



Singapore Healthcare Management 2017

The Next Generation of Eye-ducation



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Background

The Training & Education Department (T&E) manages all undergraduate and postgraduate ophthalmic medical training in the Singapore National Eye Centre (SNEC). The team coordinates about 250 teaching rounds a year. Much time is spent on the manual processing of doctors' attendance, tracking and submission of doctors' attendance which is one of the doctors' key performance indicators (KPI). They do not have real-time information on their collated attendances and often call the department to inquire about their attendance to-date.

Mission Statement

Streamline the administrative process of teaching rounds attendance tracking to improve productivity, efficiency and efficacy of medical education in SNEC

Current State

100 man-hours a year spent on manually processing data



Data is manually processed and collated from the 250 teaching rounds a year to track doctors' attendance as part of KPI and for submission to the Singapore Medical Council (SMC). Rounds of checking are required to ensure accuracy of data.

60 man-hours a year spent disseminating teaching rounds information to the doctors



Information for each teaching round is disseminated to the doctors via emails, email reminders and hardcopy posters placed around the institution.

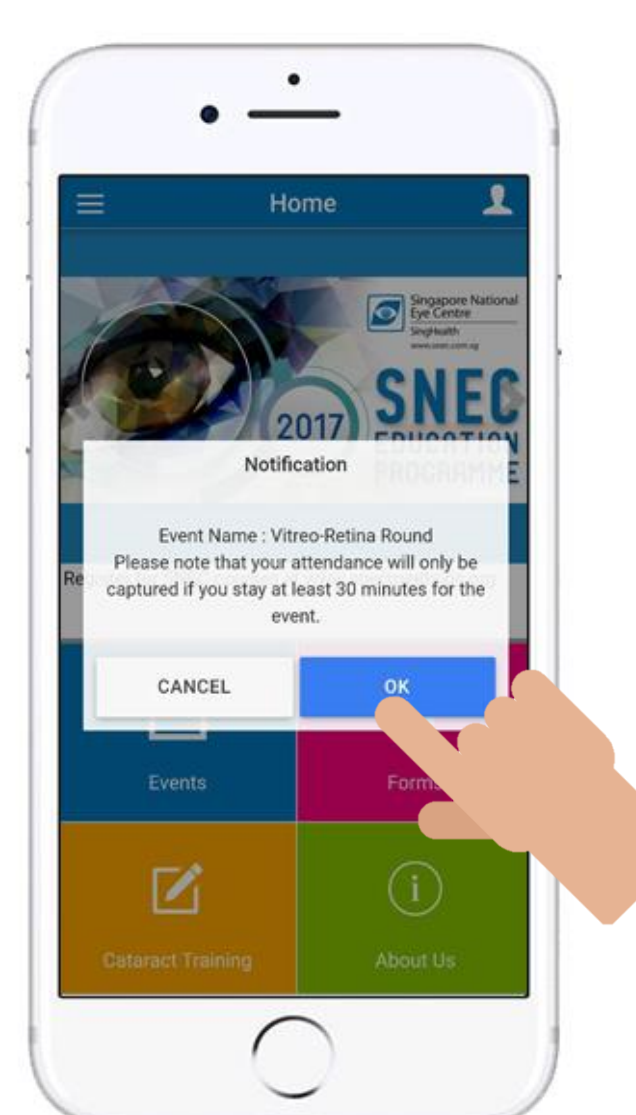
40 man-hours a year spent responding to doctors' ad hoc request for KPI update and attendance reports



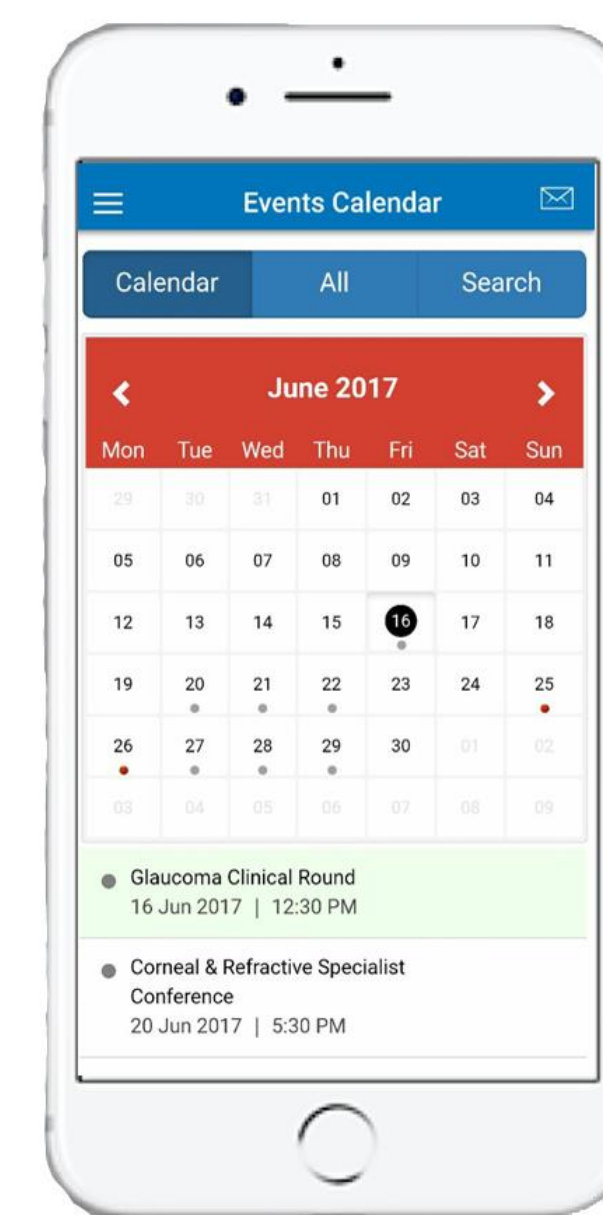
As doctors are not able to track their KPI and attendance real-time, they often check with T&E if they have met the requirements.

Solution

The project team used Delphi Brainstorming to come up with the idea of creating a mobile application (app). The aim is to automate the process of attendance tracking, data processing and final collation for KPI and submission to SMC for CME points. Also, doctors will be empowered by putting ownership of the attendance into their own hands through the use of the app. The **Training and Education@SNEC mobile app** can be downloaded on App Store and Google play store.

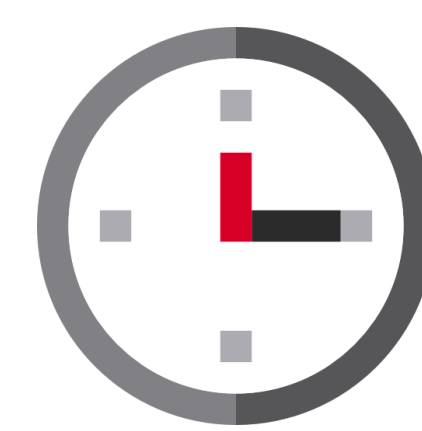


App Functions

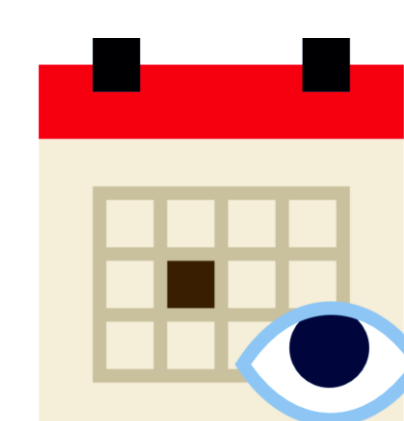
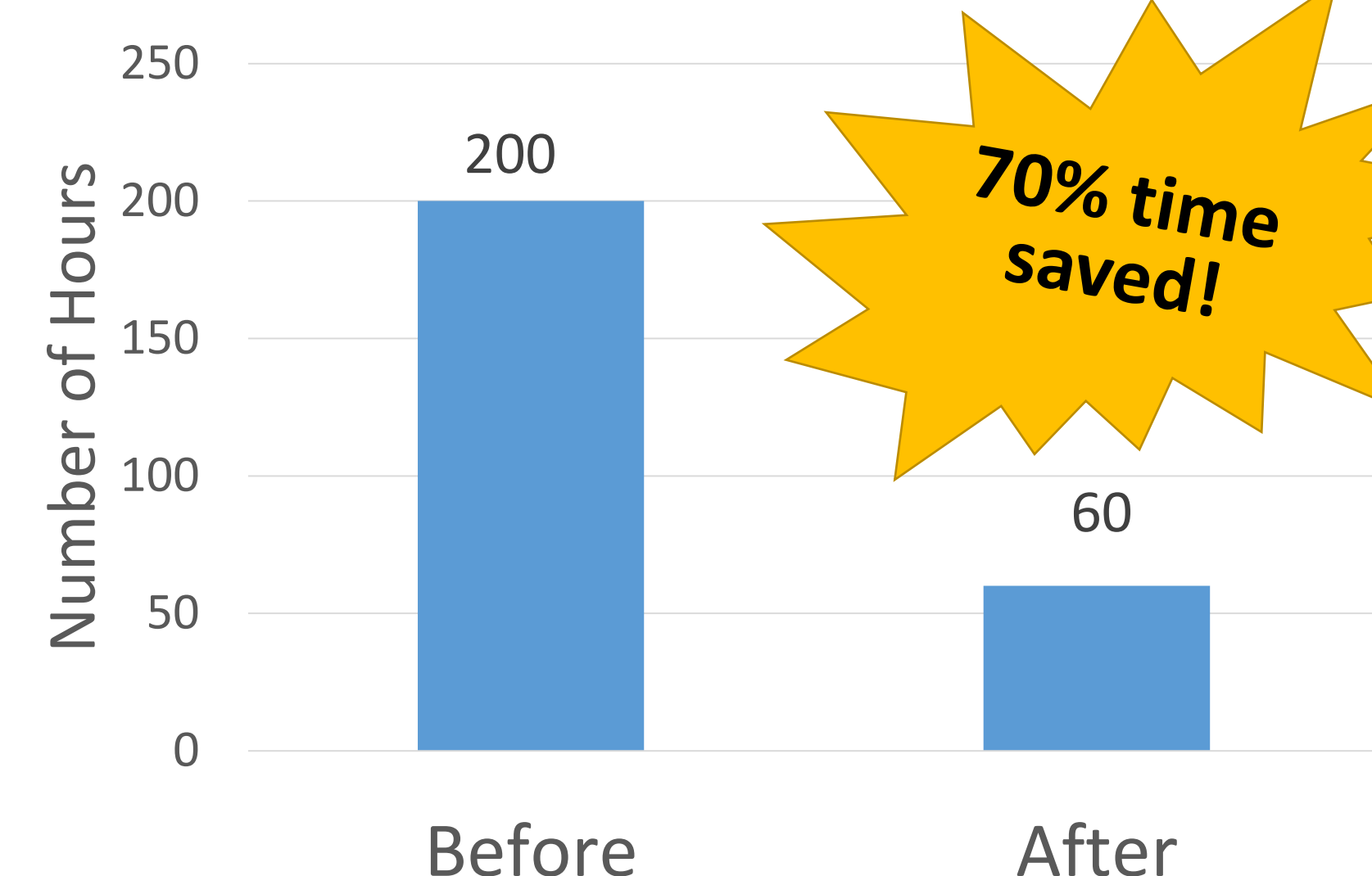


- Calendar of teaching rounds & events
- Registration for teaching rounds & events
- Tracking of Doctors' KPI
- Auto-push notification & reminder
- Content Management System (CMS)
- Individual doctor's attendance tracking (based on user log-in)
- Residents Protected Teaching Time tracking attendance (based on user log-in)
- Submission of feedback by trainees & faculty
- Evaluation of trainees on cataract training by trainer with past evaluation history

Results



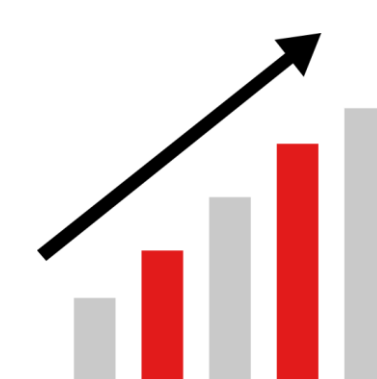
70% time saved a year



Calendar of teaching rounds and updates pushed to doctors' mobile phones



Doctors empowered and can track their own attendance and KPIs



Feedback submission through the app supports faculty to improve their pedagogy and teaching style

Conclusion

SNEC is the first institution in SingHealth to pilot a mobile app that supports medical education. In this first phase, it has improved productivity and saved 70% of time doing manual administrative work and empowered doctors to take charge of their own medical education. The mobile app also serves as a foundation for future improvement to medical education and teaching through feedback gathered. Concurrently, this supports faculty development by enabling trainers to improve their teaching style and pedagogy from feedback.