Small Ideas, BIG Improvements

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Introduction:

Bank de Idea (BdI) is a KKH Staff Suggestion Scheme which was launched in 1998 on Lotus Notes Workspace. It was later revamped and re-launched to an electronic system in June 2002 that is accessible to only the users within KKH intranet.

It encourage and engage staff from all levels to participate and contribute to KKH improvement journey in enhancing patient care, hospital services, improve daily processes by reducing wastage; encourage innovation, promote and improve patient safety in achieving zero harm. Out of about 21000 ideas submitted, there were approximately 25% of the ideas being accepted and implemented in the hospital. The BdI programme is operated by multiple parties namely, User/Depositors, Coordinator, Evaluator and Approver.

Aims:

As there were many impactful improvements initiated from this programme, our team sees an opportunity to further enhance it with the advanced technology to meet the higher expectation of our users. In May 2016, Quality, Safety and Risk Management (QSRM) collaborated with Integrated Health Information Systems (IHIS) involving the key stakeholders to work on revamping the system.

The revamp aims to migrate existing system to the latest Microsoft technology for easy system maintenance, supporting and improve on the existing functions and user interface, eventually increase more staff participation and generate more ideas for improvement, furthermore with the huge pool of existing ideas, we hope to create a crowdsourcing and resourceful platform for everyone to share and learn best practices within the hospital.

Methodologies:

Our team organised several meetings with the various stakeholders to gather feedback on the difficulties they have encountered in current system as well as ideas to enhance it further in aiding them to perform their tasks more timely, efficiently and effectively. We also relooked at all the previous ideas deposited by the users and access the feasibility of implementing in the new platform. Process workflow was used to identify any gaps from idea creation to closure which aim to streamline the processes and reduce unnecessary wastes and bottlenecks to develop a more seamless workflow. Lastly, researches were done on other organisations on their staff suggestion program and look for best solutions that we could adopt to resolve the issues and opportunities identified from the various platforms.
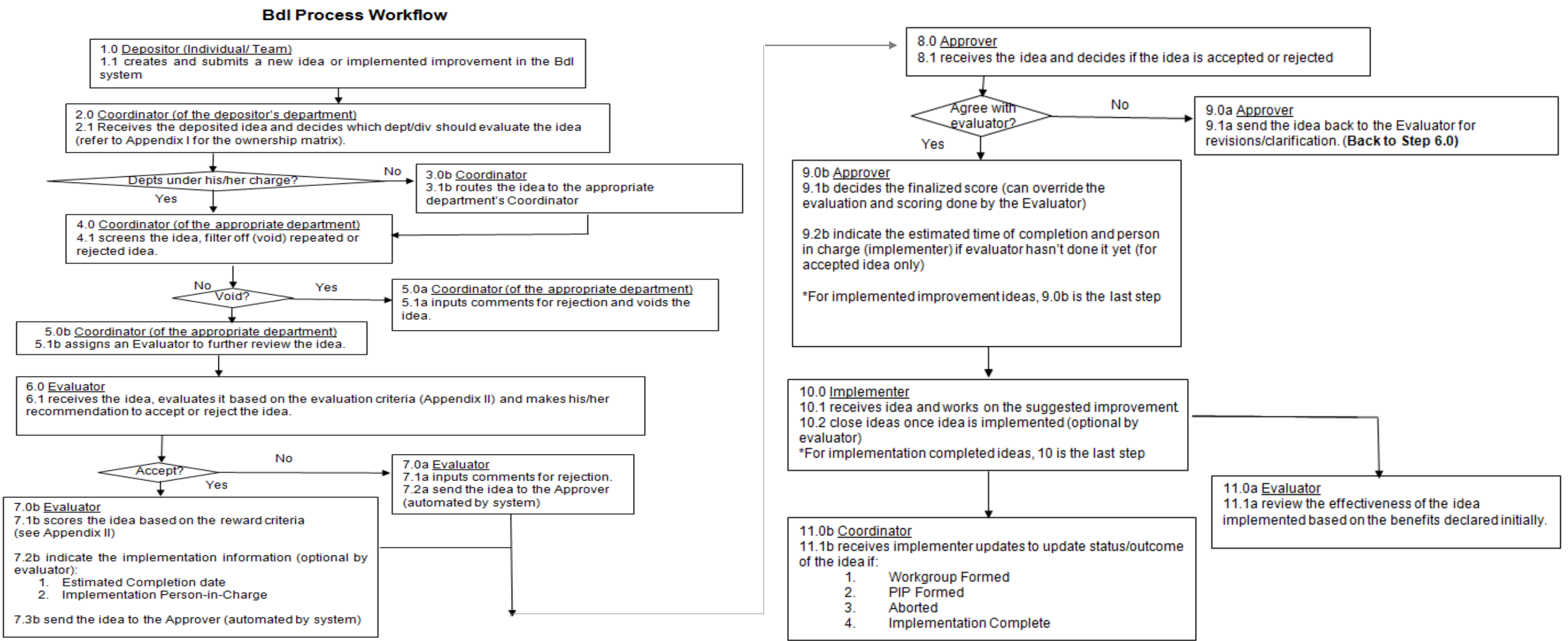

We have consolidated about 50 feasible suggestions on enhancing the overall system architecture, data flow, system error management, security framework implementation, user interface layout design and database design.

The search function has been enhanced to allow searching keywords into contents hence it helps eliminating duplicate submission from different users as well as allow user to easily search for similar problems they encountered.


User acceptance test was done with all the stakeholders to ensure that the new system is functioning well prior to the first phase launched in Oct 2016. Our team continue to collect feedback on issues that users faced on navigation, functionality and user interface to further enhance the system in phase two which was fully launched in Apr 2017.

In the preparation for the actual launched of the new platform, we have email blast, posters and banners on KKH intranet to publicise the new improved features as well as FAQ and user manuals to guide them on how to use. First "Go-Green" campaign was also featured on the BdI main page to create more interactive engagement with the users.
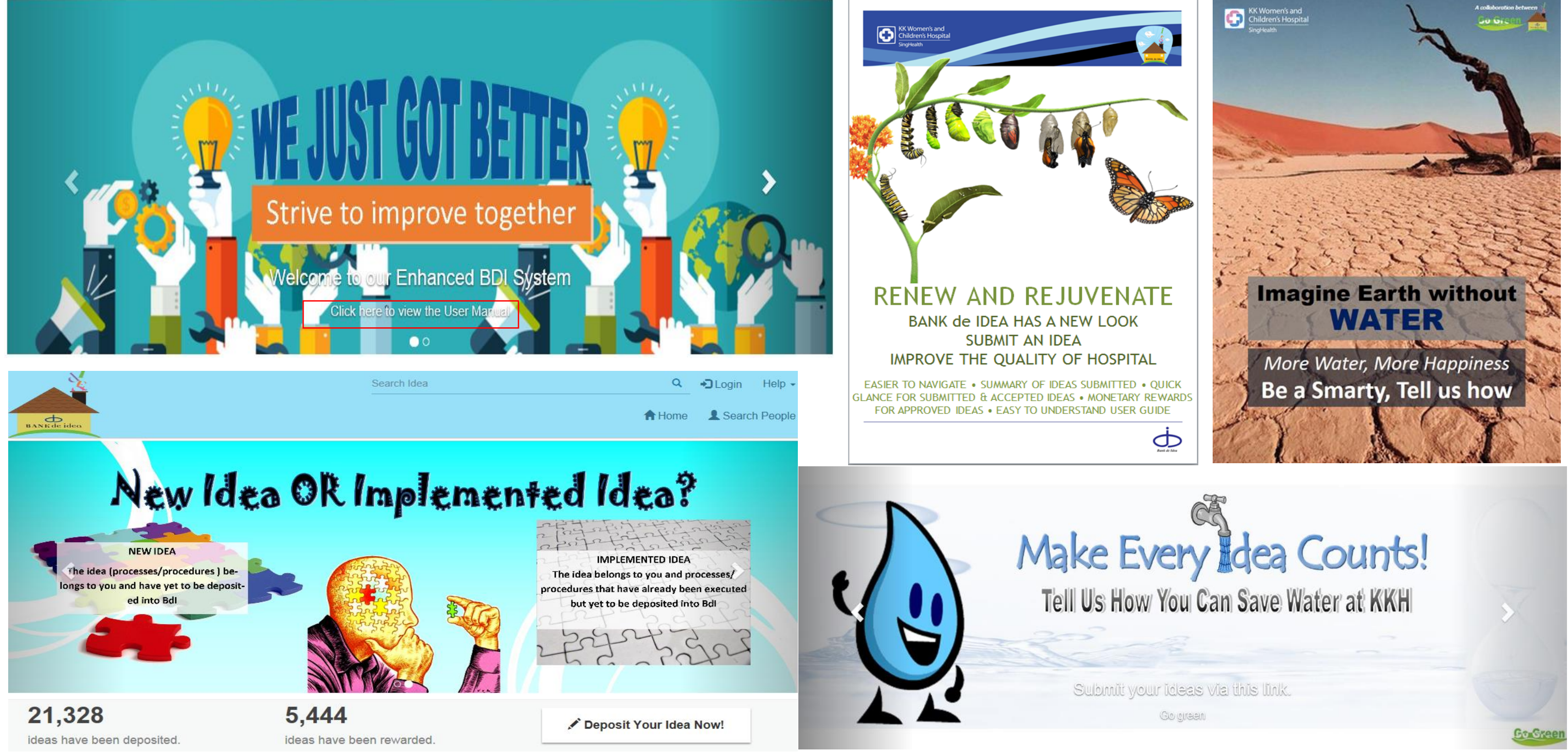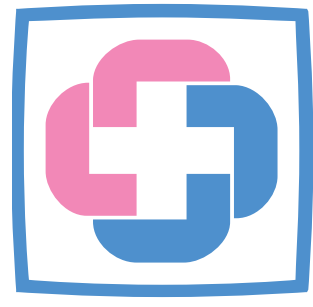
Results:

The percentage of total number of submitted ideas has increased by approximately 22% since the first phase and the total of accepted ideas also shown an increased by approximately 6%.
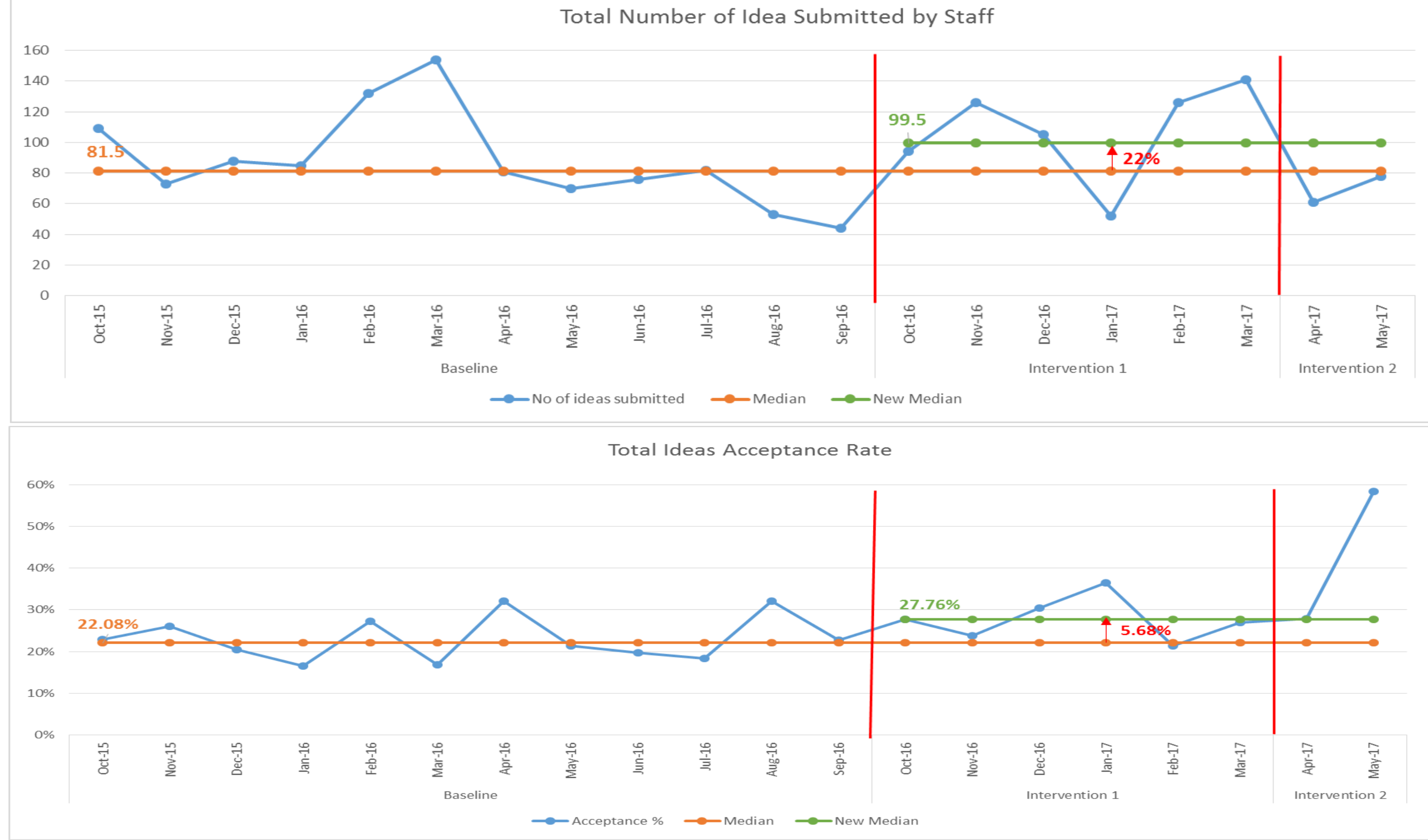
A survey was also conducted for the key stakeholders to find out if the new platform is better than before, and the results have shown that there are improvement in the ease of navigation, user friendliness and user interface by 50% as well as reduced time spent in operating their roles as a coordination, evaluator or approver.

The enhanced search feature has also aided the user in cutting down the time spent drastically in checking for duplication on the new ideas received for voiding.

Many positive feedback were received on how the new system has streamlined it's processes and makes thing easier for the user and they recognised that it's a good platform to share and learn best practices from other areas in the hospital.

Conclusion:

The joint efforts and collaboration with IHIS and involving the stakeholders in this project has made many positive impacts to the program, our team believes that it will achieve even greater improvement results in the months to come as it's only launched for a few months, some of the staff are still familiarizing with the new interface, however our team will be constantly educating the user on the FAQ via posters and various meeting platform. BdI is no longer using as one way channel to raise problem but it can be used a source of idea generating platform for future quality improvement projects and sharing of good works in the hospital.