

HR OT Claims Process Improvement Vanguard Healthcare Pte Ltd

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Introduction / Background

Vanguard embarked on an initial RPA project as a demo to showcase its potential. This project has since transitioned from a demo to a full-fledged initiative. Currently, Vanguard staff use FormSG to submit their overtime (OT) claims. HR processes approximately **1000 claims monthly amounting up to 200 man-hours annually**, manually ensuring accuracy by eliminating false entries with verification from the staff's reporting officer (RO). Once confirmed by the staff's RO the claims are computed and entered into the HR system for payroll processing.

The proposal from the IT team is to leverage RPA for claim validation and computation, aiming to reduce manual effort completely.

Goal / Objective

The objective is to support HR by automating the labor-intensive process of aggregating staff OT claims. Going forward, HR will only need to handle the compiled and computed data for payroll processing within the HR system.

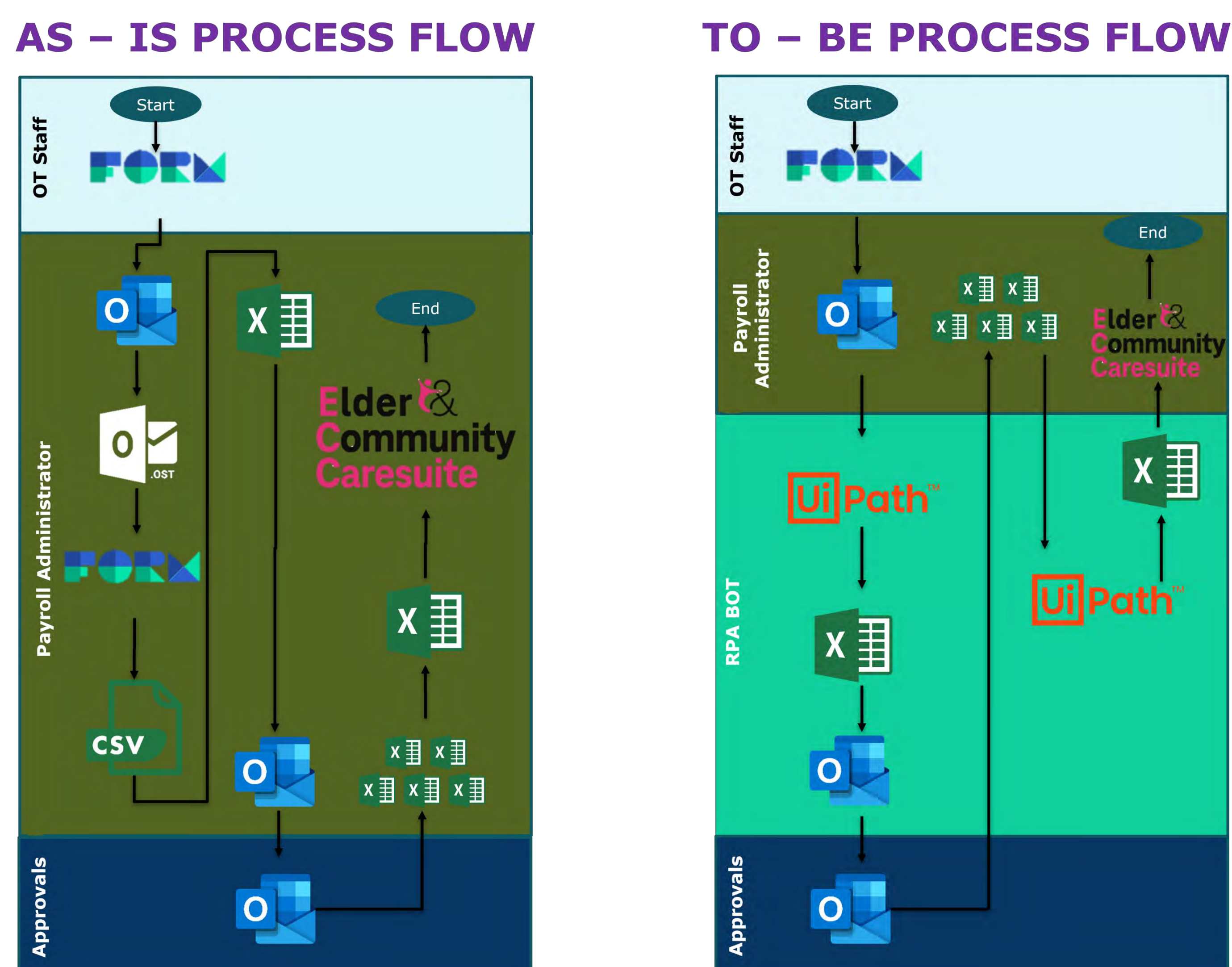
We want to reduce man-hours wastage and achieve a productivity gain of up to 90% from the current effort of 200 man-hours per annum, eventually into a fully automated process.

Opportunity

To decrease man-hours spent on labor-intensive tasks and allow staff to focus on more value-added work. Ultimately, we want to achieve 100% reduction of man-hours.

Implementation Plan

Firstly, the entire end-to-end process was scope out into the AS-IS diagram, IT team then proposed the TO-BE Diagram before beginning implementation works. Reference diagrams as below:



AS-IS Process: Forms being submitted via FormSG and collated manually by HR monthly, a repetitive laborious and taxing task.

TO-BE Process: Forms submitted via FormSG are automatically collated using RPA and presented in a user-friendly format, streamlining HR's data utilisation.

The RPA Bot's development is done in-house at 'zero cost' to the departments with the intent of freeing up valuable man-hours. Moreover, having the capability in-house allows for rapid customizations and updates as and when required.

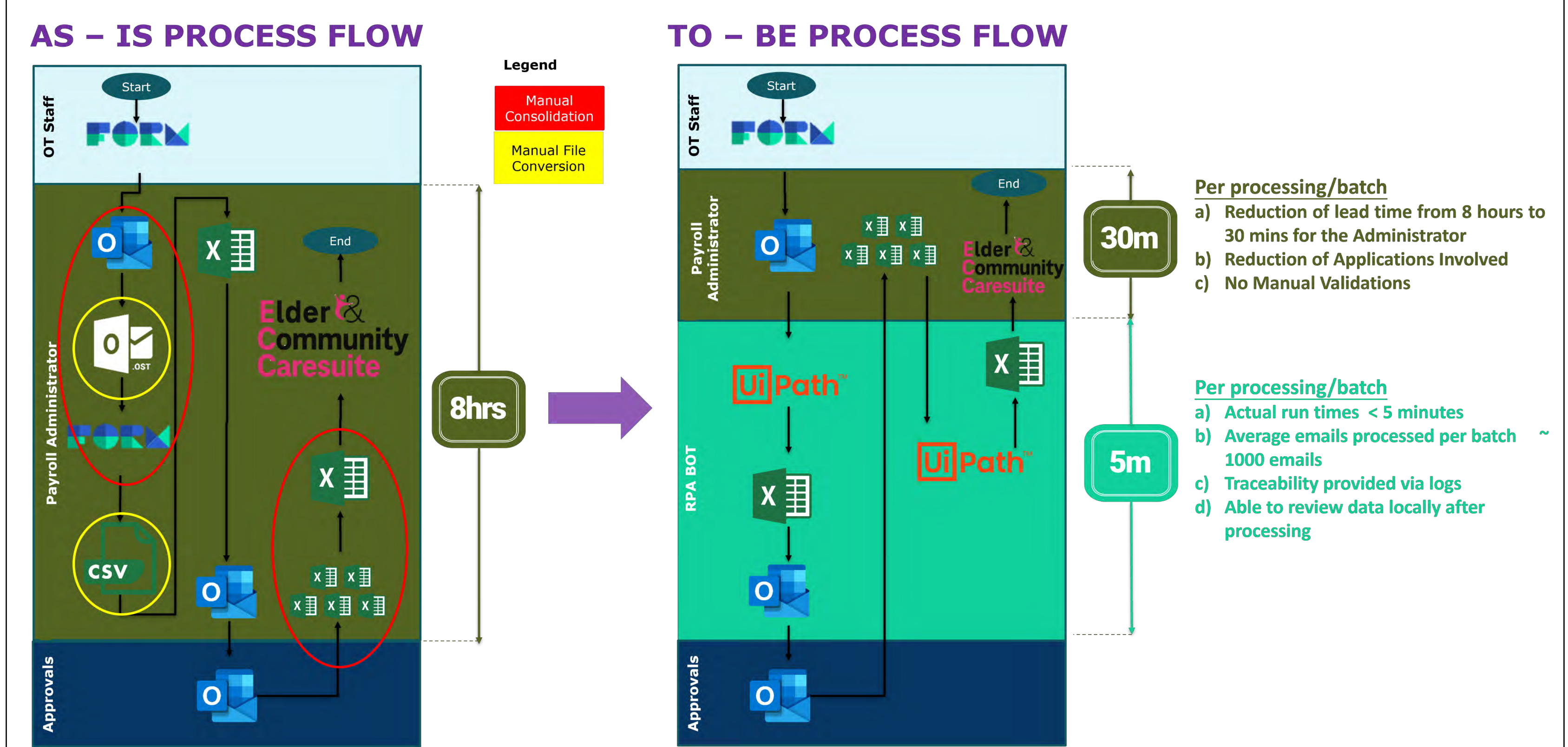
Benefits / Results

Benefits for HR Staff - Per processing/batch

- Reduction of lead time from 8 hours to 30 mins for the Payroll Administrator
- Reduction of Applications Involved
- No Manual Validations
- Reduction of human actions to bot from 9 steps to 3 steps

RPA Bot's Results - Per processing/batch

- Actual run times < 5 minutes
- Average emails processed per batch ~ 1000 emails
- Traceability provided via logs
- Able to review data locally after processing



Sustainability / Reflections

The healthcare sector is undergoing rapid transformation, driven by several factors. Here's why this evolution serves as a catalyst for innovation and how Robotic Process Automation (RPA) projects are necessary to free up man-hours for staff:

1. Repetitive Tasks:

- RPA software robots handle repetitive and high-volume tasks, such as moving files, filling out forms, and extracting data from emails.
- By automating these tasks, human workers are freed from mundane work.

2. Time Savings:

- RPA can save significant time, as shown in this case, potential savings are up to 90% with even a chance of 100% automation in the future.

3. Employee Satisfaction:

- Employees working alongside RPA bots are happier because they juggle fewer tasks.
- RPA allows people to focus on more valuable work, such as interacting with customers and collaborating on innovative projects.

In summary, the rapid evolution of the healthcare sector is driving innovation. Factors such as changing healthcare landscapes, industry inefficiencies, technological investments, and competition among tech giants contribute to this trend. Robotic Process Automation (RPA) projects are essential to free up staff man-hours. RPA automates repetitive tasks, saves time, and enhances employee satisfaction. By leveraging RPA, healthcare organizations can focus on more impactful work while streamlining processes.

With the lack of manpower that Vanguard already experiences, we value every single man-hour that can be salvaged. With the influx of potential residents from the age-ing population. We began this project as proof that we must utilize the tools available to our advantage.