

## **Project Title**

WISE CLICKS

## **Project Lead and Members**

- Tham Yu Ying
- Rosy Tai
- Lau Guek Hiang

## **Organisation(s) Involved**

Changi General Hospital

## **Healthcare Family Group(s) Involved in this Project**

Healthcare Administration

## **Applicable Specialty or Discipline**

Health Information Management Services

## **Aim(s)**

Use innovation to optimize manpower and overcome manpower shortage.

Innovation should be cost-efficient, scalable and sustainable.

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Conclusion**

See poster appended/ below

## **Additional Information**

Singapore Healthcare Management (SHM) Congress 2023 – Merit Prize (Operations category)

## **Project Category**

Technology, Digitisation

Care & Process Redesign, Productivity, Cost Saving, Time Saving

## **Keywords**

Robotic Process Automation, Medical Records, Document Indexing

## **Name and Email of Project Contact Person(s)**

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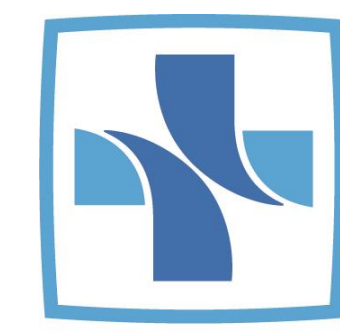
Singapore Healthcare Management 2023



# WISE CLICKS

Dare To Imagine

Tham Yu Ying, Rosy Tai, Lau Guek Hiang  
Health Information Management Services

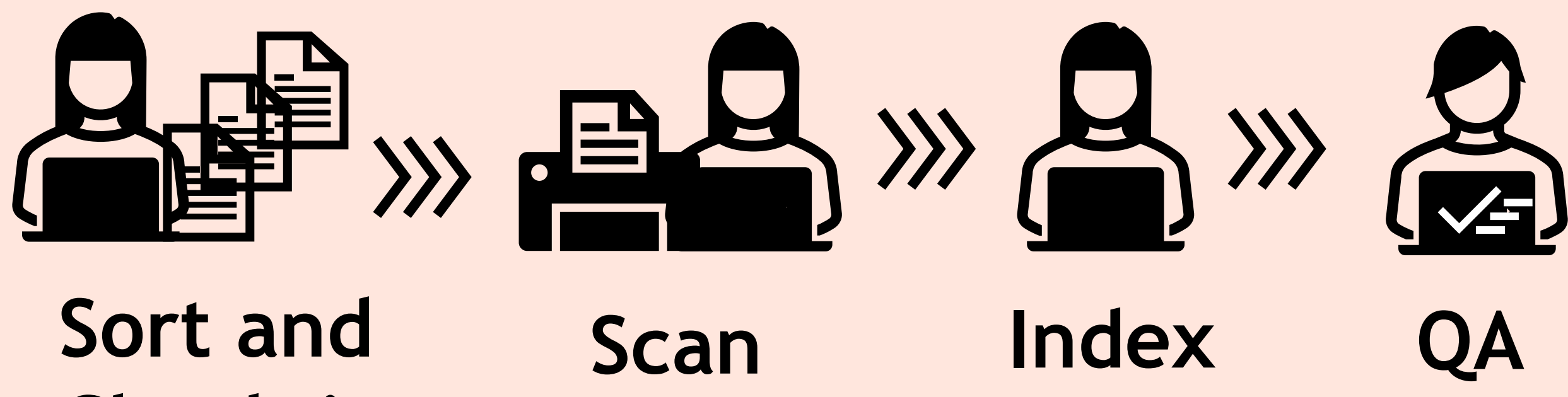


Changi General Hospital  
SingHealth

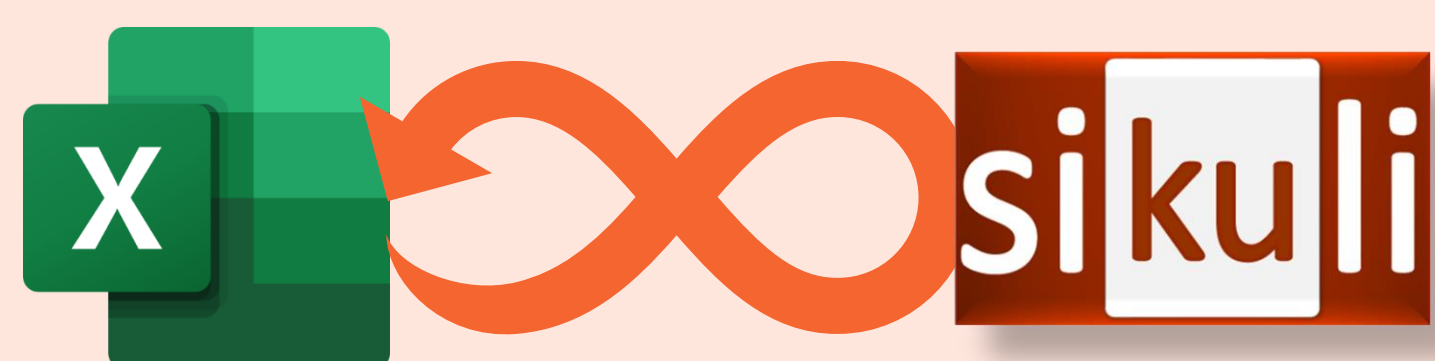
## OBJECTIVES

Use innovation to optimize manpower and overcome manpower shortage. Innovation should be cost-efficient, scalable and sustainable.

## METHODOLOGY



★ Digitization of medical records is a labour-intensive task whereby sorting of documents, data entry to check-in documents, Scanning, Indexing, and Quality Assurance (QA) checking are required.

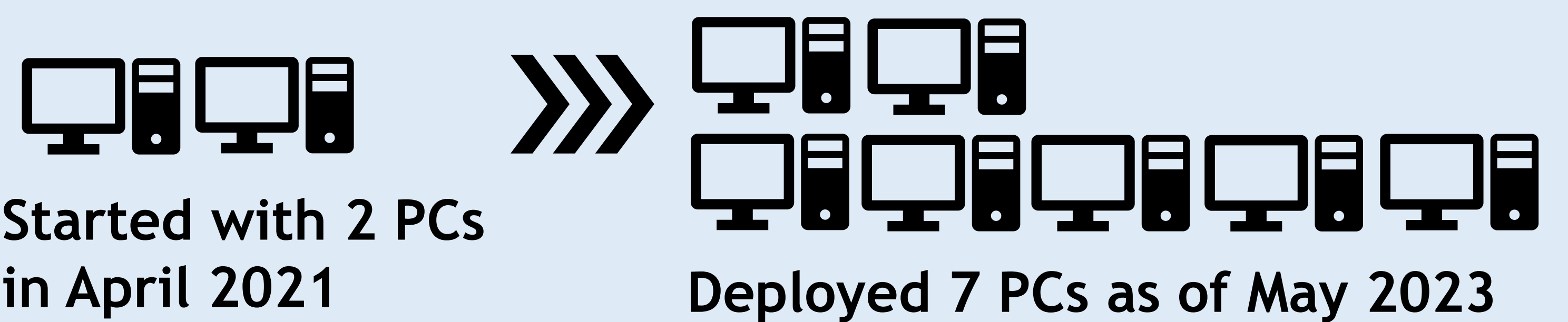


★ Excel macro workbook loads in the check-in data with a maximum of 20 documents per batch. Wise Clicks (Robotic Process Automation tool called Sikuli) automate tasks in Excel and OnBase application. Repetitive tasks such as document indexing for inpatient and outpatient documents, and QA checking activities for the Emergency Department document named “A&E Service Charge Form” are completed by Wise Clicks.

★ Identification of high volume with the same document name, paper size, and page count were the main considerations to automate the QA process. The 2 pages A&E service charge form is a standard form so it is suitable to apply Wise Clicks for both indexing and QA checking activities.

## RESULTS

Introduce Wise Clicks from April 2021 to May 2023:



Total Documents completed by Wise Clicks

Total Time Savings

Total Cost Avoidance

480,747 Docs 5,760 Hours S\$235,926

Operating on Monday to Sunday on demand

Cost-efficient as no additional license fee

100% QA accuracy for an average of 300 Emergency Department document per day

95% Index accuracy for all documents according to data input by staff

★ Staff can focus on more strategic tasks that requires human judgement since Wise Clicks is working on the activities that were previously performed by staff manually.

★ Wise Clicks is a low cost and a perfect plug-and-play application that can be tweaked to suit any new workflow changes. With Wise Clicks, HIMS can maintain the same productivity especially during manpower shortage or staff are on leaves.

## CONCLUSION



★ Computers do not need to rest and can work 24/7 without getting tired or taking breaks, so you can be sure that your work will always be done on time. Getting buy-in from stakeholders such as employees, executives, and manager was important for the successful roll-out.