

## Reorganisation and outsourcing of administrative tasks ( performed by members of the board )

### INTRODUCTION & AIMS

The continuous growth of our patient organisation consumed more and more time on administrative tasks.

Working on voluntary basis a solution for the dilemma of using our time for administrative tasks or for the core purpose of our organisation was necessary.

The aim was to find solutions for the reduction of workload of our administrative tasks.

### METHODOLOGY

By brainstorming it was identified, that a new software and an outsourcing of tasks could solve the described „administration workload dilemma“.

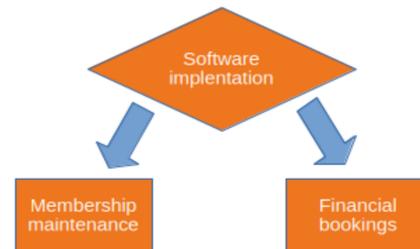
The market for service providers had to be analyzed mainly via internet research as no other patient organisation could provide us information.

Besides specifications also a comparison of offerings had to be elaborated.

### REFERENCES

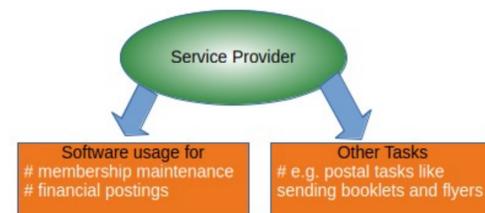
### RESULTS

#### Phase 1: Automation of processes



As a side effect data quality was improved and additional statistics could be created more easily.

#### Phase 2: Outsourcing of tasks



The contract starts at the 1<sup>st</sup> of October 2025.

### CONCLUSIONS

- # More time for patients needs will be available.
- # Automated processes will allow quicker information of patients and guaranteeing better data quality.
- # More transparency of costs and efforts will be gained.
- # Reliable and comprehensive processes will be available.