



Who \$ay All Good Things Must Pay?



Singapore Healthcare Management 2018

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Project Background

Patient Service Centre (PSC) is situated at the heart of Changi General Hospital and offers patient a one stop centre for admissions and care cost discussions along with bills and walk-in enquires from the public.

Currently:

- Manual tracking and counting of the admissions and care cost discussions,
- No awareness of the time needed for each function,
- Difficulty in justifying manpower and budget requirement,
- Staff have no way to track their work load.

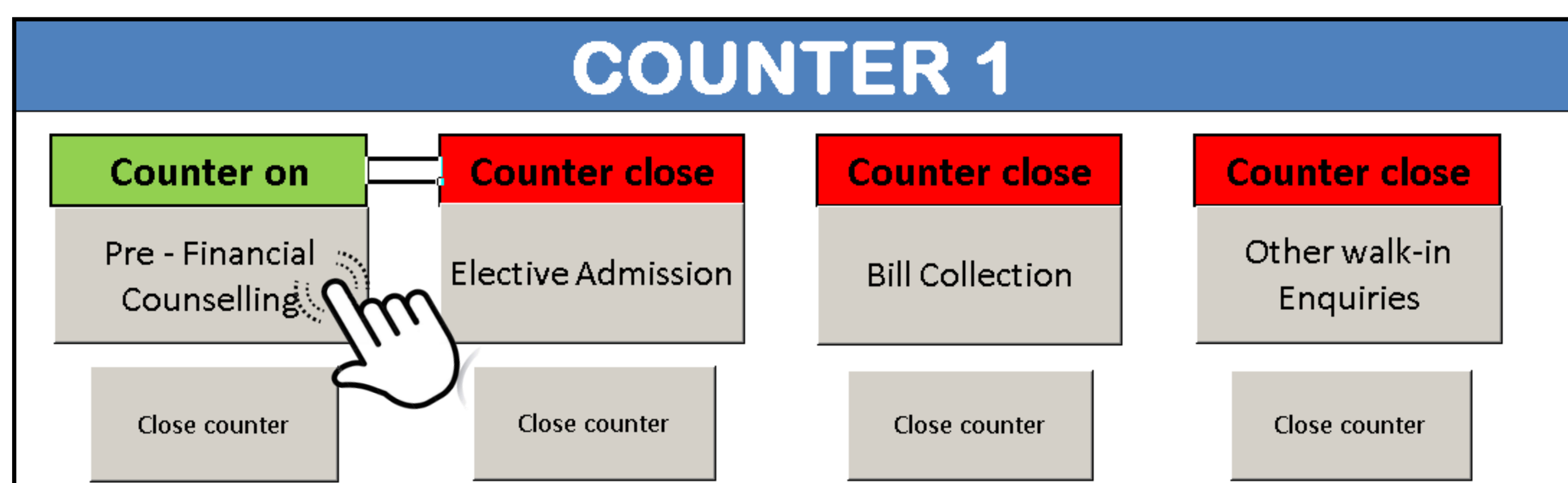
Therefore PSC is utilizing an **insufficient** and **ineffective** method in tracking and categorising of workload.

INEFFECTIVE

Methodology

Instead of manually tracking, 5 Star Excelerator just need **2 clicks** to record and track their counter session.

- 1st click – to **open** counter and record the **start** time
- 2nd click – to **close** counter and record the **end** time



With 5 Star Excelerator, a set of data including the duration of the session can be retrieved and stored under each session's sheet in the excel.

	A	B	C	D
1		Start (date & time)	End (date & time)	Time different
2	1	01/03/2018 09:15	01/03/2018 09:29	00:13:36
3	2	01/03/2018 10:08	01/03/2018 10:18	00:10:00
4	3	01/03/2018 10:26	01/03/2018 10:35	00:08:46
5	4	01/03/2018 11:03	01/03/2018 11:14	00:10:53
6	5	01/03/2018 15:10	01/03/2018 15:13	00:02:48

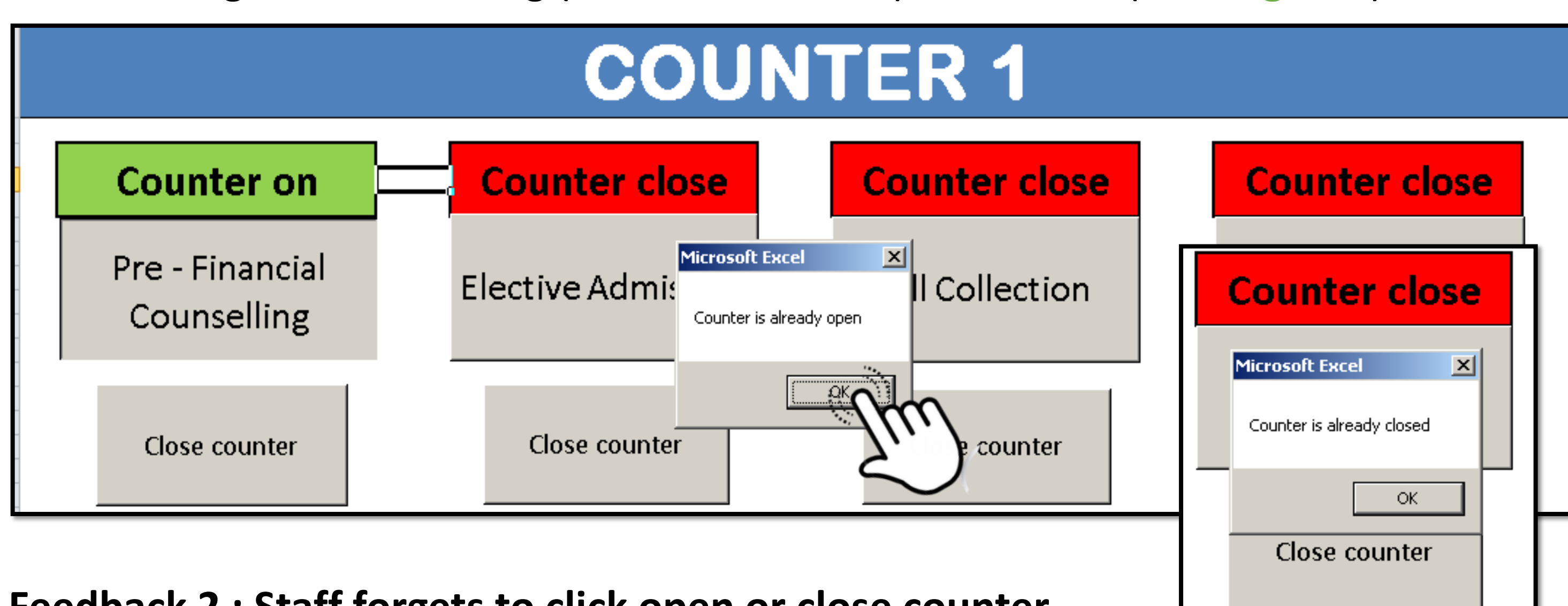


Feedback and Improvement

Feedback 1 : Staff clicking on the button twice

- resulting in opening/closing of counter twice and double entry of data.

Solution : A pop-up box to notify staff that the counter is already open or close along with a change in the wording (Counter **off** to **on**) and colour (**red** to **green**)



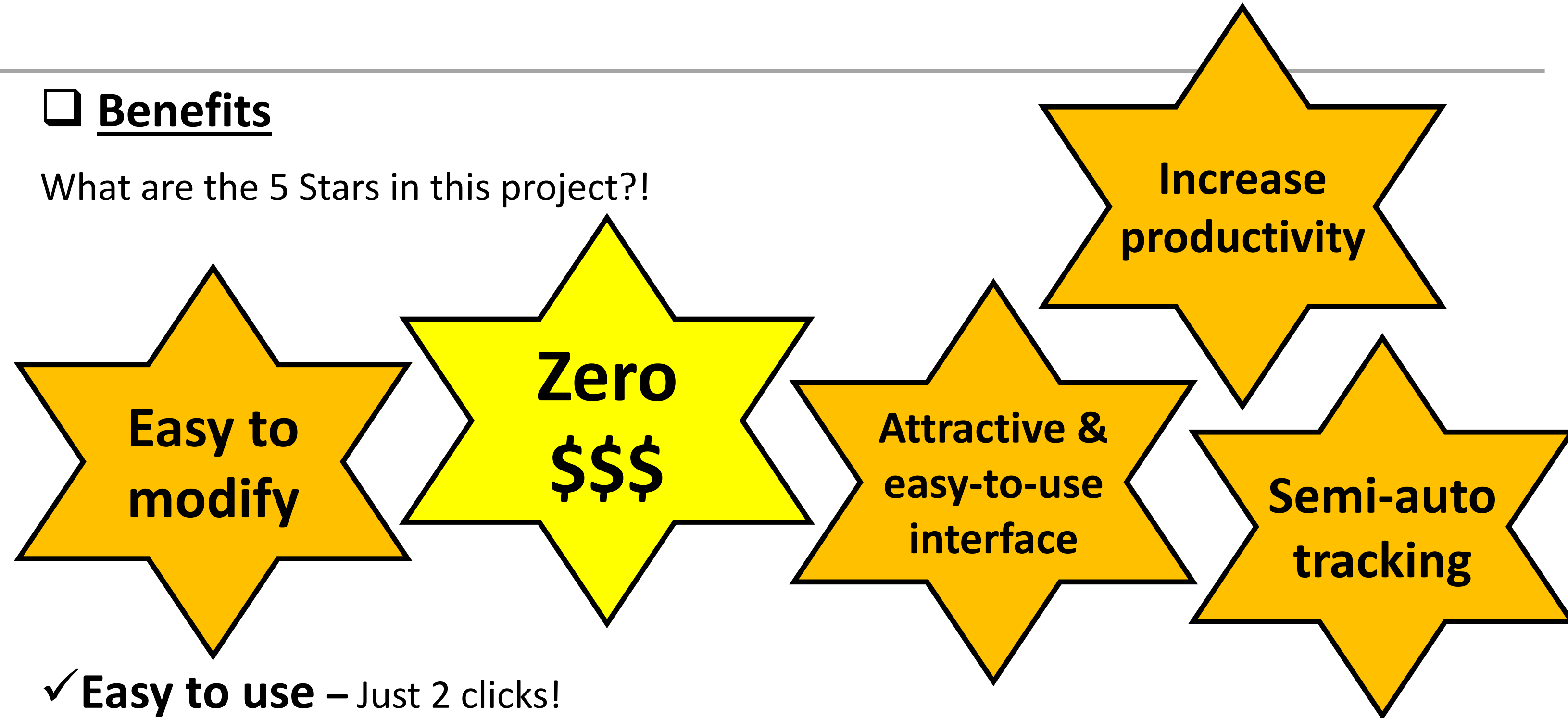
Feedback 2 : Staff forgets to click open or close counter

Solution : A separate column (pink column) is created to allow manual data entry of time for the ones they didn't click

	A	B	C	D	E	F	G	H
1		Start (date & time)	End (date & time)	Time different		Start (date & time)	End (date & time)	Time different
2	1	01/03/2018 09:15	01/03/2018 09:29	00:13:36	1			
3	2	01/03/2018 10:08	01/03/2018 10:18	00:10:00	2			
4	3	01/03/2018 10:26	01/03/2018 10:35	00:08:46	3			
5	4	01/03/2018 11:03	01/03/2018 11:14	00:10:53	4			

Benefits

What are the 5 Stars in this project?!



- ✓ **Easy to use** – Just 2 clicks!
- ✓ **Easy to modify** – Able to be edited according to user's need using marco.
- ✓ **More data collected** – Collects a wider scope of information digitally, allowing easy analysis.
- ✓ **Increase productivity** – Obtaining more output (result) with lesser input (work needed).
- ✓ **ZERO cost** – All we need is technology! (a simple Microsoft Excel)

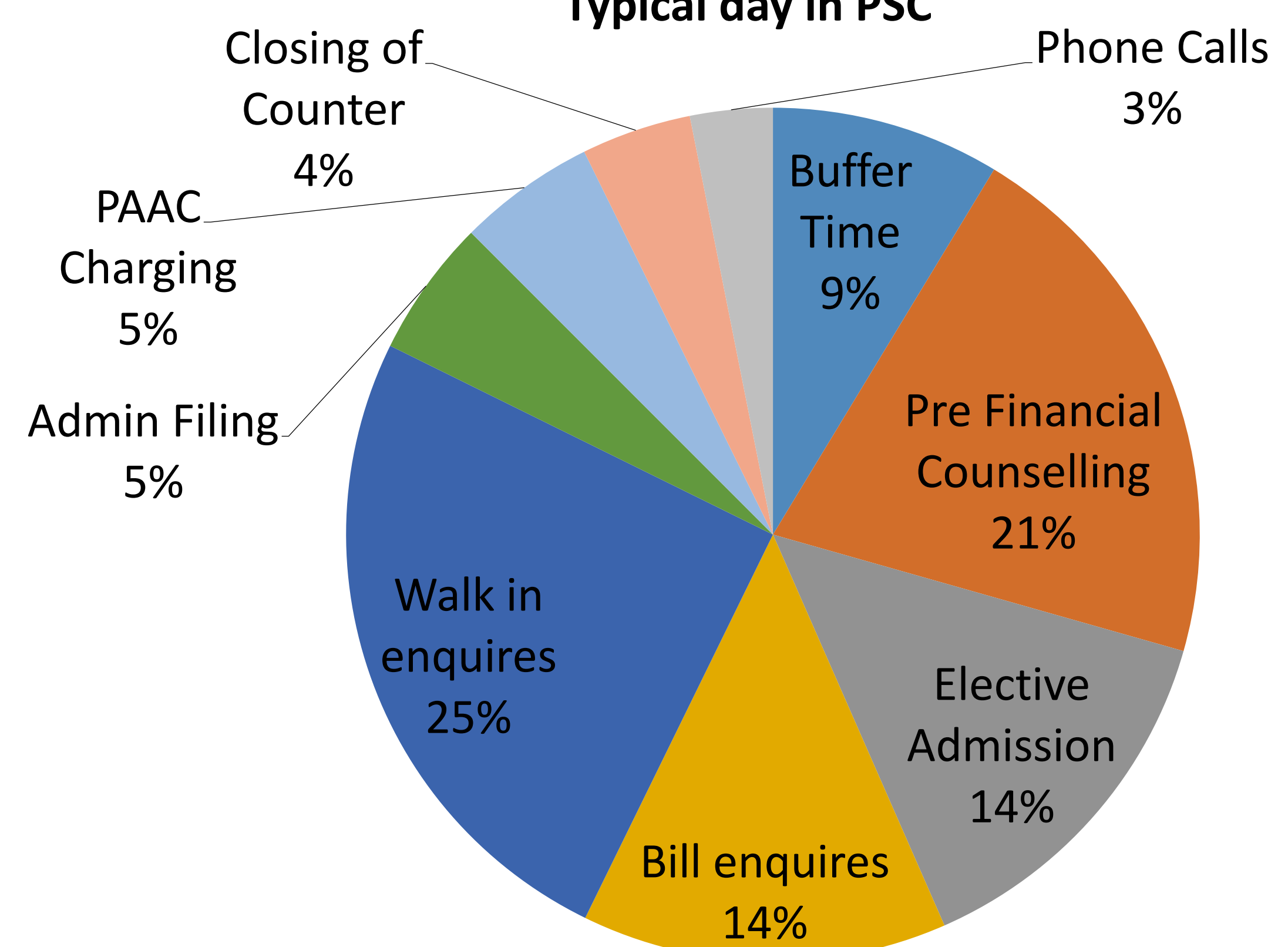
Measures (Dashboard)

With the data collected, we are able to determine quickly the daily workload distribution of counters using simple excel formulas :

Average data across 3 months

	PRE FC	Elective Admission	Bills Enquires	Other walk-in Enquires
Total number of cases	101	34	144	214
Ave number of cases per day	4.8	2.3	6.0	8.6
90th percentile time taken	00:20:41	00:29:41	00:11:04	00:13:55
longest time taken	00:43:14	01:02:49	01:02:40	01:25:44

Typical day in PSC



*Note that each function's timing may vary and buffer time may decrease accordingly.

Conclusion

With 5 Star Excelerator, we are able to obtain :

- ✓ Semi auto tracking function,
- ✓ Overview of time spent for each function,
- ✓ maximize workload and enhance performance of the team,
- ✓ Improve distribution of work = less stress and happier staff,
- ✓ Increase ownership and professionalism,
- ✓ Minimum service standard for staff to improve overall patient experience.

Sustainability & Scalability

With **ZERO** cost, this concept of Microsoft Excel's marco can be explored and utilised by all departments.

You will be able to **enhance your process workflow to boost productivity and maximise staff performance** to deliver the **best patient care with passion and empathy**.

So, the question here is : **Who Say All Good Things Must Pay?**