

# POWER AUTOMATE – DRIVEN AUTOMATION OF PATIENT ADMISSION FORMS



Streamlining Processes. Reducing Errors. Improving Care.

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## 1. WHY IT MATTERS



**Manual transcription of similar information into four forms daily (~ 15 mins per patient)**

- Impact the quality of patient care and overall operational efficiency.



**Hardcopy admission documents are difficult to locate**

- Causing delays in workflow and decision-making.



**5% Transcription Error Rate**

- Poses a risk to both data accuracy and patient safety.
- Impact the quality of patient care and overall operational efficiency.



**Manual processes reduce time for patient interaction**

- Increases administrative burden on staff as well.



**GOAL: Automate 4 financial counselling BO forms to streamline processes and achieve a 30% reduction in manual work within 9 months.**

## 2. METHODOLOGY

### 1 PLAN

- ✓ Identify inefficiencies
- ✓ Hypothesise RPA benefits
- ✓ Set objectives
- ✓ Defined success measures

### 2 DO

- ✓ Pilot RPA for 1 form
- ✓ Collect performance data

### 3 STUDY

- ✓ Analyse results
- ✓ Assess impact on time savings, error reduction, and workplace efficiency

### 4 ACT

- ✓ Scale up RPA across relevant forms
- ✓ Monitor performance
- ✓ Continuously refine the process

## 3. KEY CHALLENGES



**Staff Resistance**

- Staff were hesitant and resistant to the new automated system due to unfamiliarity with the processes.



**Impact**

- Slowed down initial implementation and required additional change management efforts.

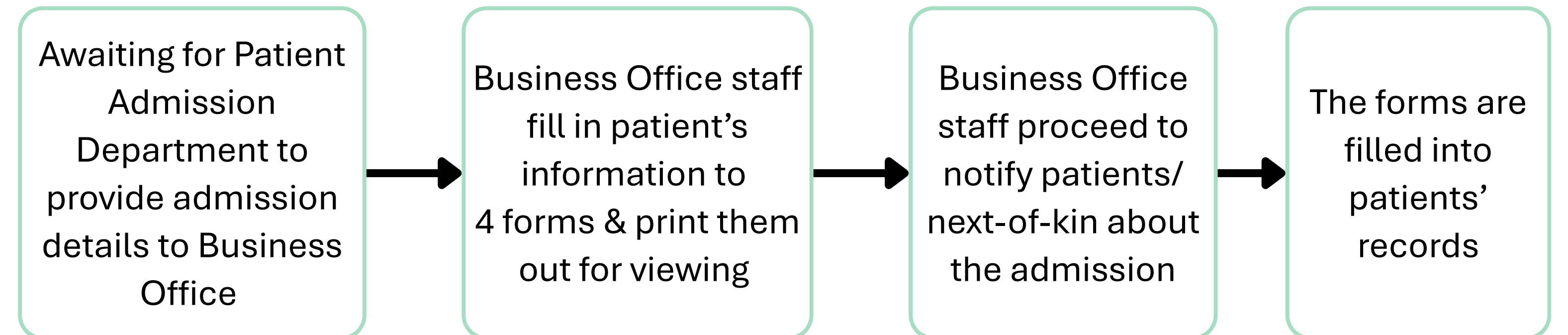


**Resolution**

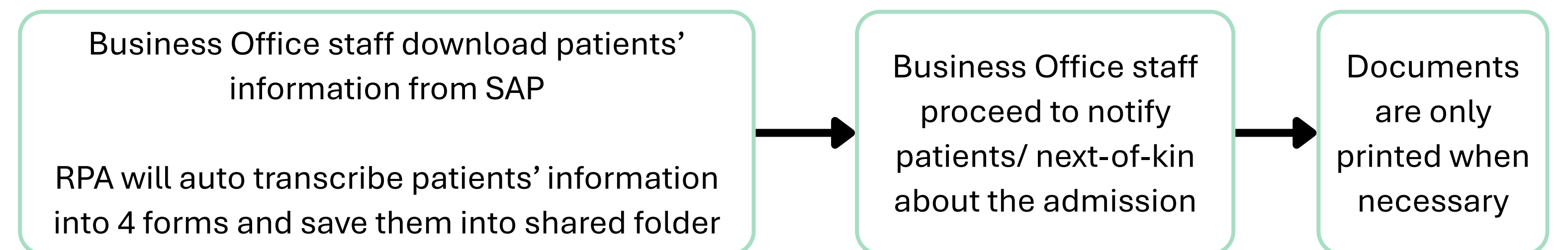
- Staff confidence grew significantly after successfully automating one form, demonstrating the system's reliability and ease of use.

## 4. RESULTS

### Work Flow Before Intervention



### Work Flow After Intervention



### BENEFITS/ COST SAVINGS

METRIC	BEFORE	AFTER	SAVINGS
<b>Forms Preparation</b>	~ 15 mins per patient	~ 2 mins per patient	~ 13 mins per patient Improved by 85%
<b>Error Rate</b>	5% annually	0% annually	Improved by 100%
<b>No. of reams required</b>	21	14	7 reams saved Improved by 33%

**Time Savings: 564 hours annually**  
**Cost Savings: SGD \$28,000 annually**

## 5. KEY TAKEAWAYS



**Communication**

Maintain clear communication with stakeholders was crucial, ensure smooth transitions and buy-in.



**Detailed Implementation Plan**

Specific, measureable goals were essential to monitor progress of the project.

## 6. CONCLUSION



The Power Automate project improved workflow efficiency, reduced manual workload, and enhanced data accuracy through automation. Staff were able to focus on higher-value activities, resulting in greater engagement and job satisfaction.

By reducing paper usage and streamlining processes, the solution supports both operational excellence and environmental sustainability. With continued monitoring and refinement, it offers a scalable and sustainable approach to improving service quality.