



Singapore Healthcare Management 2017

SingHealth Cluster Facilities Reservation System (FRS)



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BACKGROUND

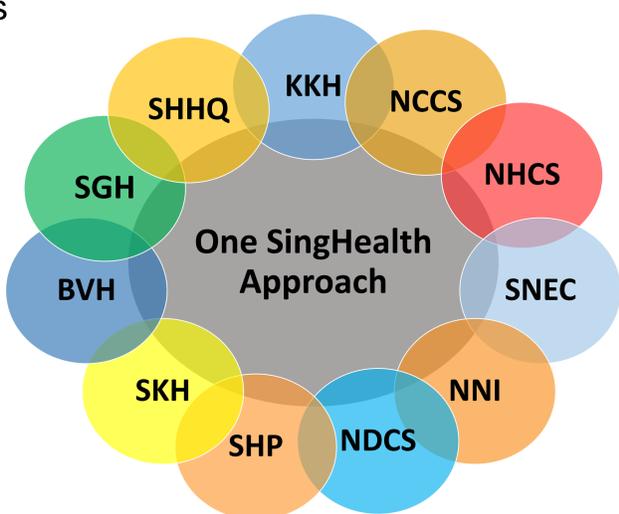
The old Facility Reservation System (FRS) was in use for more than 16 years and was considered technically obsolete. There was a need for a new system to be set up quickly as the old system could be enhanced further and was at a risk of non-recovery should there be a system failure.

This provided an opportunity for SingHealth to create a new cluster-wide system to promote operational efficiency.

Description of Features	Before	After
Accessible to all SingHealth staff	✗	✓
Promotes interoperation culture	✗	✓
Able to monitor utilisation	✗	✓
Contains advanced booking functions	✗	✓
Provides location maps of facilities and equipment	✗	✓
Able to interface with room monitor system and digital signage system	✗	✓
Each staff has a personal booking page to manage own bookings	✗	✓
Scalable system	✗	✓
Possibility of implementing new features and enhancements	✗	✓

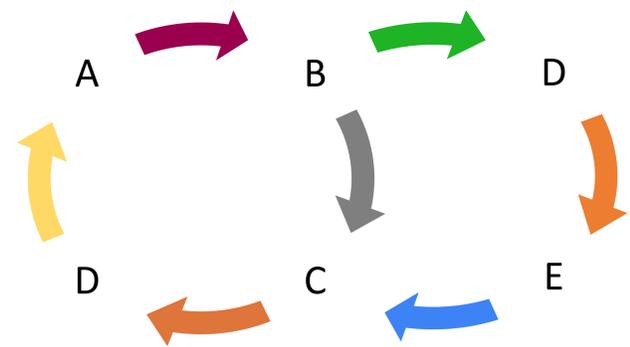
AIMS

- Replace obsolete system and prevent risk of system failure
- Promote One SingHealth approach where all institutions use the same SingHealth FRS system to manage facility bookings
- Create a new SingHealth FRS that is scalable and allows for new features to be added
- Maximise efficiency to allow staff to book facilities across SingHealth
- Track utilisation of facilities
- Empower staff to manage their departments' facilities and bookings



METHODOLOGY

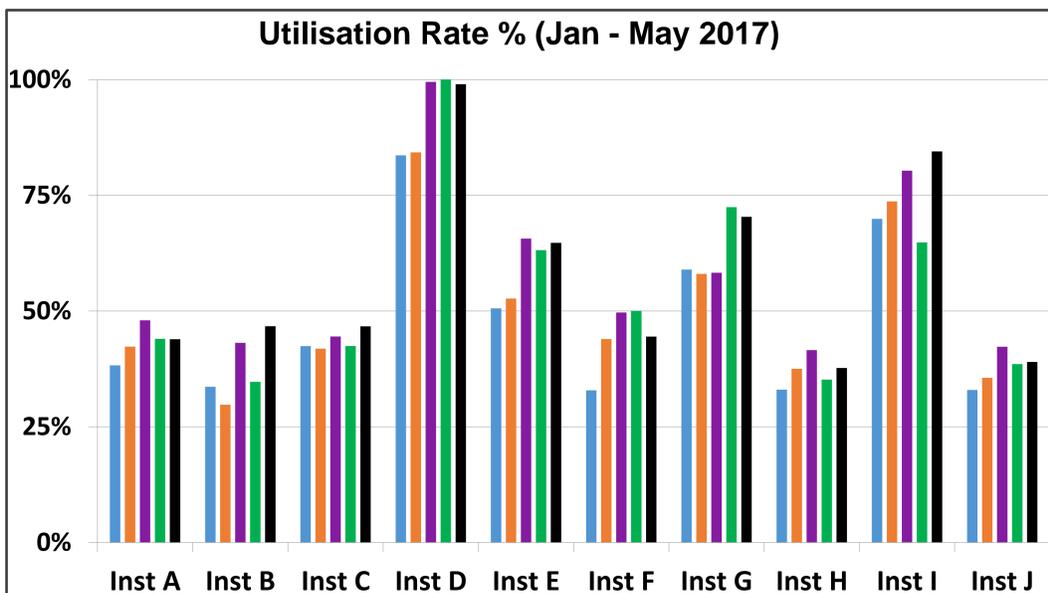
Systems' thinking is applied to understand the users' journey when booking facilities by examining the linkages and interactions between the components that affect their experience. Consultations with the SingHealth FRS workgroup, comprising institution representatives, were conducted to understand current best practices on booking of facilities. Feedback on system requirements and existing institutional booking policies were gathered before aligning them as one.



RESULTS

The new FRS was implemented in January 2016 and these are some of the notable results:

- Personal FRS homepage for better tracking of own facility bookings
- Booking reminders can be sent to users to confirm, transfer, or release bookings to prevent wastage
- Interface with Room Monitor system, Digital Signage system and SGH Card Reader system
- Announcements can be made on the system to inform staff of renovation works, safety rules, etc.
- Reports with statistics can be generated e.g. facility utilisation rate by institution (see Graph 1) to help decision-making or meeting rooms and equipment/services set-ups by function team



Graph 1: Sample of Utilisation Rate (%) by Institution

CONCLUSION

The SingHealth FRS went live in January 2016. SingHealth IT together with Cluster administrators, Institution administrators and Department administrators play an active role in ensuring that the new system runs smoothly on the ground.