**University Hospitals Birmingham NHS**
NHS Foundation Trust

# blueprism

The Operational Agility Software Company



# Blue Prism technology supports the University Hospitals Birmingham NHS Foundation Trust in drive to enhance its patient service and reduce costs

## About the customer

University Hospitals Birmingham NHS Foundation Trust (UHB) is the leading university teaching hospital in the West Midlands. It's one of the most consistently high performing trusts in the NHS and has been rated "excellent" for financial management and "excellent" for quality of clinical and non-clinical services by the Healthcare Commission.

UHB's new £545 million Queen Elizabeth Hospital Birmingham was opened in 2011. UHB has an annual turnover in excess of £425 million and employs around 6,900 staff and provides services to more than half a million patients every year, from a single outpatient appointment to a heart transplant. The Trust is a regional centre for cancer, trauma, burns and plastics, and has the largest solid organ transplantation programme in Europe.

## Background to the operational agility projects with Blue Prism

UHB is a highly innovative trust and as such is constantly looking for ways to improve patient care, patient service and increase operational efficiency.

For example, the UHB introduced the first ever patient self-administration kiosk in a NHS Trust hospital using the National Program for IT (NPfIT) Patient Administration System (PAS). It was successfully integrated into the NPfIT system using Blue Prism. Building on this very successful project, Steve Chilton (Director of IT Services at UHB), decided to develop their own Blue Prism configuration and deployment skills and to identify new initiatives for process automation and integration throughout the trust.

As part of the trust's drive to improve patient service, UHB looks to IT to provide opportunities to streamline, integrate and automate processes. This case study covers further work done by the trust with Blue Prism to automate processes throughout UHB.

## The role and value of Blue Prism

Following on from Blue Prism's successful support of the integration of self-service kiosks, UHB looked to Blue Prism to work on a number of other integration and automation projects. Blue Prism is a "self service" process automation and integration technology, so UHB took advantage of Blue Prisms product configuration and delivery accreditation program by training a number of their staff to develop their in-house Blue Prism centre of excellence capability.

Examples of additional UHB projects addressed with Blue Prism have included:

## Patient Record Reconciliation – Date of Death

| THE ISSUE | THE CHALLENGE | THE SOLUTION |
|---|---|---|
| Many NHS Trusts suffer from the problem that no notification is provided by the Patient Demographic Service (PDS) in the event of a significant change of circumstance, such as the death of a patient. This means that, even though a GP may have informed the PDS of a patient's death, the hospital may well remain uninformed. As a consequence, unnecessary appointments may be held open and potentially upsetting appointment reminders may be sent out. | UHB had circa 50,000 deceased patients' records to be updated. At one minute per case, this workload of 50,000 corresponded to approximately 6 months' work for a full time employee. Following this one-off bulk update, the workload is approximately 5000 patients a quarter which would equate to two weeks' work for a single FTE. | The Blue Prism process now helps to keep the Patient Master Index (PMI) in the PAS up to date which enables crucial audit and reporting activities to be delivered. |

## Pharmacy Stock Control Updates

| THE ISSUE | THE CHALLENGE | THE SOLUTION |
|---|---|---|
| The stock control process updates the pharmacy system with updated stock numbers as and when new stock is ordered in the accounting system, Sage. | The quality of information in the pharmacy system was very poor. There was no reliable means of determining accurate stock numbers and the quality of data was not sufficient for stock trends to be analysed. There are approximately 200-300 updates to be fed into the pharmacy system daily, each taking approximately 2 minutes and each requiring an accurate calculation to be performed. This work equates to 1 FTE. | Using Blue Prism a circular feedback loop process was created which complemented the existing messaging. The alternative proposition from the pharmacy system vendor was for a plugin costing £60K. |

*"The implementation time for this project was just three days and the Blue Prism process completed the reconciliation within a matter of weeks. This was a critical project for us in that keeping the PMI up to date is the number one goal for any Trust because it drives everything we do"*

Dean Grinham, Program Delivery Manager, UHB IT Services.

Other projects where Blue Prism has been utilised include:

• Outpatient appointment outcomes
• Choose and book document downloads
• NHS jobs data transfer
• HR portal staff record downloads
• Loading testing and system monitoring

*"Blue Prism has proven to be fundamental in enabling us to improve patient service, reduce operational costs and speed up key processes without compromising accuracy. We are committed to using Blue Prism software to improve our operational agility and would strongly recommend it to other organisations faced with significant, costly and time consuming processes that are ripe for automation and to be able to integrate with applications that are too costly to reach with traditional approaches."*

**Steve Chilton**
Director of IT Services, UHB

For further information please contact us at info@blueprism.com or www.blueprism.com

*"Using Blue Prism we are now able to complete the data update within minutes and early each morning rather than it only being complete at the end of each day,"*
Dean Grinham.

### Summary of benefits

- Enabled UHB to develop their own Blue Prism configuration expertise
- Projects delivered in the required timeframes
- Projects cost significantly less than alternative approaches
- Significant reduction in process operating costs
- Improvement in accuracy and 'right first time' processing
- No changes or operational impact on existing systems
- Enabled the UHB to economically tackle new automation and integration initiatives
- Helped to support the trusts drive for operational agility
- Reduced pressure on stretched IT resources

### Blue Prism delivers:

- A powerful software platform supported by a knowledgeable and experienced professional services team
- A rapid knowledge transfer and product accreditation programme to train and empower end users to configure Blue Prism software and deliver projects
- Many years of deep understanding of process and its application in business
- A proven track record of deploying the platform in large and complex organisations
- Experience of working successfully with both business users and IT functions