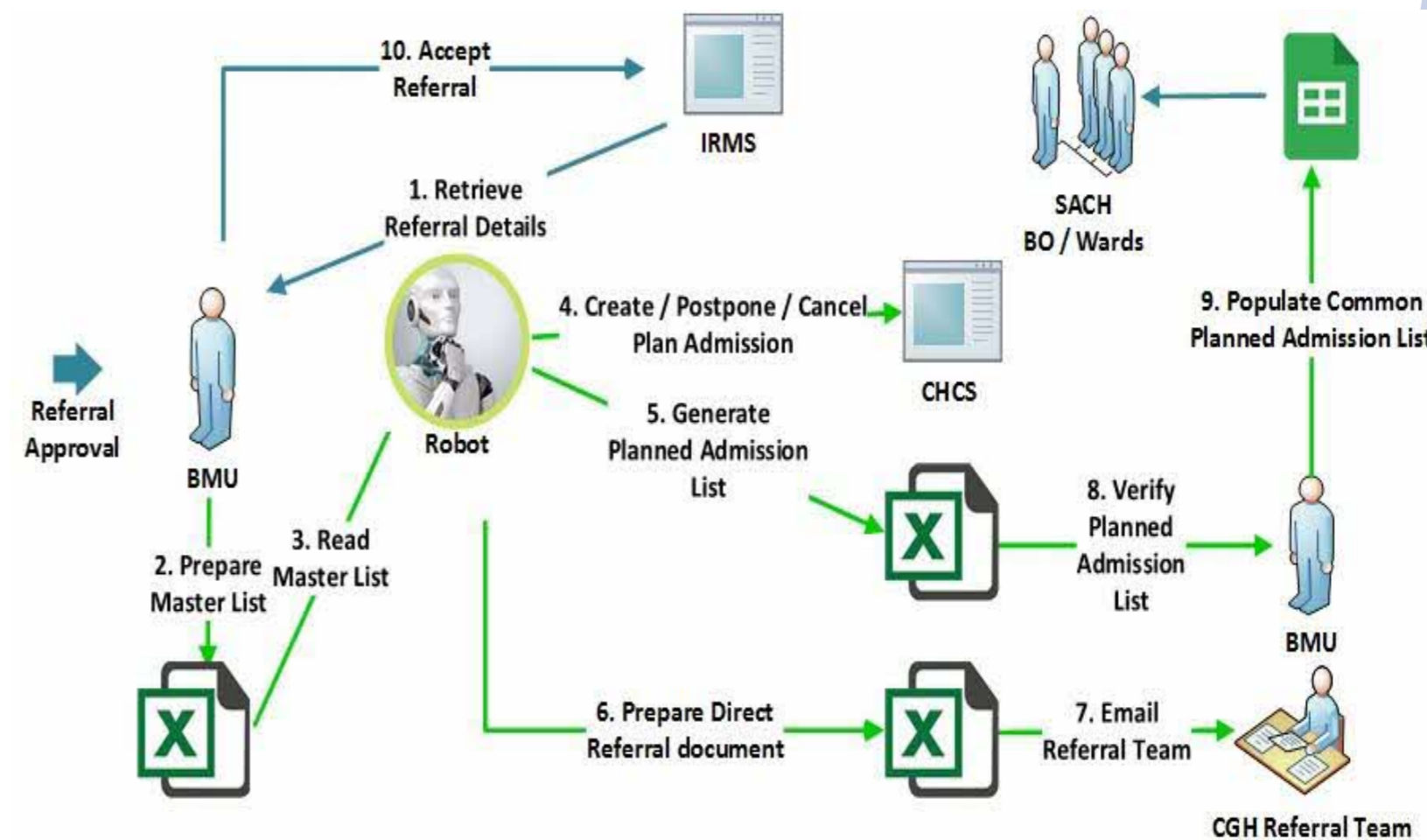
Process Flow (Before RPA)



RPA IMPLEMENTATIONS



Process Flow (After RPA)



OUTCOMES

Cost and manpower saving (total of ~\$258K per year):

Process	At baseline
Cybersecurity	\$130,000 per year
ID Provisioning	\$18,000 per year
BMU Referral	\$5,500 per year
Client Data Interface	\$70,000 per year
CHCS Report Automation	\$35,000 per year

FUTURE PLANS

- To continue on RPA journey to embark more process automation for the company.



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