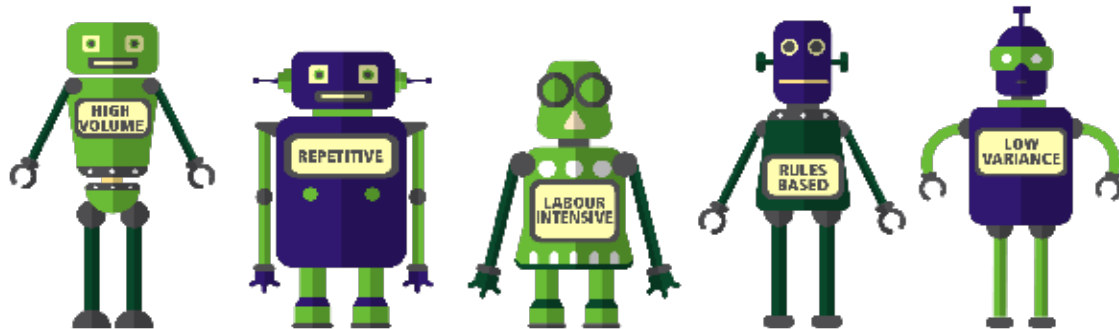


KFM ROBOTS CREATE EFFICIENCIES IN KING'S COLLEGE HOSPITAL WORKFORCE DEVELOPMENT AND FINANCE



KFM's Technology team and King's College Hospital NHS Foundation Trust's Workforce Development department have spent the last year working together to create efficiencies using Robotic Process Automation (RPA). Now KFM is starting collaborative work with the Trust's Finance team.

In 2019, KFM implemented RPA technology at King's to improve efficiency in patient care, by streamlining processes that were repetitive, rules based and high volume.

The robots have realised numerous efficiencies from working with the King's Workforce Development team.

The robot can **save six days per month** of staff time in sending reminders to managers to approve HealthRosters. It does this by emailing 6,500+ nursing staff on the rosters, over 2,500 Medical/Dental staff, over 2,800 Admin/Ancillary staff and over 2,100 Allied Health Professionals.

The robot can **save two days per month** of Workforce Development staff time by processing results of COVID-19 swabs into the employee Healthroster.

Stephen Taylor, Associate Director of Workforce Projects, at King's College Hospital, said: "In partnership with KFM, the People Directorate at King's has been able to deploy RPA across various areas, contributing hugely to the success of a number of key projects. By using automation technology, we now have a fast, efficient process that contributes to us preventing staff from being overpaid, as well as reducing the burden on administrative staff needing to carry out the task manually. Alongside this, KFM were instrumental in the Trust's transition to an in-house bank model which saw the automation of around 4,500 records in to our payroll system to ensure that staff transitioning from our external supplier to our new in-house model would be paid accurately and on time. This condensed over 100 days' work for a human in to just 2 weeks' work from the robots, and ensured absolute accuracy at the same time."

KFM has facilitated a series of focus groups and seven workshops for the Trust Finance team. Some of the key areas we are working on are payroll corrections, data cleansing and reporting for staff lists, and creating a weekly and monthly analysis nursing tool.

King's colleagues working with us are:

- Management Accountants
- Project & Planning Accountants
- Costing Accountants
- Finance Managers
- Contracts Managers
- Business Support Analysts

This close collaboration with KFM saves Trust staff time, saves the NHS money and ultimately enhances patient care.



Sam Proposch, KFM's Robotic Process Automation Lead, added: "KFM and King's Finance and Workforce Development departments have worked really well together over the last 18 months. We automated 13 processes, while introducing and improving reporting across the management information function. I'm really excited about what we can continue to achieve during the rest of this financial year and beyond."

The diagram below shows some of the RPA activity and efficiencies.

HealthRoster Reminders

The robot sends a reminder to managers to approve and finalise staff rosters.

Before: 2 staff members were taking 2 days to extract and analyse data.

Now: The robot completes the process in 6 hours.

Time saved: 6 days per month
Cost avoidance: £16,756

Covid-19 Swab Test Results

The robot records Covid-19 swab testing and alerts roster management of mandatory self-isolation periods.

Before: 1 staff member was taking 30 minutes per day to record tests results.

Now: Staff send results to the robot, who picks up the information, verifies it and updates the system.

Time saved: 6 days per month
Cost avoidance: £21,236

Electronic Staff Record (ESR) Leavers Process

The robot processes leavers in ESR, suspending pay at the end of employment.

Before: An outsourced company inputted the leaver information.

Now: The robot imports the information into ESR and extracts it into the payroll system, triggering a Suspend No Pay (SNP).

Time saved: 4 days per month
Cost avoidance: £42,472

Finance Journals

The robot reviews all journal submissions for processing at month-end.

Before: More than 100 journal submissions were being reviewed manually by staff.

Now: The robot does 30 sense checks to ensure all financial transactions are accurate, alerting staff of approved and failed entries.

Time saved: 10 days per month
Cost avoidance: £13,963

FEEDBACK FROM KING'S COLLEGE HOSPITAL COLLEAGUES BENEFITTING FROM RPA

"To go from manually processing a few thousand lines to 190 does free up a HUGE amount of time, I'm happy with the robot."

Denzel Kokogho, Trainee Management Accountant

"It's great the robot picked up the blanks and the balance sheet subjective codes."

James Forsey, Management Accountant

Responsive

Efficient

Collaborative

Flexible

Innovative