



Singapore Healthcare Management 2018

TimeTree Training Calendar On-the-Go!



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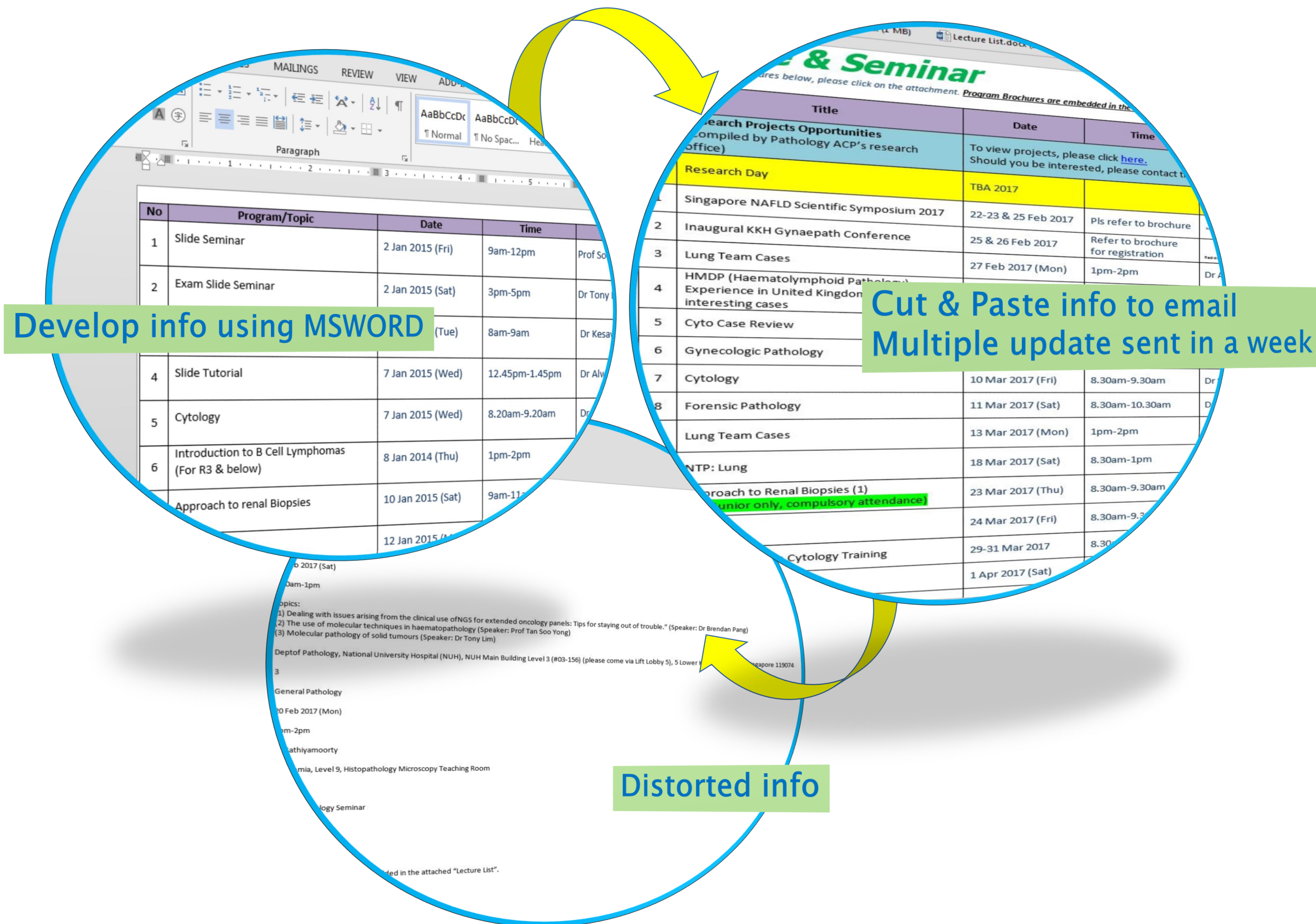
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INTRODUCTION

Traditionally, lectures and tutorials for the SingHealth Pathology Residency Programme are plotted on a Microsoft Word document, and then disseminated to all residents and faculty members via email. As changes to these teaching activities are common, and sometimes with short notice, a large number of notification emails are sent out. This results in email fatigue, and these emails are often overlooked or accidentally deleted. Eventually, when the information is desired, the residents and faculty members either requests for an updated training schedule from the Programme, or obtain the information from their peers.

Traditional Method sent via email



Before the Timetree was implemented, there were at least one to two requests a day to make changes to the teaching schedule or request a updated version of the training programme.

As the number of programmes grow, amendments, cancellation, postponement and request of new training schedule are inevitable. This manual method is clearly not sustainable, inefficient and prone to errors.

Thus, the aim was to **improve the efficiency and effectiveness of planning and disseminating training information** to residents and faculty members.

METHODOLOGY

The traditional method was replaced by the use of a calendar-based mobile application. The application allows faculty and residents to access training information at any time they desire, from their mobile devices. Furthermore, the mobile application is able to send notifications to the residents and faculty members if they had previously registered an interest to attend the training activity.

A survey was conducted to gather the users' feedback on the TimeTree training application.

RESULTS

A 6-months trial run showed significant improvements in efficiency and effectiveness as compared to the current process. The survey concluded a significant increase in users' satisfaction, efficiency in response and positive rating on using TimeTree compared to the previous method.

Positive Feedbacks from the Surveys

No	Questionnaire	User Response
1	Satisfaction after using the Timetree	95% shows satisfactory using it
2	Ease of Retrieving Programme Information	98% feels the information is easy to retrieve
3	Responsiveness to new Request	85% finds the programme is more responsive to user requests
4	User-Friendly	93% rates the Timetree is user-friendly
5	Rating of old method against Timetree	93% feels Timetree is good as compare to old system

Time Saved

Total time spent per year using Timetree was 6500 minutes compared to 156000 minutes using the previous method. Total time saved per year was 9100 minutes or 151 man-hours

CONCLUSION

TimeTree has significantly improved the efficiency and effectiveness in planning and scheduling training information. It has great potential to be developed into an even more efficient tool by incorporating capabilities to include other institutions' teaching calendars.

New Method: Calendar-Based Mobile Application (Timetree)