An effective pest management program makes a safe and healthy hospital environment while an effective documentation of pest findings supports the program by empowering entomologists with analytical data to formulate effective response plan.

The challenges from conventional manual documentation is that it is often time consuming, inaccurate, lacks transparency and overall an ineffective monitoring/control tool.

Problems from conventional manual documentation
- Loss of time due to scheduling, tracking and retrieval of records.
- Lost and missing records leading to Inaccurate database.
- Lost track of traps resulting in late removal of pest caught.
- Missed out inspections leading to infestations.
- Lack of monitoring and control system equates to poor performance management.

Root Cause Analysis

- Increase in pest activities
  - Lost documents
  - Missing trap or bait stations
  - Lack of an effective tracking system
  - *Implementation of ePest management system
  - Enhance data documenting, tracking and retrieval capability
  - Time/cost savings translating to increase in productivity
  - Reduce in pest activities
  
- Incomplete inspections
  - Incomplete inspections
  - Poor work performance
  - Lack of monitoring and control channels

Goals / Targets
- Reduce by 45 man-hours per month required for scheduling and assignment of inspection, recording, follow up, retrieving and achieving of records.
- Improve supervision and monitoring of vendor attendance and performances.
- Improve productivity of pest control staff by at least 20% with 120 minutes of man hours saved per technician.
- Predict potential trouble spots using trending tools and analytics.

Current State

- Application of mobile app, RFID and real time database
- Supported a more precise schedule and location list for planning and inspection

Interventions / Initiatives

- Planning, configuring, troubleshooting of ePest system
  - Date: 01/10/18
- Finalization and RFID tagging of scheduled inspection location
  - Date: 01/11/18
- ePest soft launch
  - Date: 30/11/18
- ePest goes live
  - Date: 31/12/18
- ePest review and improvement
  - Date: 31/03/19

Implementation Plan

Results

Eliminate time spend for manual documentation
Shave off approximately 45 minutes daily. With three technicians on-site, time saved is up to 45 man hours per month.

Enhanced tracking and monitoring capabilities for vendor KPI and performance
Detect and correct any lapses like missed scheduled inspections, follow ups or any outstanding tasks the earliest.

Notable increase in productivity and efficiency
With the streamlined processes, technicians are able to complete scheduled inspections more efficiently saving at least 2hrs daily.

Derive a more efficient pest mitigation measure with analytical data
Generate analytical data to facilitate action plans in carrying out an effective pest management program.

Pest findings in SKH

Number of Pest Findings

- November: 34
- December: 29
- January: 18
- February: 25
- March: 20
- April: 20

40% decrease in pest activities!