

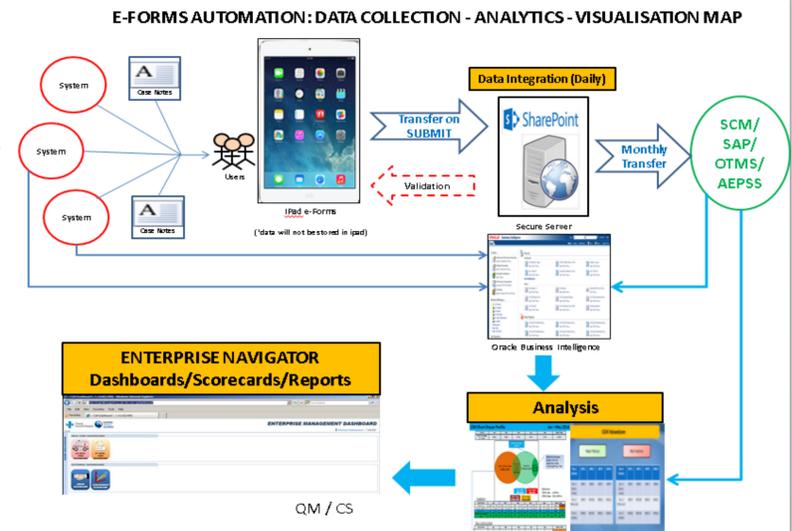
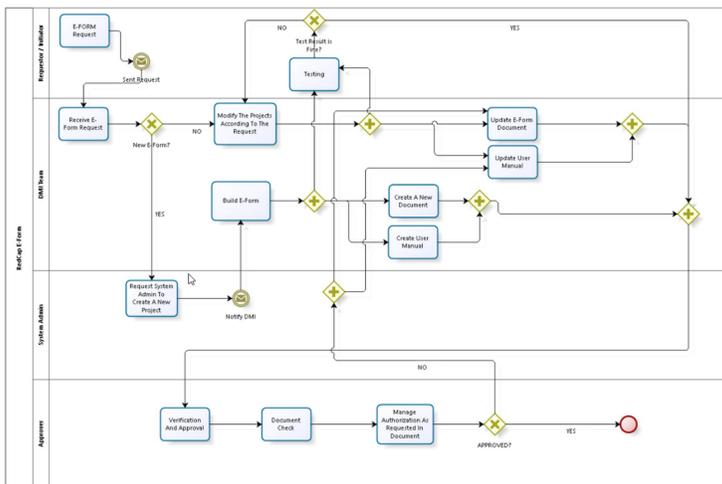
Improving productivity via e-forms automation : Integrating data capture tools with a business intelligence platform

Goh Min Liong ¹, Narayan Venkataraman ², Joan Tan Shao Xuan ²
Siti Nur Aishah Binte S Hussin Bagharib ², Sinyo Siswanto ³

¹ Medical Informatics, ² Data Management & Informatics, ³ Singapore Management University

AIMS

Digitising data capture and managing data flow while ensuring data integrity is critical for most data driven organisations. E-forms automation facilitates data analysis and visualisation as decision support tool and aims to move clinical teams away from manual data entry on paper forms (that needs manual transcription to electronic format), to direct capture on electronic forms thus improving clinical productivity and staff dedicating more time to direct patient care.

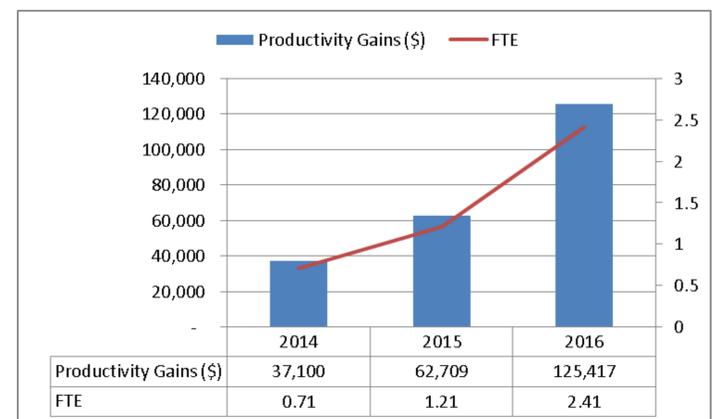
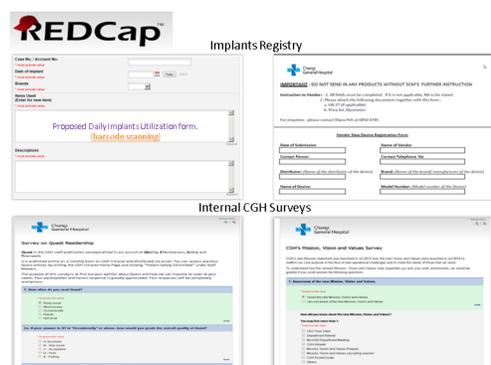
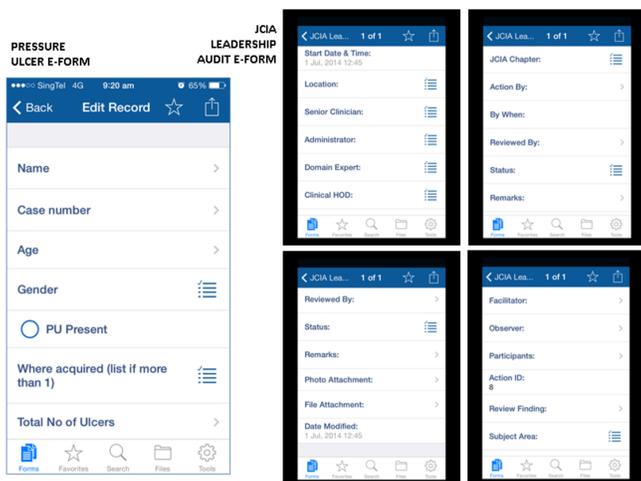


METHODOLOGY

Handwritten notes have been riddled with challenges and raises productivity issues for clinical staff for data analysis and research projects:

- Data in physical casenotes are difficult and time consuming to extract
- Duplication of effort: Transcribing data from manual to electronic media
- Data Quality & Integrity: Transcription errors

Designing e-forms and surveys with a user friendly tool that allowed users to easily design and build their electronic forms and standardise data capture. The data is then integrated with existing data from IT systems via data warehouse to make the validated dataset complete for meaningful analysis. Smart e-forms also reduce human factor related entry errors. Standardised workflow for data integration, version control and configuration management was developed.



RESULT / OUTCOMES

To measure improvement, we tracked the time taken for current data capture process (baseline) versus time taken for the new process using e-form tools. By improving data integration efficiency, we were able to cut out the need for avoidable data transcription efforts and realise a consistent growth in Y-Y productivity savings from 0.71 (FY14) to 2.41 (FY16).

CONCLUSION

Internal awareness amongst users and management support for digitisation has a big impact in ensuring the success of this initiative. Majority of staff are comfortable communicating digitally, and we advocate the Go Digital philosophy to our users in our transformation journey for Delivering Care that Matters.