INTRODUCTION
SingHealth adopts a three-pronged approach in its ERM implementation. “Data & Analytics” segment comprises the gathering of granular risk-related data for collation, analysis and trending at Cluster level to facilitate identification of key risk areas for addressing and initiate improvement projects to raise risk management performance.

AIM
Project aims to achieve the following:
- To streamline work processes through development of interactive dashboard
- To enable ease in tracking and monitoring of trend lines for various reporting to Cluster Risk Management Groups and Senior Leadership
- To leverage on existing tools to ensure consistency in data quality
- To optimize and reduce time and resources in data processing and analysis

METHODOLOGY
3-Steps Approach:

STEP 1 Identify issue/problem(s):
Understand and review the current work flow for data collection, collation and analysis

STEP 2 Identify root cause(s):
Inconsistency in data collation
Data not updated in all templates

STEP 3 Develop solutions to address root cause(s):
Eliminate unused / meaningless data

RESULT
Expected results after completion of the proposed solution:

- Significant reduction in time taken
- Minimise human error risk
- Ease in tracking and monitoring of data available

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CONCLUSION
With the development of the interactive dashboard as well as revision to the workflow, processing time taken in data collection, collation, generating and preparation of reports was reduced. Through reviews and evaluation of the workflows, we had identified the importance of maintaining a clean database with quality over quantity, would eventually aid in support of better risk – based decision making.

The use of the dynamic and user-friendly platform allows easy tracking and monitoring of various indicators, thus minimising the risk of data inconsistency due to human errors. It will not only enhance work productivity and efficiency, but also to ensure accuracy in delivering data and information. Implementation of the dashboard is an ongoing effort, and the team will continue to further improve and monitor the results for effectiveness and sustainability.