Scheduled Care Network Webinar

Waiting List Action Plan- 'Beyond the Wait'

Link to Waiting List Action Plan **2025**

Trish King
Access Programme

Housekeeping

Please note that this session will be recorded
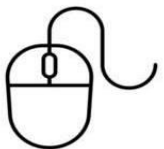
Please remain muted during the presentation

Please **Type questions** to **our Chat Box**
We will do our best to answer any questions during the session and at the end.

Please complete the **survey** at the end of Webinar to tell us what you need to know in Scheduled Care

Access.Programme@hse.ie

Waiting List Action Plan 2025

Agenda

Timing	Agenda Item	Speaker
12.00– 12.05	Introduction/ Housekeeping	Trish King
12.05-12.20	RPA and experience in UHG	Mr Ciaran Mc Ardle Ms Carrie Fletcher
12.25 – 12.40	HSE Health App-*Progress to date and plan for the future*	Ms Tara Looney Ms Esmé Denvir
12:40-12:50	**Q&A**	All Speakers
12.50 – 13.00	Thank you & next Steps	Trish King

Chat Box for Questions!

AI & Automation Centre of Excellence

Kevin Kelly
General Manager

PowerPlatform

- Microsoft Power Platform comprises a suite of tools that enables organisations to create custom solutions for their business needs.

Intelligent Automation

- Robotic Process Automation (RPA) automates manual tasks like data entry, freeing staff for higher-value work.

- **IA enhances RPA with AI and ML, enabling complex process automation and transforming it into a strategic tool for dynamic execution.**
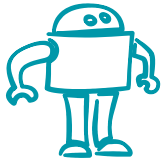
Artificial Intelligence

- AI enables machines to perform activities that mimic human decision-making, particularly in pattern recognition and large-scale data processing.

What is Intelligent Automation (IA)?

Intelligent Automation combines the capabilities of different technologies to expand the scope of tasks and processes which can be automated.

RPA

Automates repetitive, rule-based tasks by mimicking human actions. It is ideal for structured, repetitive and stable processes.

APPS

Web apps that integrate with automation tools. The apps can be accessed from any device, accelerating digital transformation

PROCESS MINING

Analyses digital footprints to discover and improve business processes.

INTELLIGENT OCR

Converts handwritten/non-standard documents into digital data using AI

Natural Language Processing (NLP)

Understands and processes human language to generate meaningful responses

MACHINE LEARNING

Analyses data to classify, detect unusual patterns, and predict future trends

AGENTIC AUTOMATION

Adapts to dynamic environments, make decisions in real-time, and learn over time to complete complex, end-to-end processes with minimal human intervention

Intelligent Automation
Scheduled Care - Journey so far……

Batch Suspensions (BS) / Batch Removals (BR)

- **15 deployments** for 11 different hospitals in the last 12 months
  - 8 projects in progress
  - 9 to commence
- **49,355** suspensions / removals successfully completed
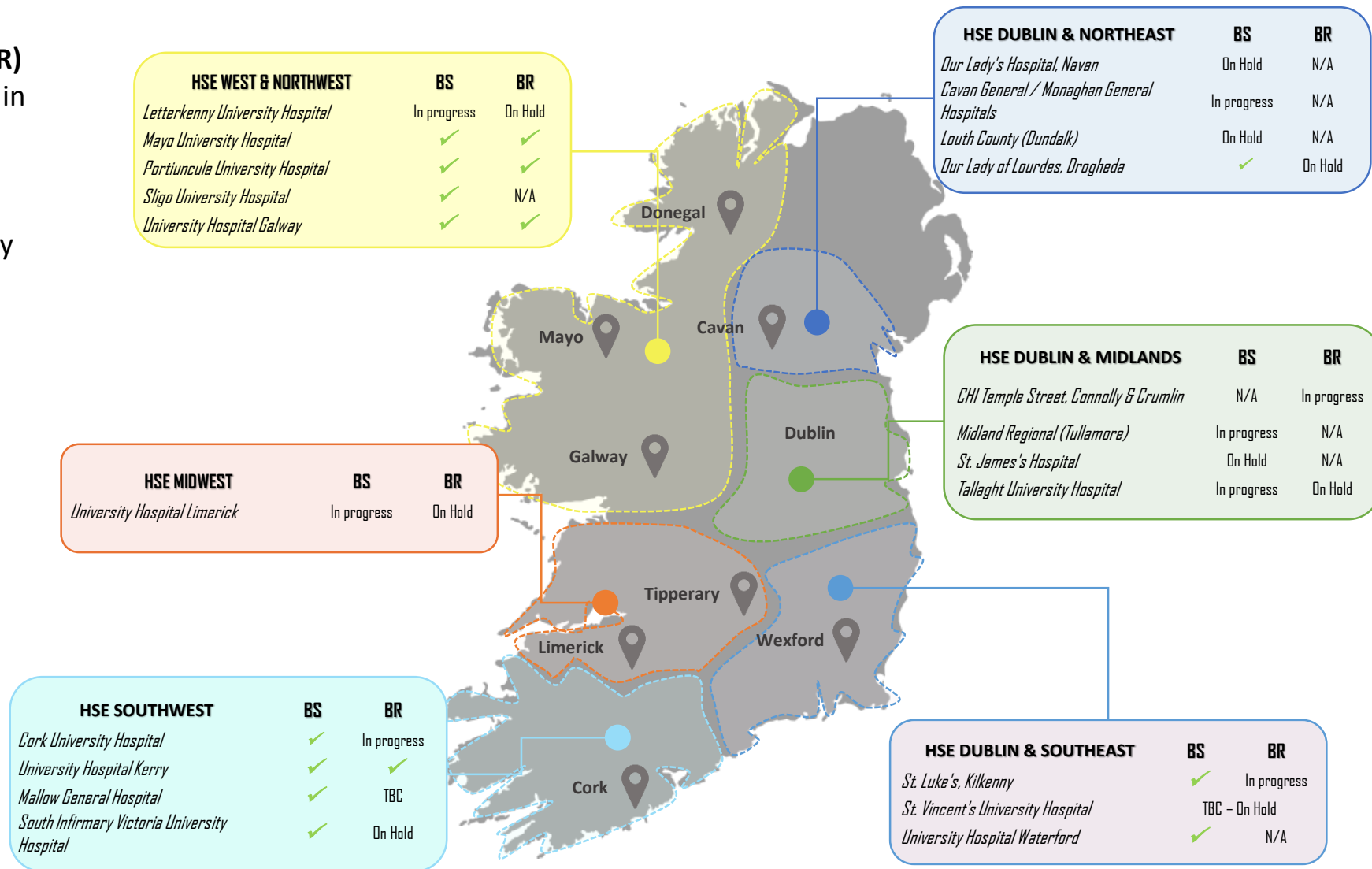
DNA recording pilot

- Pilot in progress with University Hospital Kerry
- Following successful pilot, automation to be expanded across 10 hospitals

Outcome Recording

- Commenced in September with GUH

Additional Pilots identified & under review

- PAMS to IPMS
- Referrals triage
- Capacity planning
- EPR orders
- E-Referrals / SMS responses

HSE WEST & NORTHWEST	BS	BR
Letterkenny University Hospital	In progress	On Hold
Mayo University Hospital	✔	✔
Portiuncula University Hospital	✔	✔
Sligo University Hospital	✔	N/A
University Hospital Galway	✔	✔

HSE DUBLIN & NORTHEAST	BS	BR
Our Lady's Hospital, Navan	On Hold	N/A
Cavan General / Monaghan General Hospitals	In progress	N/A
Louth County (Dundalk)	On Hold	N/A
Our Lady of Lourdes, Drogheda	✔	On Hold

HSE DUBLIN & MIDLANDS	BS	BR
CHI Temple Street, Connolly & Crumlin	N/A	In progress
Midland Regional (Tullamore)	In progress	N/A
St. James's Hospital	On Hold	N/A
Tallaght University Hospital	In progress	On Hold

HSE MIDWEST	BS	BR
University Hospital Limerick	In progress	On Hold

HSE SOUTHWEST	BS	BR
Cork University Hospital	✔	In progress
University Hospital Kerry	✔	✔
Mallow General Hospital	✔	TBC
South Infirmary Victoria University Hospital	✔	On Hold

HSE DUBLIN & SOUTHEAST	BS	BR
St. Luke's, Kilkenny	✔	In progress
St. Vincent's University Hospital	TBC – On Hold	
University Hospital Waterford	✔	N/A

Donegal
Mayo
Cavan
Galway
Dublin
Tipperary
Limerick
Wexford
Cork

Robotic Process Automation
Methodology & Roll Out

Background

In late 2023 the following process were identified for automation:

1. Inpatient and Outpatient Waiting List Initial Suspensions & Re- suspension
2. Inpatient and Outpatient Waiting List Removals

Following a data sharing agreement, a solutions architect approach was implemented with the

Robotic Process Automation Project Team who introduced us to Ruadhan, our Robot.

Methodology:

The Project Team worked collaboratively to deliver on:

1. Process Mapping – current & future state
2. Project Initiation Document & Solution Test Document development & sign off
3. Process Mapping – future state
4. DPIA submission
5. User Acceptance Testing & sign off
6. Local SOPs & training provided

Go Live!

The Automation Solution was deployed into our live Patient Administration System.

The RPA Team provided a period of Hypercare post go live to ensure any issues arising were

resolved in a timely manner

Methodology

UAT
User Acceptance Testing & Sign Off

Go Live!

Solution Deployed into our live Patient Administration System

RPA Impact
Waiting List Suspension Output

- 14,343 Waiting List Suspension Transactions since January 2024

- 598 hours saved within the department to focus on high complexity tasks

- 95% of the cases inputted for RPA Suspension were successful

- Only 5% of cases required a manual intervention

14,343 Records Suspended

598 Hours saved

95%
Success Rate

RPA Impact
Waiting List Removal Output

- 15,850 Waiting List Removal Transactions since April 2024

- 758 hours saved within the department to focus on high complexity tasks

- Sample Data from April 2025 demonstrates a 70% success rate for the cases inputted for RPA Waiting List Removals

- The remaining 30% that were unsuccessful were due to Business Exceptions outlined by the service where further investigation was required

15,850 Records Removed

758 Hours saved

Weekly Exception Breakdown

Legend: ● ApplicationException ● BusinessException
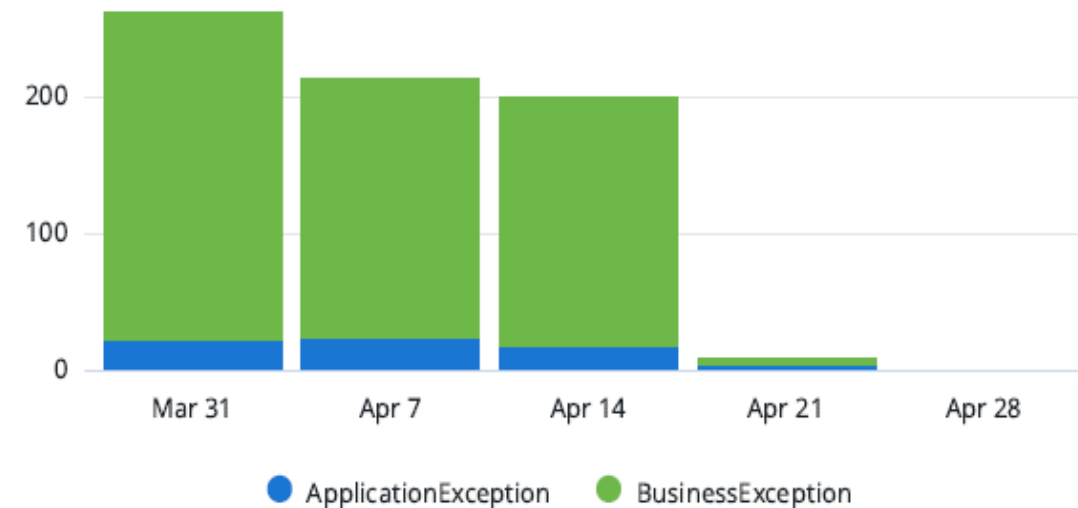
Benefits of Process Automation

Increased Turn Around Time – Enhancing Service User Experience

High Volume Low Complexity Tasks complete daily without being impacted by competing tasks

More Accurate Wait Times

Ability to forecast versus fire fight

Overall

Expected benefits were seen, such as enhanced processing time & resource optimisation as well as unexpected benefits i.e. improved Data Quality

Improved Data Quality

Ruadhan has highlighted some areas of DQ to focus on

GDPR

Ruadhan only receives what is required for processing

Time Saving

30,193 transactions completed to date saving 1,356 manual hours

Flexibility
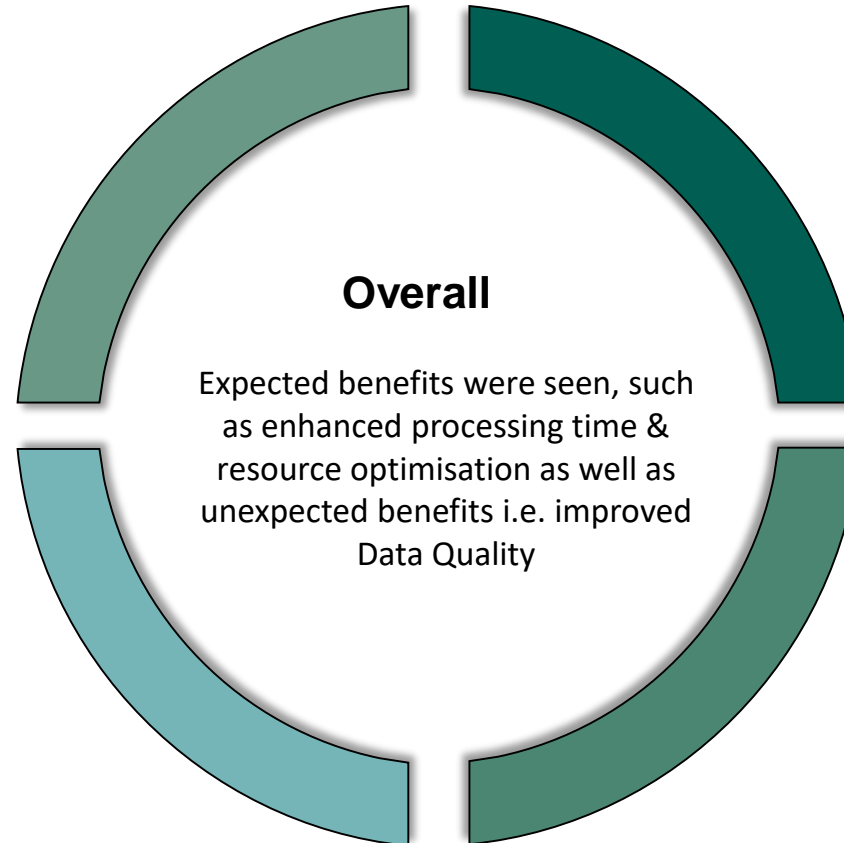
Ruadhan can run out of hours and never takes holidays!
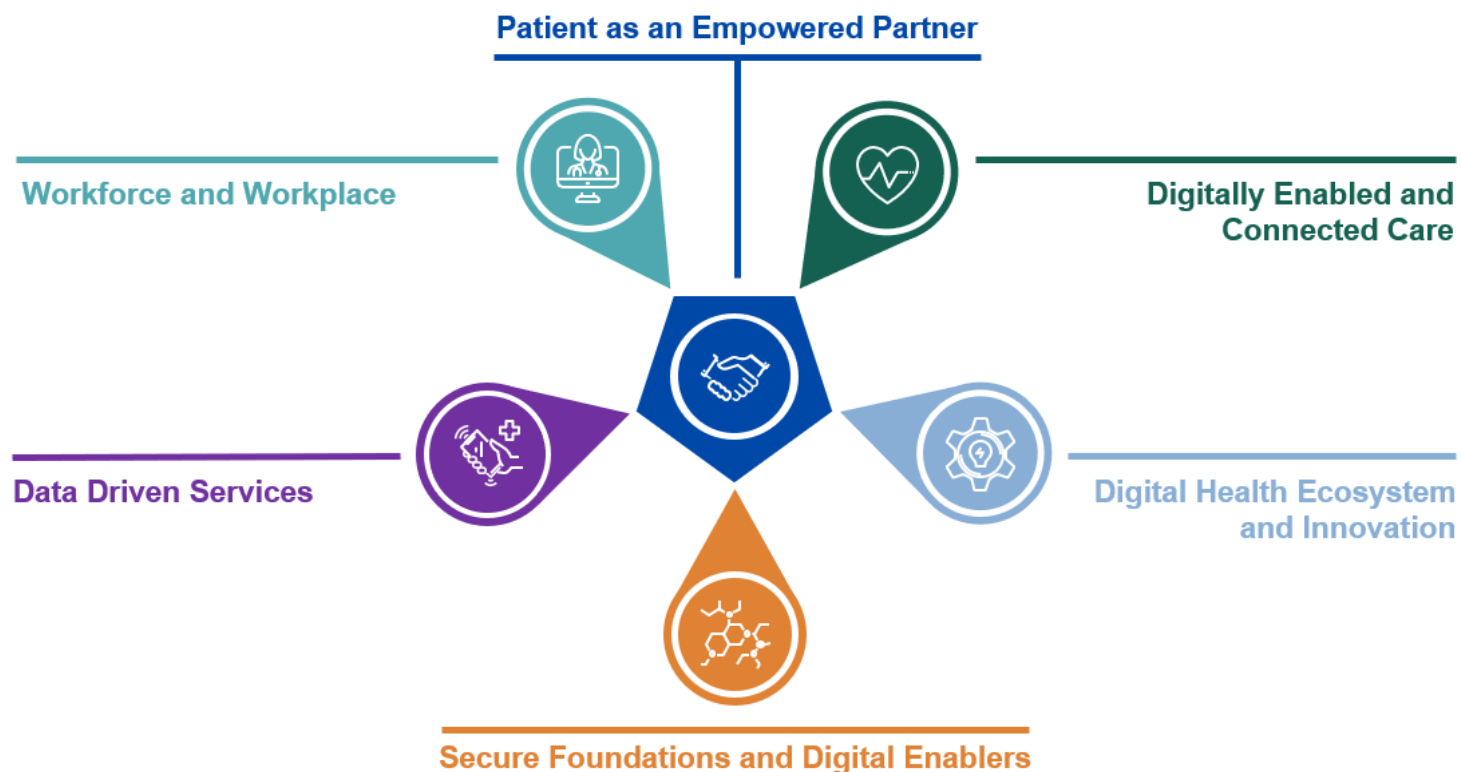
HSE Health App-*Progress to date and plan for the future*

Ms Tara Looney, Head of Digital, Digital Team
Ms Esmé Denvir, Interim Head of Patient Services, Coombe Hospital

Patient as an Empowered Partner

Workforce and Workplace

Digitally Enabled and Connected Care

Data Driven Services

Digital Health Ecosystem and Innovation
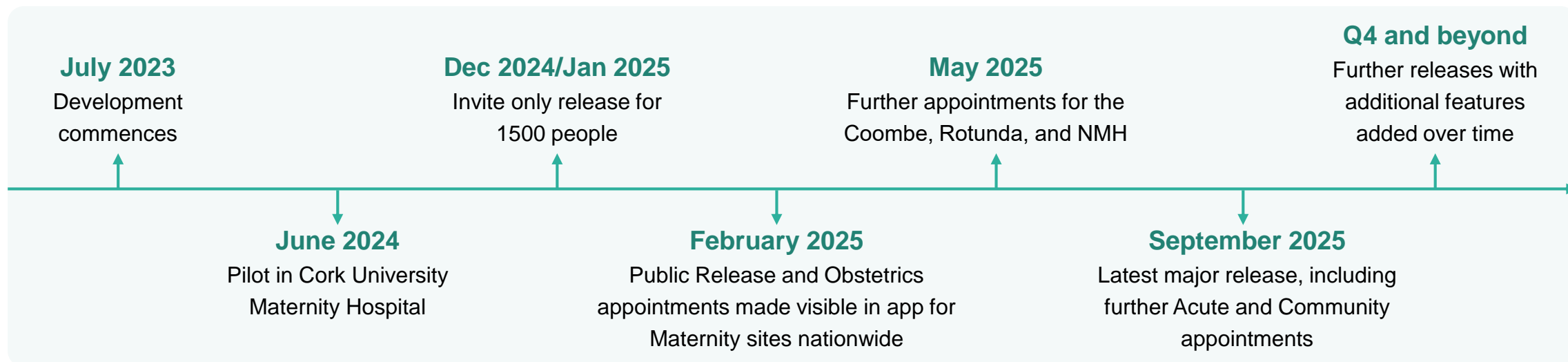
Secure Foundations and Digital Enablers

Overview of the HSE Health App

- Digital front door to Ireland's health services

- Access personal health information

- Get the right information at the right time

- Receive communications and engage through digital channels if they wish

- Manage health and wellbeing proactively and when care is needed

~ 99,600 users have registered on the app to date (as of 16/09/2025)

Key Milestones for the HSE Health App

July 2023
Development commences

Dec 2024/Jan 2025
Invite only release for 1500 people

May 2025
Further appointments for the Coombe, Rotunda, and NMH

Q4 and beyond
Further releases with additional features added over time

June 2024
Pilot in Cork University Maternity Hospital

February 2025
Public Release and Obstetrics appointments made visible in app for Maternity sites nationwide

September 2025
Latest major release, including further Acute and Community appointments

Co-created and tested with patients, clinicians and staff

- Ongoing engagement with advocacy organisations and patient representatives

- Available in Irish and English

- Accessibility by design is one of our principles and we have worked with disabled people to ensure it is accessible

- Ongoing feedback is key, and we continuously work to improve the app experience

Available in the App Now

Existing Features

Maternity Appointments from Maternity Hospitals Nationwide

Additional Appointments for the Coombe, the Rotunda, and the National Maternity Hospital

Digital Versions of European Health Insurance Card, Drug Payment Scheme Card, as well as Long-term Illness and Medical Cards

List of Self-Declared and Reimbursed Medications

Flu Vaccination and COVID-19 Records

Health A-Z

Urgent and Emergency Care Signposting

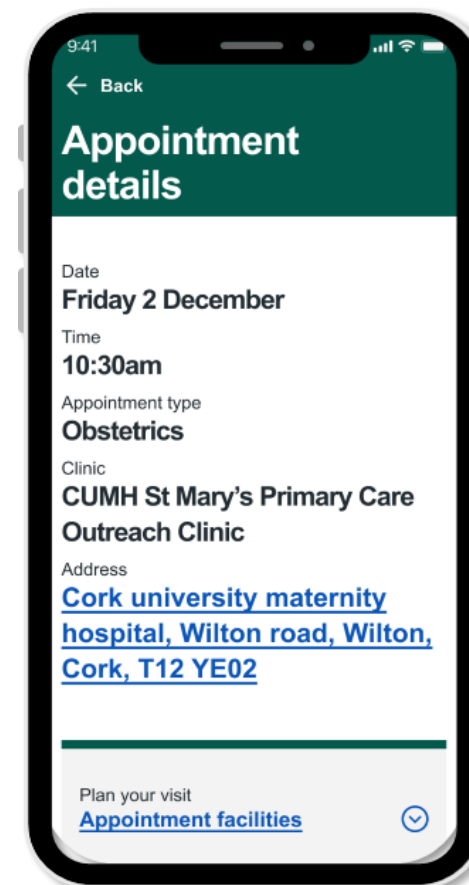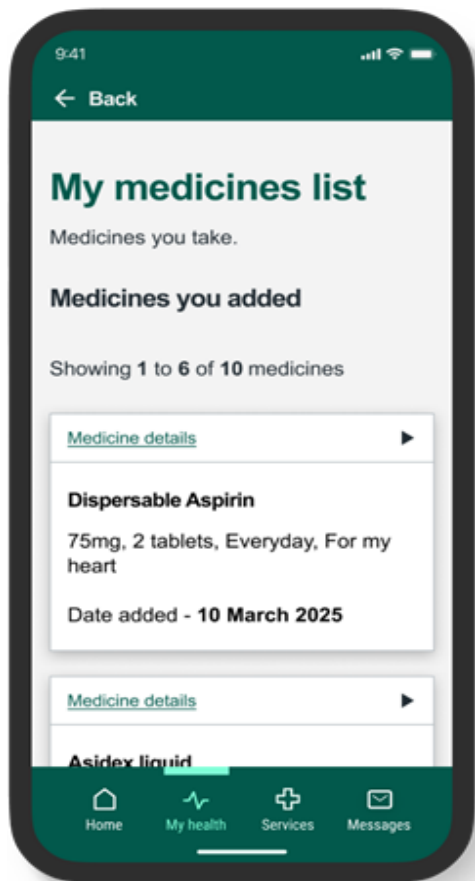Support from HSE Live

Features Delivered in September 2025

Additional Appointments for Hospital and Community Sites Nationwide

BreastCheck Screening Appointments

Quit (smoking cessation) Smoking Programme

Week by-week Healthy Pregnancy Information and Information on Chosen Maternity Hospital

Feature to Update Allergy Details

Sample Future Features

Existing Features

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Sample Future Features

Majority of Hospital Appointments

In Patient and Day Case Waiting List Information

Information on Breast Screening Services

Physical Activity Promotion

HSE Live Chat in App

Communications Preference Centre (enabling users to define preferences for app communications)

Telehealth Appointments

Additional QUIT and Maternity Functionality

And more to come…

ANDROID APP ON Google play

Download on the App Store

Know the HSE Health App

Download the App

Encourage patients and the people who use our services to download the app

Visit our staff webpage.

Staff Webpage

Available Support

HSE Live Assistance: available to assist people with queries or issues with the app. All user queries to HSE Live for support.

Public Website: Helpful information about the app on hse.ie

HSE Live

Public Website

Testimonials

"
"Beneficial to know the time, date, and where you're going for your appointment. Nice to have that info available on the app."

"Seeing my upcoming appointments in advance, and so quickly after they are made, is so helpful."

"I was just four months into my second pregnancy, and thought this is really good, I could have used this for my first, I found it really useful. It kept all my appointments in one place. So, if you lose your appointment card it's not a problem. Everything is written down on the app. I also had a list of medicine I was taking, which was great as I can never remember them."
"

Spotlight on The Coombe Hospital

February 2025

The app launched in February 2025 for maternity patients

May 2025

Appointment expanded to Gynaecologist/ Neonates appointments

Our Approach

A **multidisciplinary steering committee** was established, including ICT, Marketing, Nursing OPD specifically, and iPMS coordinators.

Data validation at site level and **liaison with HSE** deployment teams ensured thorough data validation and clinic scoping.

Engagement with HOD's – across disciplines identified in-scope and out-of-scope clinics, applying autonomy to exclude sensitive clinics.

Opportunity taken to review and update iPMS data such as – attendance types, iPMS location, POC, session codes, and workflow updation.

Rollout began with a soft launch, supported by staff and patient promotion via social media and materials provided by HSE, which were also displayed on Coombe website.

Spotlight on The Coombe Hospital

Approach for Patient Engagement and Utilisation

Tracking Downloads per Patient

- Uptake is monitored via a **Y/N question on the Maternity and Gynae registration forms**, linked to the HSE website for app download information.
- **Maternity**: average uptake 56.78%, peaking at 70% in May 2025.
- **Gynae**: 36.60% average downloads.

24/7 Appointment Visibility

- Patients now have **round-the-clock access** to their next appointment within 24 hours.
- **Notifications include** clinic location i.e. community clinics (off site) and official website and contact points for convenience.

Revised Workflow Deployment

- Updated workflows for Central Appointments Office staff that process data forms and record data.
- The new process was well received and easily adopted, enabling accurate tracking of patient uptake.
- Revised workflows have also enabled to establish instant messaging with patients

Improved Direct Communication

- Dedicated phone lines configured for specialist departments (e.g., outpatient mainline).
- Bespoke email inboxes created through data cleansing and shared mailboxes for instant patient engagement.
- Patient queries are responded to by the end of each day.

Resulting Benefits

- ✓ Improved direct communication with patients
- ✓ Reduction in inbound/outbound calls to patients
- ✓ Increased traffic to Coombe website to promote all services
- ✓ Positive staff feedback related to workload
- ✓ Positive feedback from patients relating to reminders and visibility value
- ✓ Dual benefit of data cleanse activity as project validation is complete for OCG classification and ready of live environment pending implementation

Spotlight on The Coombe Hospital

Troubleshooting and Future Plans

Troubleshooting

Future Plans

HSE Live Support

HSE Live address all escalation of recurring issues, such as problems with the mygov.ie link.
However, these tech issues **have not significantly burdened staff locally.**

Continuous Refinement

Staff feedback is actively gathered to inform improvements and escalate concerns to the Tech & Transformation team, ensuring local issues are addressed promptly.

Virtual/Phone Clinics Expansion

Planned integration of virtual and phone clinics into the app will broaden patient access and enhance app functionality.

Inpatient Waiting List Management

Expansion into managing inpatient waiting lists is underway.
This will reduce correspondence and provide greater transparency to patient re: wait list entry.

Enhanced Digital Services and iPMS Upgrade

Strengthened links to the Coombe Hospital website and the upcoming iPMS upgrade to version 8 will enable improved bi-directional communication, including instant messaging via text and exploring additional platforms.

To develop a continuously evolving digital tool that effectively supports both patients and staff.

Thank-you and Next Steps

- Thank-you for attending today

- We look forward to your feedback contained in our survey which can be filled out immediately after this Webinar.

- A copy of this Webinar will be made available on [Waiting List Improvements](#) and the link shared with all of you post Webinar.

- Dates for your diary:
  - November 5th
  - December 3rd

- Access.Programme@hse.ie

- Contact for **HSE AI & Automation Centre of Excellence**
  AIandAutomationCoE@hse.ie

Waiting List Action Plan 2025