

Project Title

AS&S (Automate, Speed & Simplify)

Project Lead and Members

- Agnes Mary Tiong
- Sandy Teo
- Benny Beh
- Wong Kwai Fong
- Joanne Yeow
- Luwen Wong

Organisation(s) Involved

ALPS Pte Ltd, National Healthcare Group

Healthcare Family Group Involved in this Project

Healthcare Administration, Pharmacy

Specialty or Discipline

Supply Chain Management

Aims

To provide a platform for ALPS employees from NHG Cluster to share their pain points and challenges on the ground and propose possible solutions / ideas to innovate through AS&S (automate, speed and simplify) work processes

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Supply Chain Management Category)

Project Category

Care & Process Redesign, Quality Improvement, Workflow Redesign, Job Effectiveness, Design Thinking, Organisational Leadership, Organisation Development, Behavioural Change, Human Resource, Staff Management

Keywords

Supply Chain Organisation

Name and Email of Project Contact Person(s)

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Singapore Healthcare Management 2021

AS&S (Automate, Speed & Simplify)

Agnes Mary Tiong, Cluster Lead (NHG)/ Sandy Teo, Procurement Mgr
Benny Beh, Asst Director (MMD)/ Wong Kwai Fong, Principal Pharmacist
Joanne Yeow, Snr Exec/ Luwen Wong, Snr Mgr (MMD)



Introduction

The formation of ALPS in 2018 brought Supply Chain employees from the public healthcare sectors under one roof, each with their own set of work processes in the Supply Chain Organisation which comprises Non-Pharma, Pharma Procurement and Logistics.

Objective

To provide a platform for ALPS employees from NHG Cluster to share their pain points and challenges on the ground and propose possible solutions/ideas to innovate through AS&S (automate, speed and simplify) work processes.

This initiative covers all areas and can be procurement and non-procurement related, within or across institutions.

Methodology

Standard template

A standard, simple yet effective template was developed to allow anyone in the cluster to identify pain point(s) and challenges in their work processes and to submit any ideas or proposals that may resolve them.

AS&S (Automate, Speed & Simplify)

AS&S Project Title:	Project Owner Name:	
Pain Point:	Team Members:	
AS&S Proposal:	Site/ Institution:	
Current Process	Proposed Solution	Benefits / Savings if implemented:
What support is needed to implement your proposed solution		

Team Review

A team within the NHG Cluster is identified to review all the submissions and follow through to drive closure and achieve the desired outcome(s) of AS&S.

Senior Management Support

Selected submission(s) are engaged with the senior management to seek support for buy-in / approval of the ideas.

Methodology

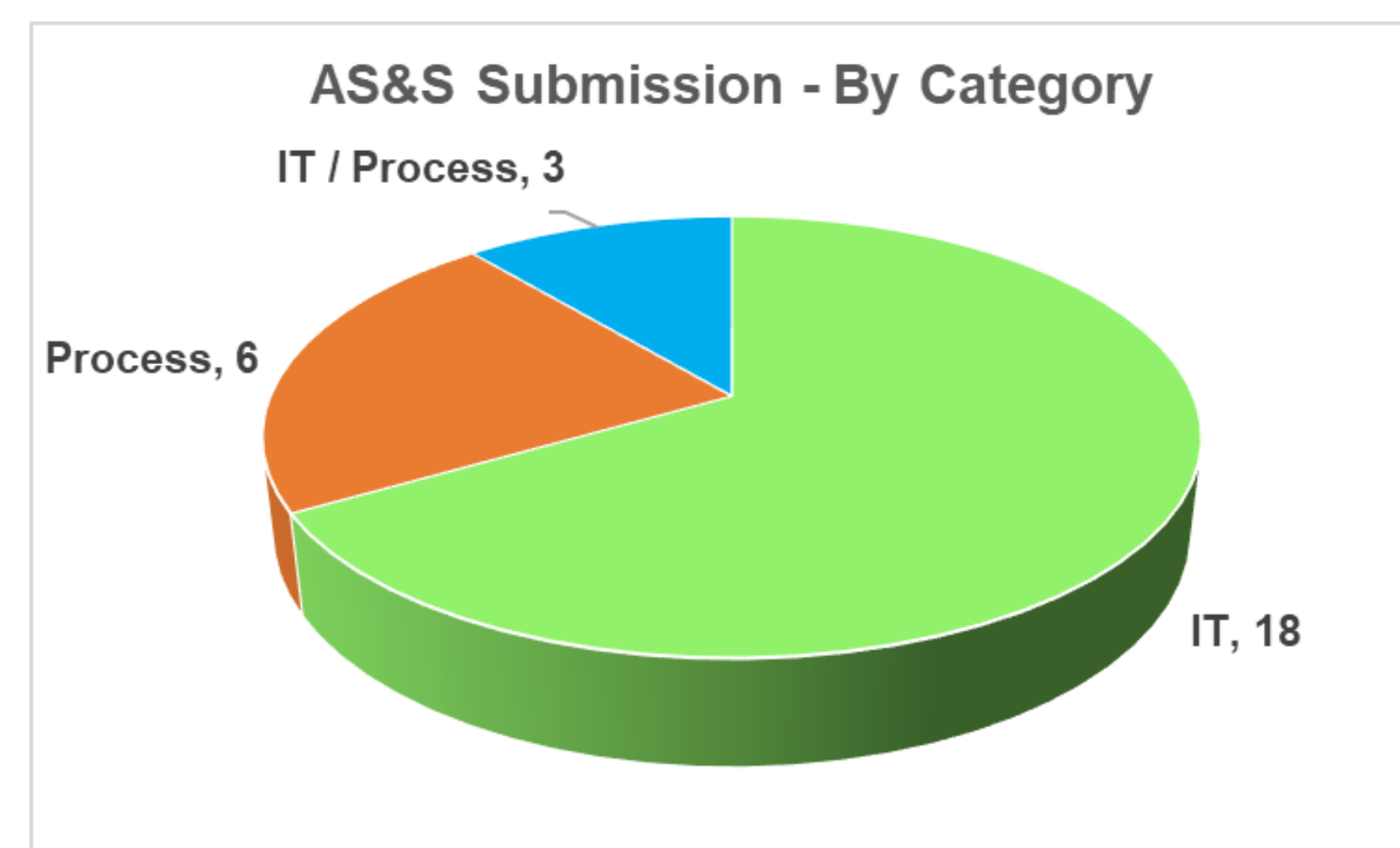
Regular Status Updates

Progress updates on the submissions are shared quarterly during the NHG Cluster All Hands meeting which all employees within the cluster are invited to attend.

New and Replicate Ideas

New ideas are implemented and existing good process are shared and replicated across all sites where relevant.

Results



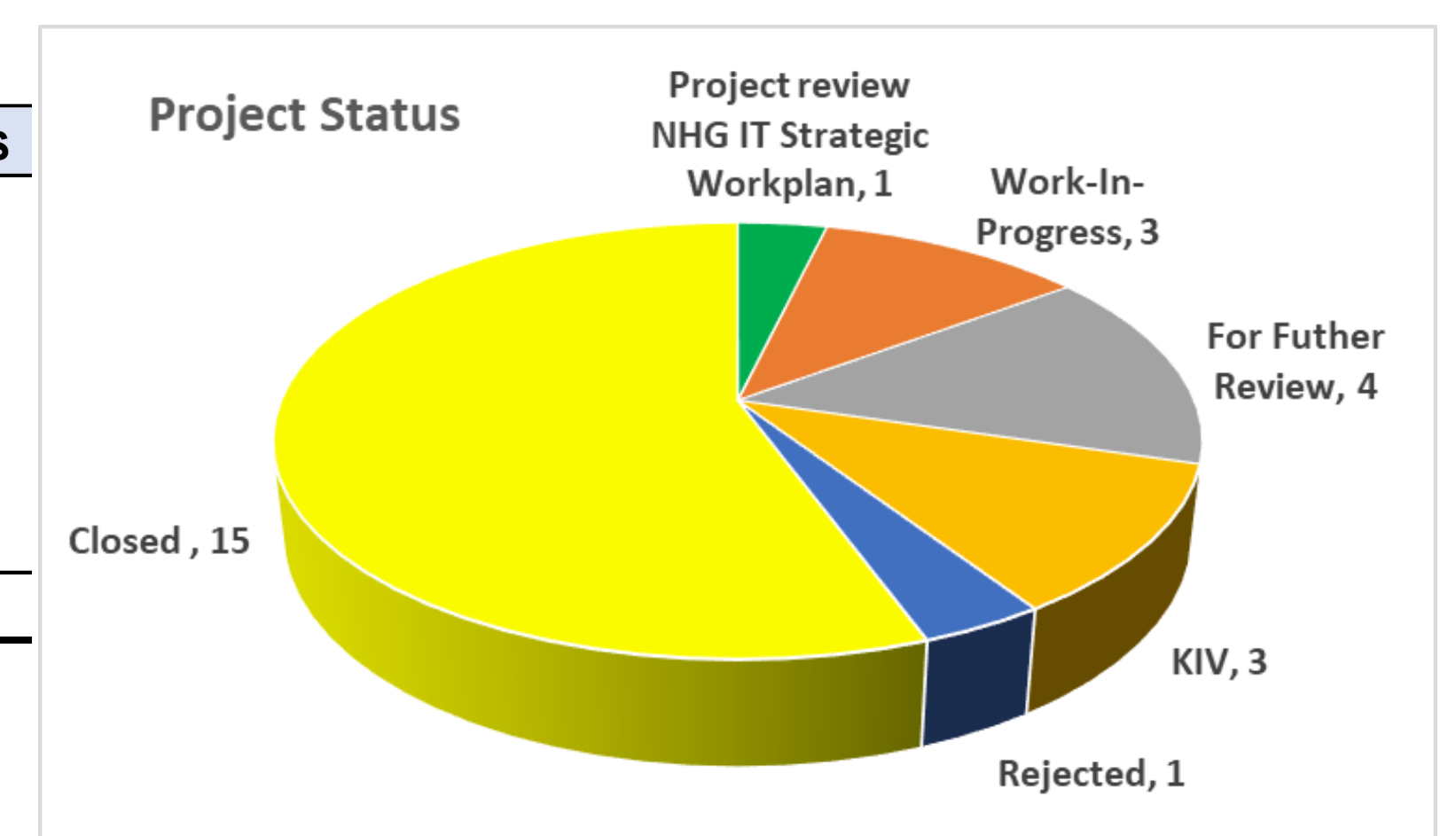
Category	Total
IT	18
Process	6
IT / Process	3
Total	27

Participation from the ground was encouraging with 27 submissions received within 4 months.

Of the 27 submissions, 18 were IT related, 6 process related and 3 IT/process related.

15 submissions were closed with viable solutions while 1 will be reviewed under NHG IT Strategic Work Plan, 3 are work-in-progress, 4 are pending further review, 3 are KIV and 1 was closed with no acceptable solution.

Project Status	No of Projects
Project review NHG IT Strategic Workplan	1
Work-In-Progress	3
For Futher Review	4
KIV	3
Rejected	1
Closed	15
Total	27



Conclusion

Listening to pain points and challenges from the ground help to open up and cultivate 2-way communication between management and employees.

Teaming and collaboration within the NHG Cluster helps to drive innovation, productivity and efficiencies through our AS&S platform, thus giving opportunities to all to think out-of-the-box to contribute and take ownership of their work.