

Digital Workforce | 6 February, 2025

Productivity Assessment of Wellbeing Services Counties

From a Hyperautomation
Perspective

Background to the assessment

- The aim was to highlight key areas for development and identify hyperautomation applications that have a significant impact on the productivity of the responding organizations.
- The survey has been carried out **between May and December 2024**. It includes an assessment of **hyperautomation's potential to enhance productivity** in four wellbeing services counties, as well as the **applications identified by respondents**.
- The wellbeing services counties involved were **Kanta-Häme, Ostrobothnia, Lapland, and South Karelia**.

Contents of the survey

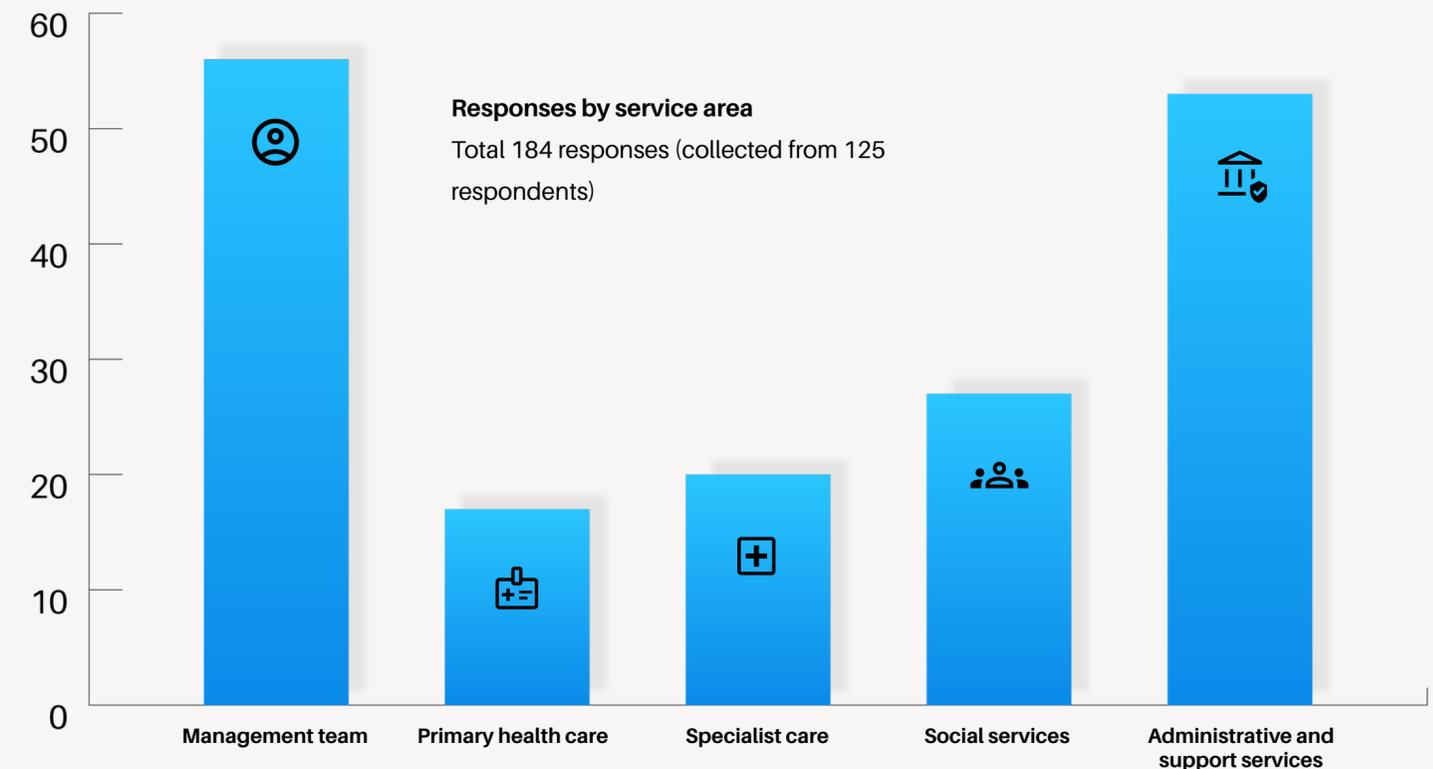
- **Identification of the main challenges in information processing:** respondents rated the relevance of the statements on a scale of 0-5 (0= completely irrelevant, 2.5 = neutral and 5= very relevant).
- **Potential for productivity improvement:** management teams were asked to estimate the potential for improvement by service area in percentage terms.
- **Identifying key application areas:** open-ended questions asked respondents for their views on the most effective application areas for hyperautomation.
- The indirect benefits of hyperautomation or their cost implications have not been assessed.

Survey Responses

Respondents included 125 members of the management team, middle management and experts.

All participating management team members (61 responses in total) were interviewed in 20 min Teams meetings and efforts were made to ensure correct interpretation of the questions.

Other respondents have replied to an online survey sent by email.



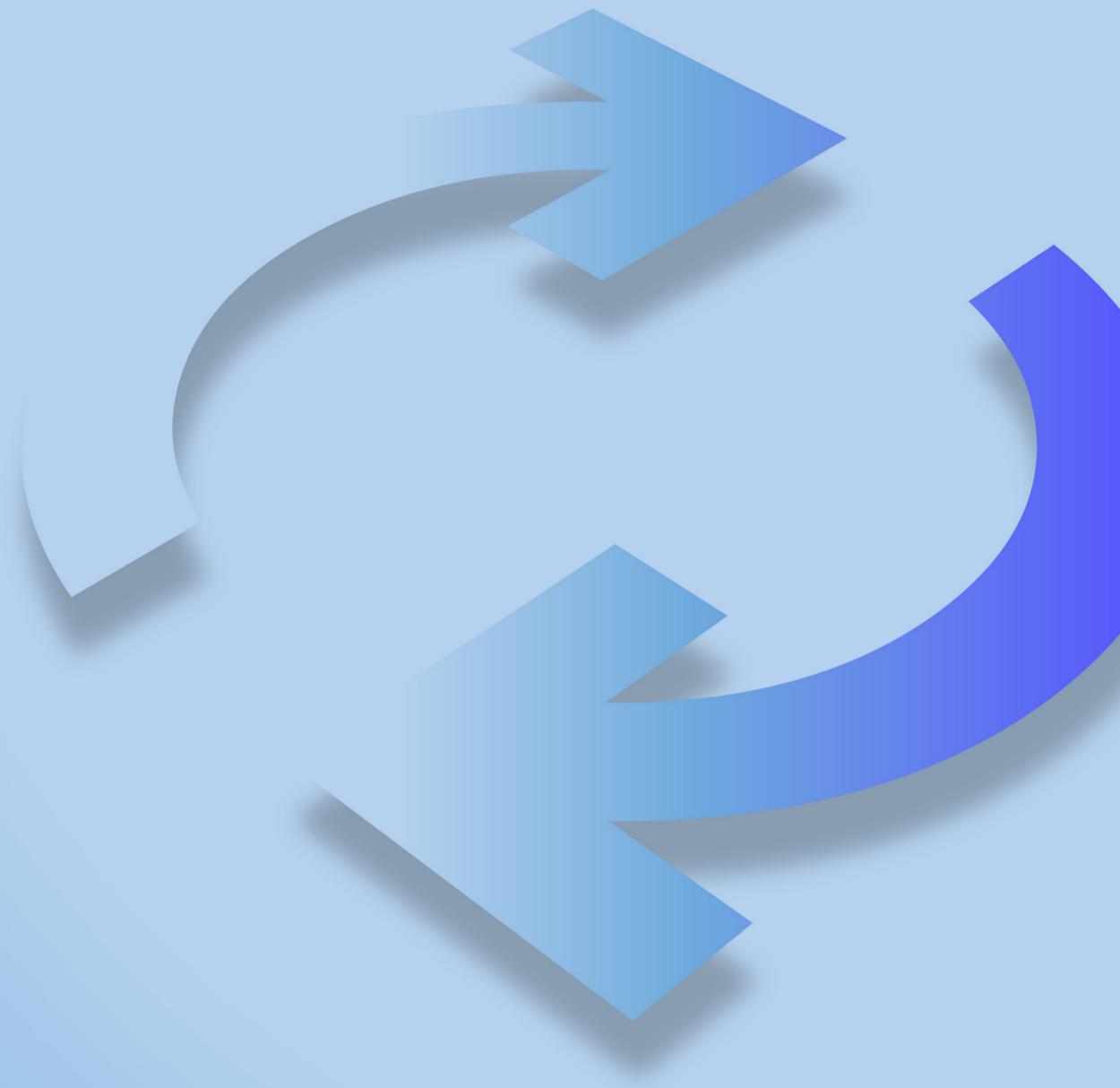
Hyperautomation can reduce manual steps and streamline processes. Solutions typically include and combine artificial intelligence, robotics and process management tools.



The productivity potential outlined in the assessment reflects the impact of hyperautomation on labor productivity.

Summary of results:

Main data processing challenges listed
by management teams and service areas





Most Significant Challenges Reported by Management Teams

1.

Fragmented and diverse systems lead to the need for manual data processing.



Ranked challenge significant or very significant

2.

Current systems do not **adequately support the required workflows**, including care and customer pathways.



Ranked challenge significant or very significant

3.

The development and adaptation of processes and workflows to evolving needs is **laborious and slow** due to the current information systems.



Ranked challenge significant or very significant





Most Significant Challenges Reported by Primary Healthcare

1.

Preparing and delivering medical statements and certificates take a significant amount of time.



Ranked challenge significant or very significant

2.

Excessive time is spent on data processing during doctor and nurse appointments.



Ranked challenge significant or very significant

3.

The data generated by home measurements and its utilization in chronic disease management should be automated.



Ranked challenge significant or very significant





Most Significant Challenges Reported by Specialized Healthcare

1.

Preparing and delivering medical statements and certificates take a significant amount of time.



Ranked challenge significant or very significant

2.

Reporting requires separate data entry.



Ranked challenge significant or very significant

3.

A patient's care pathway is disrupted without manual intervention when transitioning from specialized medical care to primary healthcare, occupational health services, or the private sector.



Ranked challenge significant or very significant





Most Significant Challenges Reported by Social Services

1.

The process of discharging a patient from specialized medical care or inpatient wards to home or a care facility, along with the necessary data processing, should be improved and streamlined.



Ranked challenge significant or very significant

2.

Customer billing, invoicing, and the management of outsourced services require extensive manual work and are prone to errors.



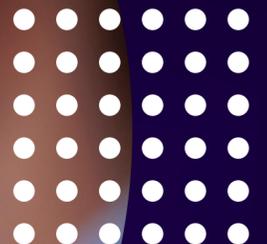
Ranked challenge significant or very significant

3.

The tools used in customer and service coordination do not sufficiently enable the anticipation of customer service needs across organizational boundaries.



Ranked challenge significant or very significant





Most Significant Challenges Reported by Administrative and Support Services

1.

Improving data transfer between systems would enhance resource management and cost efficiency.



Ranked challenge significant or very significant

2.

HR workflows could be more automated.



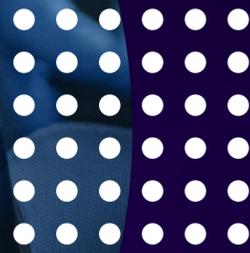
Ranked challenge significant or very significant

3.

Reporting and statistical data have to be extracted from several systems requiring manual work.



Ranked challenge significant or very significant



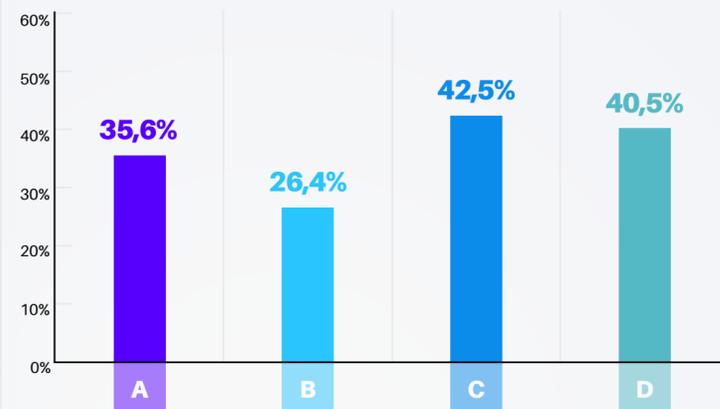
Management teams' estimates of hyperautomation's productivity potential in different service areas

Primary Healthcare



Average of all responses

36,4%



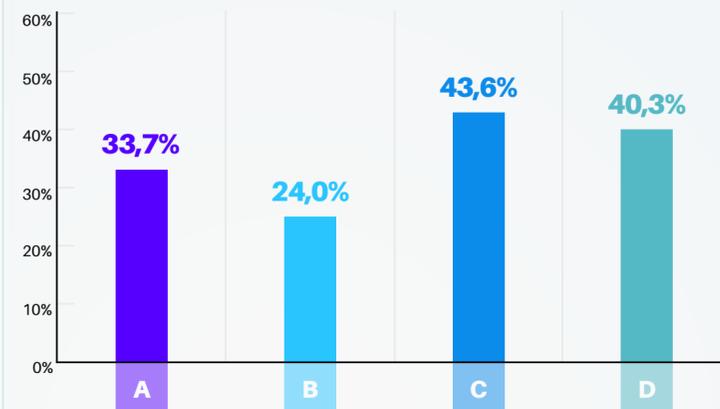
WELLBEING SERVICES COUNTIES

Specialized Healthcare



Average of all responses

35,2%



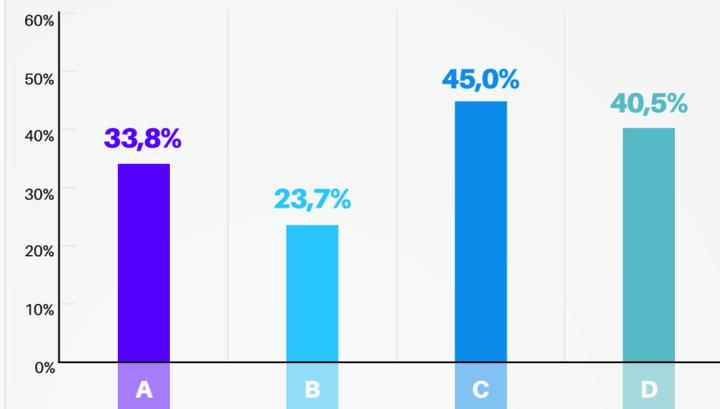
WELLBEING SERVICES COUNTIES

Social Services



Average of all responses

36,1%



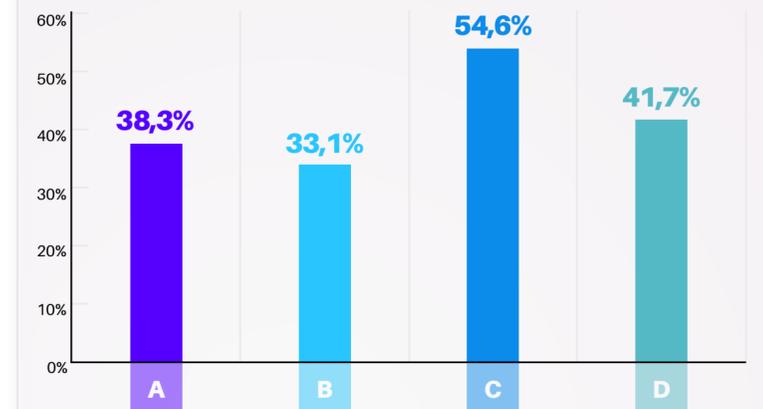
WELLBEING SERVICES COUNTIES

Administrative and Support Services



Average of all responses

43,5%

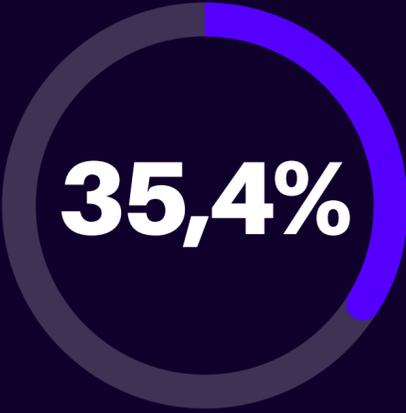


WELLBEING SERVICES COUNTIES

Organisation-wide average productivity improvement potential based on management team responses

Differences between organization-specific assessments can partly be explained by the maturity of system upgrades, as organizations further along in the process tend to estimate the potential lower than other respondents.

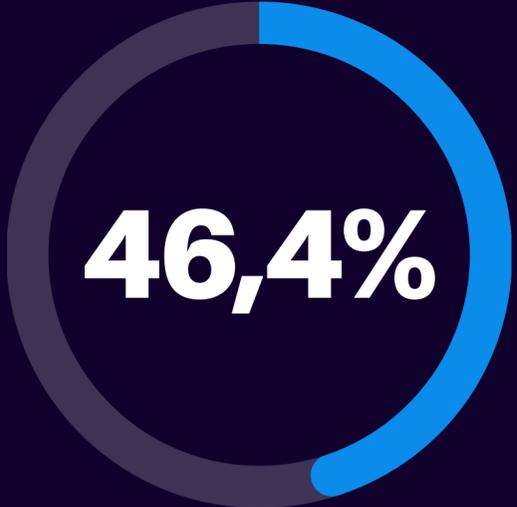
Distinguishing hyperautomation’s potential from broader process development related to system upgrades may have been challenging for some respondents. This is indicated by the relatively greater variation in assessments from management teams of organizations in the early stages of system upgrades.



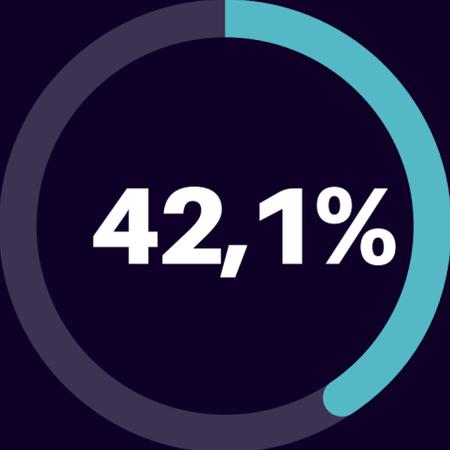
Wellbeing Services County A



Wellbeing Services County B



Wellbeing Services County C



Wellbeing Services County D

Estimated Productivity Gains in Euros

The four wellbeing services counties participating in the study utilized the work-hours worth an estimated total of 28,400* full-time employees (FTE) over the past year. The direct personnel costs corresponding to these human resources, including ancillary costs, amount to approximately 1.555 M€ per year.



The monetary value of productivity improvement through hyperautomation, based on the lowest estimate from a wellbeing services county, is:

417 M€ per year.

*Figures are indicative and based partly on year 23 and partly on year 24 data



Improving customer and service management

and its better linkage to cost management.



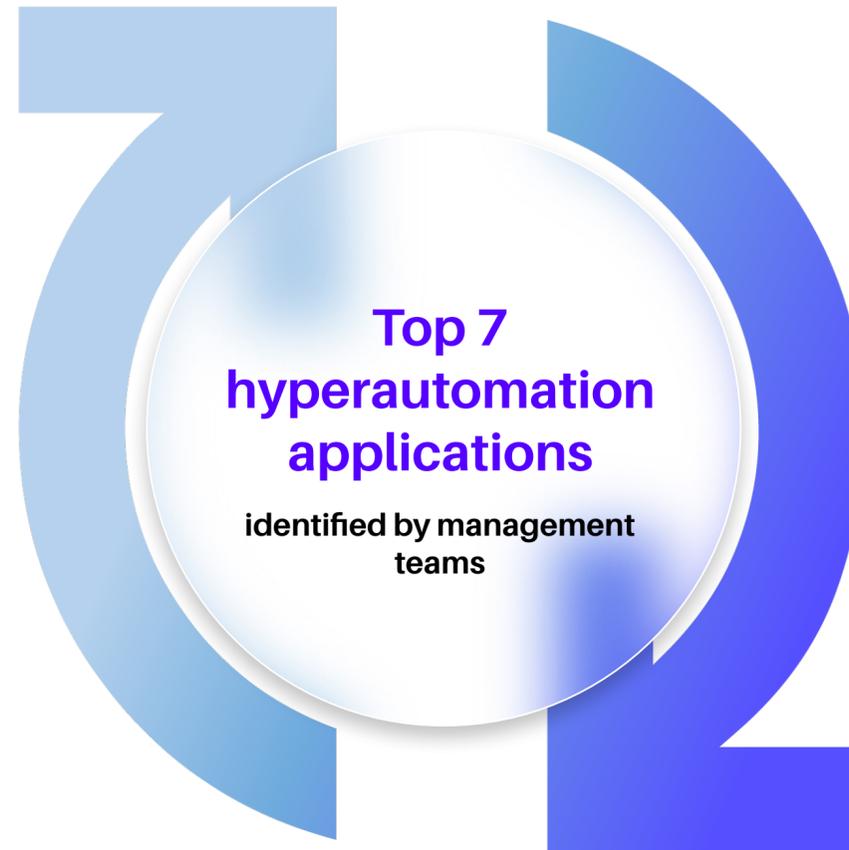
Automation of HR and payroll workflows and processes

from recruitment until the end of the employment relationship.



Automation of financial management processes

including customer payment and billing functions.



Improving the treatment protocol for chronic and long-term conditions

automation of data processing of monitoring data (including home measurements).



Reforming client and service management processes in social services

and automation from customer onboarding to customer termination.



Facilitating the information processing work of doctors and nurses

and automation, including the preparation and delivery of certificates and statements, prescription renewals, statistics, reporting and referral processing.



Workflow and process orchestration

and automation across unit and information system boundaries. Service process and workflow breaks down when a client/patient moves from one type of service to another.

About Digital Workforce

Digital Workforce Services Plc is a leader in business automation and technology solutions. Its Outsmart platform and services, including Enterprise AI Agent solutions, empower organizations to transform knowledge work, reduce costs, accelerate digitalization, enhance customer experiences, and strengthen their competitive edge. Over 200 large international organizations rely on the company's services to drive transformation through automation. Digital Workforce has particular expertise in automating healthcare and social care pathways, advancing long-term condition follow-up, improving patient safety, and enhancing the productivity of healthcare professionals. Founded in 2015, Digital Workforce employs over 200 business automation specialists across the US, UK & Ireland, and Northern and Central Europe. The company is listed on the Nasdaq First North Growth Market Finland.

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