

### CHI Learning & Development System (CHILD)

### **Project Title**

Are You Timely Privileged?

### **Project Members**

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### **Organisation(s) Involved**

Singapore General Hospital

### Aims

Utilization of coding to improve the work process of generating the Annual Privileging (specialists accorded clinical privileges in Singapore General Hospital) Reports. This is achieved via the objective of an automate process, ameliorate time, and accurate renewal.

### Background

See poster appended / below

### Methods

See poster appended / below

### Results

See poster appended / below

### Conclusion

See poster appended / below



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### **Additional Information**

Singapore Healthcare Management (SHM) Conference 2021 – Merit Award (Operations Category)

### **Project Category**

Automation, IT & Robotics

### **Keywords**

Automation, IT &Robotics, Data Analytics, Workflow Redesign, Turnaround Time, Singapore General Hospital, Coding, Annual Privileging Report, R-script

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# Are you timely privileged?



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### INTRODUCTION

The manual generation of Annual Privileging (specialists accorded clinical privileges in Singapore General Hospital) Reports required substantial time and man-hours. Utilization of coding to improve the work process.

### **OBJECTIVES**

### **AUTOMATE PROCESS. AMELIORATE TIME. ACCURATE RENEWA**

- ✓ Align IT capabilities by utilizing coding
- ✓ Streamline work process
- ✓ Improve report turnaround time
- ✓ Timely renewal of clinical privileges

### METHODOLOGY

Members from Patient Safety & Clinical Standards and Strategy Management & Analytics (SMA) reviewed the current data tabulation process.

Generation of Annual Privileging Report takes average 7 months



Complexity of data requires time-consuming manual cleaning and processing



Privileging requirements vary among Clinical Departments

Team utilised R-script to process data and generate the Annual Privileging Reports



 Multiple sources of data and reference lists used based on Departments' criteria

Development of R-Script and

Validation

- R-script developed by SMA team
- Final output validated with past data
- 100% match in the results

### Before development of R-script

Manual data cleaning, processing using formulas, pivot tables

Manual input of data onto reports



### After development of R-script

Input data to R-script and run the codes

Transfer output onto report templates



### RESULTS



Increased efficiency in generating the reports

Significant
Reduction in
time taken to
generate reports

Sufficient time for HODs to review

## CONCLUSION

Harnessing information technology, team has:

- 1. enhanced productivity and efficiency
- 2. streamlined the data processing and analysis
- 3. improved turnaround time in report generation
- 4. timely renewed clinical privileges

Future utilization of coding to generate other reports to facilitate privileging works.