The KKH Business Office (BO) is required to present the latest Outpatient AR (Accounts Receivable) reports to the management on a monthly basis. Current process is tedious and error prone due to the complexity of the data obtained. Data is obtained from several sources and manual processing is required to clean and formulate the report, resulting in delay in report delivery. Hence, Data Analytics Office (DAO) and BO decided to work together in this project to improve the process flow.

**Aims**

1. To reduce processing time to create monthly Business Office AR report by streamlining the data preparation steps.
2. To represent and appreciate the trending of AR status through appropriate visualisations.
3. To allow deep-dive into outstanding AR in the various areas of concern through the usage of interactive dashboards.

**Methodology**

01 Identify areas of improvement in the current report preparation process.
02 List and rectify data sources and formatting issues with IHIS.
03 Re-engineer the process of data preparation for ease of dashboard updating.
04 Design and build an interactive dashboard using Tableau.
05 Review and gather feedback with colleagues from Business Office for suggestions to enhance the dashboard.

**Introduction**

The KKH Business Office (BO) is required to present the latest Outpatient AR (Accounts Receivable) reports to the management on a monthly basis.

**Results**

- Standardisation in the data structure allowed users to reduce time taken for data formatting.
- By shifting the reporting platform from MS Excel to Tableau, trending graphs can be created to give users a more holistic view and flexibility for deep dive towards data driven decision making. This was not possible when using MS Excel due to the large data file size.
- Simplified instructions given to allow users to update the dashboard easily.
- Time taken to roll out the report has been significantly reduced by more than 40%. 

**Pros of using the Business Office Outpatient AR Dashboard**

- Visual Story-telling, top areas of concern identified at an instant
- Operational Efficiency due to ease of processing report
- One-time set-up of the visualisations
- Ability to handle large data files compared to MS Excel.

**Methodology**

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- List and rectify data sources and formatting issues with IHIS.
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- Review and gather feedback with colleagues from Business Office for suggestions to enhance the dashboard.

**Conclusion & Future Works**

With the time savings gained in rolling out the Business Office Outpatient AR Dashboard, more time can be allocated for analytics work. The update guide also allowed colleagues to pick up the usage of Tableau easily and a good start in promoting quality usage of data visualisation tools in the institution.

The interactive features of the dashboard gives users the ability to deep-dive and make data driven decisions easily.

This dashboard serves as an excellent kick-start to enhancing data analytics capabilities within the department, opening up unlimited possibilities for future inter-department collaborations.

**Acknowledgements**

The project was made possible with the support and guidance from the following KKH colleagues from Business Office: Mr Lee Hui Quan (Senior Manager) and Ms Joanne Wee (Assistant Manager).