

Project Title

Department Manpower Dashboard

Project Lead and Members

- Ms Lim Ji Rong (Clover)
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Organisation(s) Involved

National Dental Centre Singapore

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Human Resource

Aims

- Empower Head of Department (HODs) through readily accessible staff information.
- Facilitate workforce planning and decision making by providing vital staff information via the “Department Manpower Dashboard (Dashboard)” in a secured and consolidated online platform.

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) Conference 2021 – Shortlisted Project
(Human Resource Category)

Project Category

Technology, Digital Health, Data Analytics, Organisational Leadership, Human
Resource, Staff Management

Keywords

Manpower Dashboard, Infopedia, Staff Data Management, Manpower Planning

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**Singapore Healthcare
Management 2021**

Department Manpower Dashboard

Ms Lim Ji Rong (Clover)
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**National Dental
Centre Singapore**
SingHealth

BACKGROUND

Heads of Department (HODs) request for staff information such as contract duration and bond expiry dates from Human Resource (HR) department on ad-hoc basis. HR sent the staff information to HODs in separate emails and there was no 'one-stop' consolidated staff information that were readily available which HODs could access when needed for decision making.

OBJECTIVE

- ☑ Empower HODs through readily accessible staff information.
- ☑ Facilitate workforce planning and decision making by providing vital staff information via the "Department Manpower Dashboard (Dashboard)" in a secured and consolidated online platform.

METHODOLOGY

Stakeholders Engagement

Determine Dashboard Elements

Implementation

Review & Analysis

Engagement sessions with HODs to introduce the Dashboard and solicit stakeholders' requirements.

- Headcount
- FTE
- Age Profile
- Position Mix
- Manpower Utilisation
- Hires
- Leavers
- Staff info on Confirmation
- Contract Expiry
- Retirement

Each month, HODs will be notified to access the updated Dashboard via Infopedia.

Six-monthly update session with Core Leaders and HODs to review trend and impact of information provided in the Dashboard on manpower planning. Feedbacks gathered during the sessions used to enhance Dashboard.

RESULTS



Timely up-to-date staff information provided HODs with insights and sensing of staff profiles.



Vital staff information were not compromised as the Dashboard resides in Infopedia, which is a secured network.



HODs had positive experiences with ease of accessing vital staff information at their convenience.



Data visualisations kept simple and "easy to understand" facilitated HODs' overview of key information.



Improved HR work processes with vital staff information provided pro-actively to facilitate departments' decision making.



Promoted autonomy with HODs taking ownership to plan and engage staff in continuous career conversations using information available in the Dashboard.



CONCLUSION

**EQUIP & EMPOWER
HEADS OF DEPARTMENT IN
MAKING A DIFFERENCE TO
TALENT MANAGEMENT**

- The readily available staff information empowered the HODs to initiate strategic manpower planning.
- Staff engagement was greatly enhanced as they were able to participate in robust career conversations with their HODs.
- Pro-active manpower planning strengthened operational efficiency.
- Improved HR partnering experience with stakeholders.