Think QI
Deep Dive • Design • Deliver • Evolve

Operational Efficiency: Using Robotic Process Automation to Streamline Sitrep
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In Luton Adult Services an innovative Robotic Process Automation (RPA) system designed explicitly for Sitrep has been developed and implemented. The management team meet daily to look at the day ahead and understand where there might be presenting pressures in staffing. This solution automates the daily Sitrep, liberating valuable time while projecting insights up to one week ahead in advance. Beyond streamlining daily operations, it serves as a proactive tool, offering foresight and enhancing overall productivity.

The problem… The manual generation of the daily sitrep report depends on team leads inputting sickness and capacity data in a timely manner every day. Admin compiles and disseminates this report via email. This method is not only time-consuming but is often inconsistent and is difficult to give forward look at the upcoming week.

The solution… The primary goal of implementing the RPA is to streamline the Sitrep reporting process, significantly reducing manual effort and time consumption associated with data collection, compilation, and distribution. This aims to enhance operational efficiency and provide timely, accurate insights into staffing capacity challenges up to a week in advance.

1 Deep Dive — UNDERSTANDING THE PROBLEM

Understanding the problem – Team leads manually input data regarding sickness and team capacity, creating a bottleneck where administrative staff rely on timely submissions. This dependency results in a slow and inefficient process, particularly with the subsequent compilation and dissemination of the report via email.

Identifying the problem area – The current manual process for generating the Sitrep report suffers from inconsistency due to variations based on who is responsible for reporting on a given day. As different team leads handle the task, the depth of insights provided, and the timing of submissions vary.

Staff Experience – There is a frustration of the manual data entry process, the pressure to meet reporting deadlines and the impact this has on the overall workflow. The process is time consuming for all involved.

2 Design — DESIGNING THE CHANGE

- An automated system that pulls staffing capacity from Health Roster
- A process that removes the time needed to compile and disseminate reports via an automatic emailing function and submitting to external system reporting
- User friendly system that automates data in a consistent and meaningful way and allows predictions to be changed if disagreed with.

3 Deliver — IMPLEMENTING IMPROVEMENTS

- Process for automating HealthRoster data extraction and results dissemination developed.
- Develop predictive model for unit RAG ratings based on previous manual SitRep submissions and test accuracy
- Test system for 3 weeks to ensure it was reporting accurately. The system is reporting at 80% correct, with a simple override option available. The automated sitrep system launched in Luton Adult Services in Autumn 2023. This has streamlined processes making them more consistent and timelier.

Luton adults sitrep report 15/12/2023 Get data

Overall   Submit to SHREWD   Generate email and send
Note 4 = Red, 3 = Dark Orange, 2 = Amber, 1 = Green

Overall	2023-12-15	2023-12-16	2023-12-17	2023-12-18	2023-12-19	2023-12-20	2023-12-21
1 Overall rating							

Data by Unit
Overall   Details - Absence reasons   Details - %s

Unit	2023-12-15	2023-12-16	2023-12-17	2023-12-18	2023-12-19	2023-12-20	2023-12-21
8 District Nurses							
10 ESD							
17 Rapid Response (Day)							

Evolve — CONTINUOUS IMPROVEMENT

A review of the tool will take place in 6 months to redefine the predictions when more data has been gathered.

RESULTS

A newly **developed tool** is now in place which aids the clinical leads with their planning of clinical capacity, with data readily available.

There is now a **reduction in admin** time to compile data and disseminate reports. The **automatic email function** removes the need to submit reports manually.

Consistent reporting is happening now that the information is automated.