

Project Title

Reduce the Time Taken in the Submission of Monthly SOC Room Utilisation Report to Finance

Project Lead and Members

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- Amanda Low Si-min
- Emily Chng Khau Leng
- Lena Lim Kwee

Organisation(s) Involved

SingHealth

Healthcare Family Group(s) Involved in this Project

Healthcare administration

Applicable Specialty or Discipline

Outpatient clinic operation

Aim(s)

- To STREAMLINE the end to end process of report generation and submission
- To REDUCE the number of steps required and time taken by staff to consolidate multiple sources of data into one file
- To MINIMISE the occurrence of errors and achieve accurate reporting of data

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Quality Improvement: Workflow Redesign, Lean Methodology, Job Effectiveness;

Productivity: Time Saving, Cost Saving, Manhour Saving; Operational Management:

Resource Allocation, Logistic Management

Keywords

Utilization Report, Errors Occurrence, Duplicate Data, Consolidate Sources Of Data, Template Standardization

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Outpatient Clinic Operations (OCO)



Background & Objectives

On a monthly basis, SKH OCO (Resource Management) staff will need to perform multiple manual tasks in order to prepare and submit the Monthly SOC Consult Room Utilisation Report to Finance by 4th working day of each month. As part of the report preparation, staff will need to manually extract data from multiple sources and perform manual verification against different reports to ensure that the report is accurate. This process takes up to 4 hours 40 minutes and is prone to error. Following objectives were established as part of continuous process improvement:

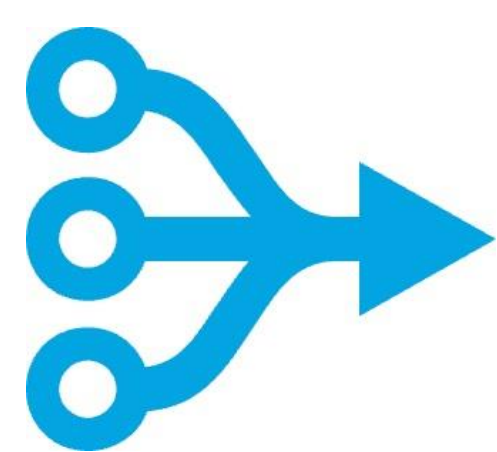
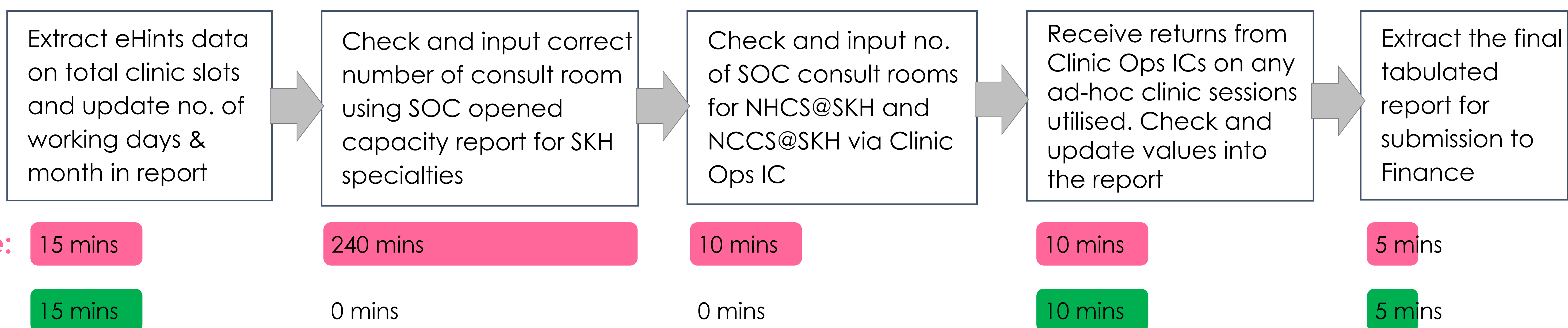
- To **STREAMLINE** the **end to end process** of report generation and submission
- To **REDUCE** the **number of steps required** and time taken by staff to consolidate multiple sources of data into one file
- To **MINIMISE** the **occurrence of errors** and achieve accurate reporting of data

Methodology

- 1) Identified areas for improvement in existing workflow (as illustrated in table 1 below) in order to:
 - a) Remove duplicated data that is being submitted to Finance
 - b) Consolidate all sources of data into a single working template so that staff do not need to toggle across multiple files for data retrieval
 - c) Standardise the template used for the returns needed by all Clinic Ops ICs so that staff can easily perform "copy-and-paste" into working excel spreadsheet
- 2) Finance and Clinic Ops ICs were engaged on the proposed changes with a target roll-out start date from Dec 2021 onwards
- 3) All Resource Management staff were communicated on the changes upon consensus obtained from both Finance and Clinic Ops ICs on the changes

Results Achieved

Monthly SOC Room Utilisation Report Workflow



37.5%
Reduced in total number of steps taken by staff



93%
Man Hours saved per month



100%
Staff satisfaction achieved

Conclusion



Streamlined work process enhanced staff efficiency and freed up staff to perform higher value work



Does not need to refer to multiple sources of data



Able to achieve higher accuracy through minimal manual data entry



No implementation cost involved

Future Plan

The team can explore the possibility of adopting **Robotic Process Automation** to take over the preparation of the Monthly Room Utilisation Report to **further reduce the amount of time taken by staff** to prepare routine reports.

