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## RCSI HOSPITAL GROUP CASE STUDY

**3 Days of HR  
Recruitment Admin  
Eliminated through  
Process Automation,  
powered by MS  
Power Automate**



# Post Application Control System (PACS)





# Introduction

**HR Process Automation saves 3 Days per Week in RCSI Hospital Group HR Dept.  
Elimination of manual processes for 120+ post applications each week  
within group & from 7 hospital sites.**

The RCSI Hospital Group engaged OpenSky to develop an Automated Solution to manage post applications to its Group Employment Control Committee (GECC).

A solution was required to alleviate the HR team in the group and the clinical sites, of the manual, time consuming processes in the application and approval process of multiple posts within the 7 hospital sites.

The Post Application Control System (PACS) has successfully increased productivity throughout the GECC post approval process, by reducing the processing times of managing posts while applying standardisation to processes managed by the HR team in the group, clinical sites & the HSE GECC team.

# Business Situation

The RCSI Hospital Group is comprised of Beaumont Hospital, Cavan General Hospital, Connolly Hospital, Louth County Hospital, Monaghan Hospital, Our Lady of Lourdes Hospital – Drogheda, Rotunda Hospital and RCSI (Academic Partner).The group provides a national service and regional service to Dublin and the North-East.

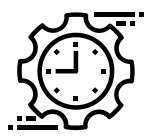
The hospital group receive an average of 120-140 post applications each week from the clinical sites in the group, requesting resources for hire in functions such as Nursing, Medical, Support, Admin etc. Each post type relates to the reason for the post such as new services, replacement posts, annual leave, sick leave, maternity leave, retirement, promotion etc. and each require approval at either the sub-committee level in the group or by the HSE Group Employment Control Committee (GECC).

The process for creating and approving posts at site and group level, was manual and not standardised across the clinical sites, with most using MS Excel in varying formats with inconsistent data captured. In many instances during the approval stage of the process, further information was required to complete the application, resulting in a large volume of emails and communications back and forth between the group & clinical sites personnel.

# Key Solution Requirements



Intuitive User Portal & CRM



Real-Time Post Application Status Reports



Automated Approval to Hire Form



Status Driven Workflows & Automated Notifications



Funding Initiative Post Tracking

# The Solution

PACS (Post Application Control System) is a unique, custom-built, cloud-based central database and portal, that provides functionality to submit, edit, update & approve post applications, while providing traceability of all application data and related communications made by users in the RCSI clinical sites and the RCSI hospital group.

The PACS Portal was developed for clinical site users, to create a post application by submitting relevant data such as, importantly the post funding source as well as the contract type, contract duration, grade, department, vacancy type, hours etc.

The PACS CRM component enables the RCSI Hospital Group and the HSE GECC to administer outcomes of these applications as well as enabling generation of a suite of post application status reports and an automated Approval to Hire form for every approved post.

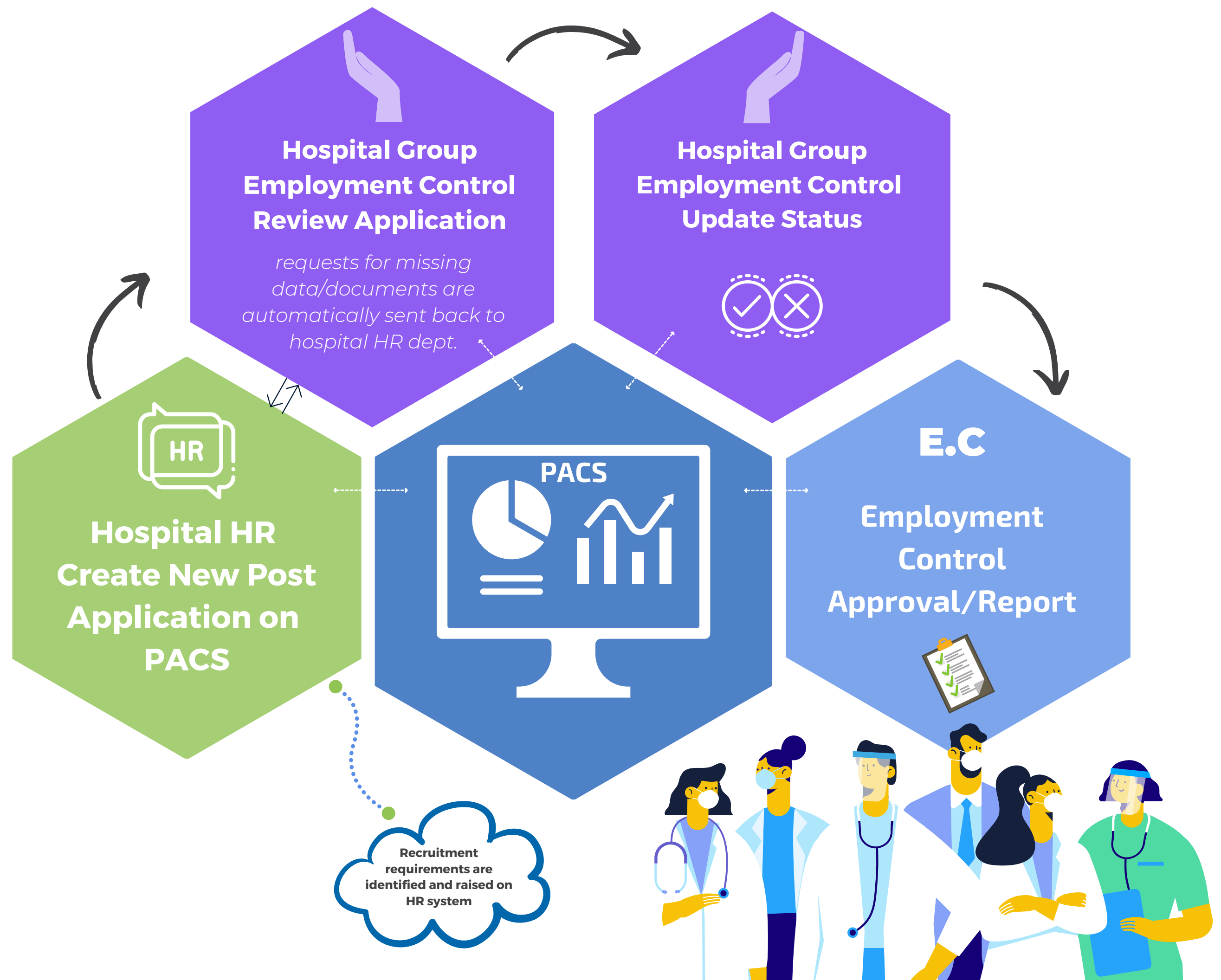
PACS is enabled with post application status-driven-workflows which trigger the generation of automated notifications to relevant personnel in the post application process, as well as functionality to upload & manage associated documents required to support the approval of the application.



# What Is PACS?

## PACS - Post Application Control System

PACS (Post Application Control System) is a unique, custom-built, cloud-based central database and portal, that provides functionality to submit, edit, update & approve post applications, while providing traceability of all application data and related communications made by users in clinical sites and hospital groups.



# Key Features & Benefits

- ✓ Significant Improvement in Post Approval Time
- ✓ Improved Process Standardisation Across Hospital Sites & Group
- ✓ Clean, Accurate & Robust Reporting
- ✓ Clear Audit Trail
- ✓ Enhanced User Engagement
- ✓ Real-Time Post Application Status Updates
- ✓ Centralised Capture of Communications Between Group & Hospital Site Personnel
- ✓ Improved User Experience



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