



# Cheshire and Merseyside ICS: Elevating Patient Outcomes and Transforming Productivity Through a Collaborative Automation Programme

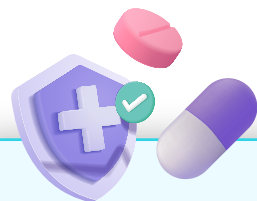
Prior to implementing a system-wide automation programme across the Cheshire and Merseyside Integrated Care System (ICS), there was a need to support patient care and increase operational efficiency across the region.

## Driving Collaboration Across the Region

Implementing a collaborative automation programme across the ICS has brought many benefits to the participating organisations, as well as to the region as a whole. This approach has driven significant commercial economies of scale, and it will facilitate process sharing between organisations as the collective number of live automations across the region grows.



Supported  
**Integrated Care**  
Delivery



**Enhanced**  
**Population Health**  
Management



Improved **Data**  
**Sharing**



Driven  
**Coordination** and  
**Collaboration**



Increased  
**Financial**  
**Sustainability**

## The Challenge

There are many repetitive, manual, administrative processes across all organisations within the ICS that require both clinical and non-clinical staff to repeatedly access, review, and act upon information presented. This unnecessarily occupies staff time that could be spent carrying out activities that directly benefit patients and contribute towards achieving strategic objectives.

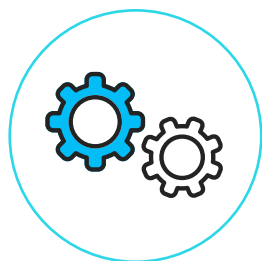
## The Solution

Rollout a system-wide Robotic Process Automation (RPA) programme across the Cheshire and Merseyside region, which aims to support organisations within the region to automate a host of administrative tasks that free-up staff time and improve patient care.

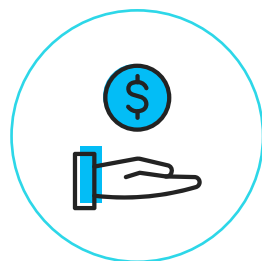
## Key Benefits of the Regional Automation Programme



Improved Patient  
Outcomes



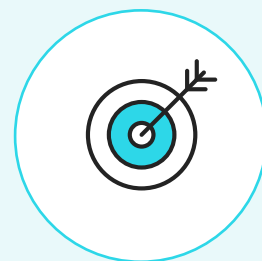
Optimised  
Productivity



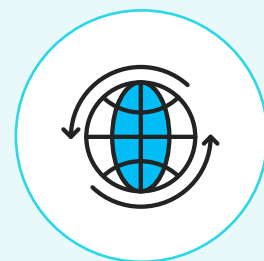
Reduced  
Operating Costs



Boosted Workforce  
Morale



Eliminated Human  
Error and Optimised  
Data Quality



Enhanced  
Interoperability  
Between Systems

## What's next?

Next, the participating organisations will develop their automation pipelines and prioritise their implementation. The ICS aims to centralise governance and utilise the Centre of Excellence site for automation in Cheshire and Merseyside, at Alder Hey Children's Hospital NHS Foundation Trust, to reduce costs, speed up results, and solidify the region's status as a leader in automation.

*"We are excited about the next stage of our partnership, as we begin to utilise e18's extensive knowledge of the NHS to understand where automation can be implemented across key pathway programmes such as Cancer, Diagnostics, Elective Recovery, and Primary Care "*

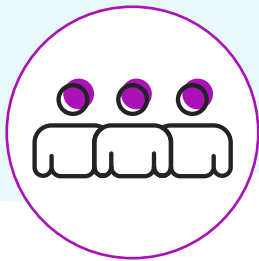
**- Faye Sefton, Digital and Data Programme Manager, NHS Cheshire and Merseyside**



## Key Areas for Automation:



Data Migration



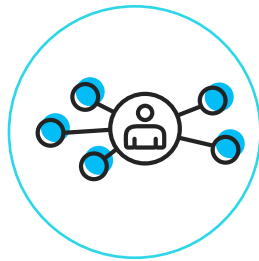
Referral Management



HR



Financial Management



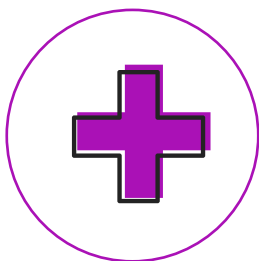
Cancer Care



Clinical Coding



Discharge



Outcoming



Diagnostics



Appointment Management



Primary Care



Mental Health & Community

## Reducing Repetitive and Duplicated Tasks Across Complex Systems

There are many repetitive, administrative processes used across the organisations within the ICS that require both clinical and non-clinical staff to repeatedly access, review and act on information presented. These processes often require the unnecessary duplication of data entry across multiple forms or systems and/or paper-based outputs to facilitate the transfer of information from one system to another. There was little automation in place to reduce the amount of time taken to administer processes, reuse data and improve data quality. The wide mix of internally and externally hosted systems only added to process complexities, and subsequent inefficiencies that contributed to an overall poor user experience. Repetitive and inefficient processes unnecessarily occupied staff that were required to manually enter, manipulate, and check information which is all subject to risk of human error. Whilst there are already good examples of collaboration across the Cheshire and Merseyside ICS, there is a need to increase efficiencies, remove barriers and support patient care throughout the region.

Over the past 12 months adoption of Robotic Process Automation (RPA) to automate administrative tasks and free-up staff time has become increasingly widespread across the ICS. RPA is no longer a 'proof of concept' technology – the early adopters have already realised significant benefits and demonstrated the value of RPA.

*"We are thrilled to be supporting the Cheshire and Merseyside ICS with their automation journey. The level of engagement and commitment to the programme from the ICS has been exceptional, and we are proud to be contributing towards the delivery of their strategic priorities of providing high-quality care in a more efficient and cost-effective way."*

**- Louise Wall, MD e18 Innovation**



## Why e18 Innovation

We have a strong passion for improving the lives of patients and healthcare workers through innovative technology.

[Get in touch](#)