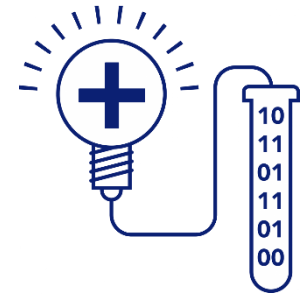# Robotic Process Automation

In 2020, the Healthcare Administration carried out an RPA project to robotize repetitive and time-consuming administrative actions. The result of the project is that 12 robots have been developed and implemented. These 12 robots have the potential to independently solve 54,000 actions from the current workload.

By deploying these robots, employees have more time for their core tasks: supporting healthcare. This resulted in satisfied employees as well as satisfied partners. In addition, we catch up on the age of the work stock, so that we can invoice and collect faster. In the field of care administration, we are leading the way in the Netherlands with the deployment of RPA and there are various requests from other UMCs and hospitals for presentations about the approach and successes of this project.

This project has proven that deploying RPA is cost-effective and also creates added value for the employees involved and the partners. Theme Dijkzigt of Erasmus MC and the Healthcare Administration see great opportunities to share our acquired knowledge and experience with healthcare and to make the work of all healthcare professionals and administrative support staff more pleasant by taking repetitive tasks off their hands so that they can use their scarce time in a different way.

After completion of the project, there are structural costs involved with the use of RPA (including development, license and management costs). These structural costs are at least doubled in the saved man hours that can be spent on patient care.

Contact:

Ellemarieke Compier, Healthcare Administration Manager

Josta Knoester, ProjectLleader j.knoester@erasmusmc.nl