A Swift & Sure Recall System

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Aim

During Civil Emergency, hospitals must swiftly ramp up resources, one of which is manpower for Hospital Decontamination Station (HDS), to manage the sudden surge of contaminated casualties. HDS is the first line of response to decontaminate casualties before treatment. The manual input of HDS members' details in Excel spreadsheet resulted in a loss of 15.6% in staff responses for a previous recall exercise. In addition, with the targeted increase in HDS members to a strength of 810, there is a need to restructure the organisation of HDS members. Hence, Emergency Response Team Management System (ERTMS) is created with the aim of having a robust and error-proof database with tiered access rights to facilitate recall.

Methodology

HDS members are reorganised in relation to their peacetime divisional structures, enabling accountability for peacetime maintenance of HDS members' details and deployment during crisis. Meanwhile, to support this organisation structure and reduce incorrect member's details, ERTMS is developed.

Apr 2016 – Jun 2016	Jul 2016 – Aug 2016	Sep 2016 – Jun 2017	Ongoing
Conceptual Planning & Requirement Gathering • Establish scope of the system with Human Resource, Finance, Call Centre and Radiation Response Team Deputy Chief • Gather requirements from stakeholders	**Approval** • Obtain buy-in and approval from relevant authorities, Senior Management and stakeholders • Secure funding for project	**Design & Development** • Design system interface • Continuously resolve issues arose during Testing & Trial **Testing & Trial** • Conduct trial to verify the interface between ERTMS and recall system • Conduct Unit Testing and User Acceptance Test with stakeholders	**Provide End User Training** • Conduct regular on-going trainings to users

Results

Emergency Response Team Management System (ERTMS) is a centralised Information Technology system accessible to all SGH Campus Institutions HDS members to update their details. It also interfaces with the recall system. The benefits of the projects are:

(1) Increased accuracy of members details with the aim of achieving 100%
  • Real-time interface of members details in ERTMS with the recall system instead of manual quarterly updates
  • HDS members are now able to provide real-time update of their details
  • Facilitates recalling of HDS members via most updated contact details
  • Streamlines the process of updating members' details by eliminating the need for a "middleman" to convey the updates
  • Regular recall exercises validates the accuracy of members details

**(2) HDS members have ownership and visibility of their own details and deployability status**
  • HDS members with user ID can access the system, and user access rights are restricted to edit only their own profiles
  • Allows multiple users to access the system to update own details at any one time
  • Complies with Personal Data Protection Act (PDPA)
  • Accessibility from home through Virtual Private Network (VPN)
  • Shift towards personal responsibility to ensure details are up-to-date

**(3) HDS Leaders have visibility and management of staff under their charge**
  • HDS Leaders are able to manage and have an oversight of their own HDS members including the tracking of their own HDS members' training currency

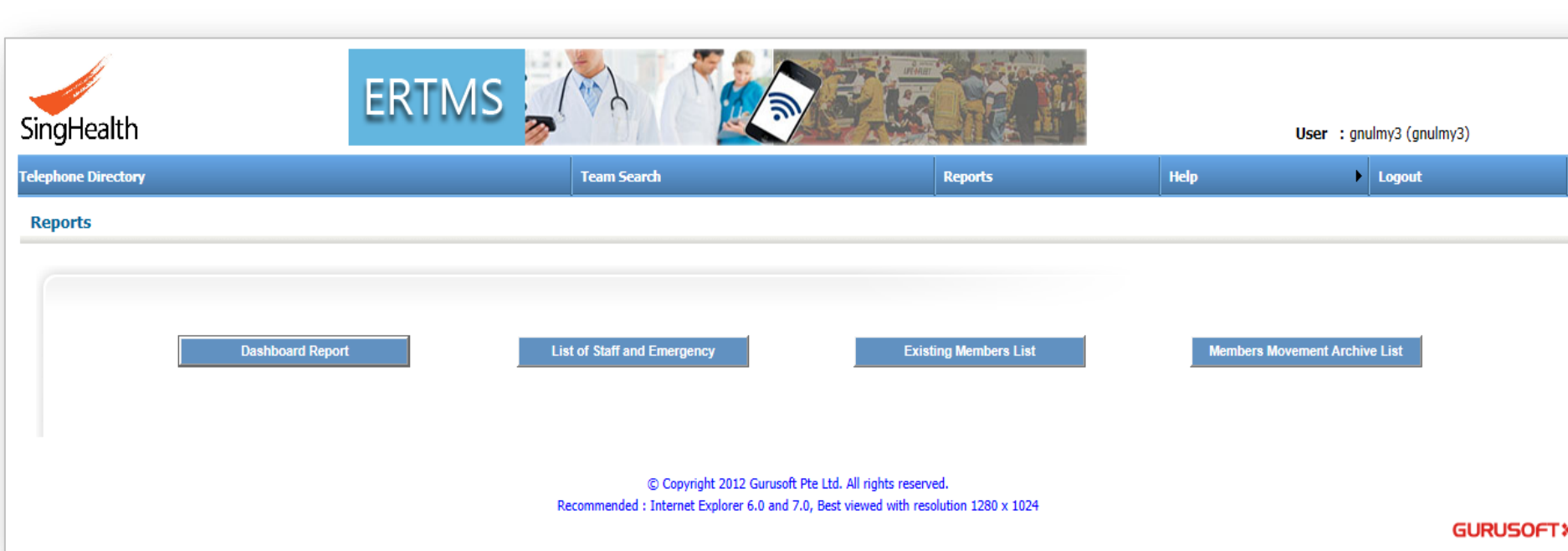**(4) Accurate data for planning & projections**
  • Generation of dashboard and reports
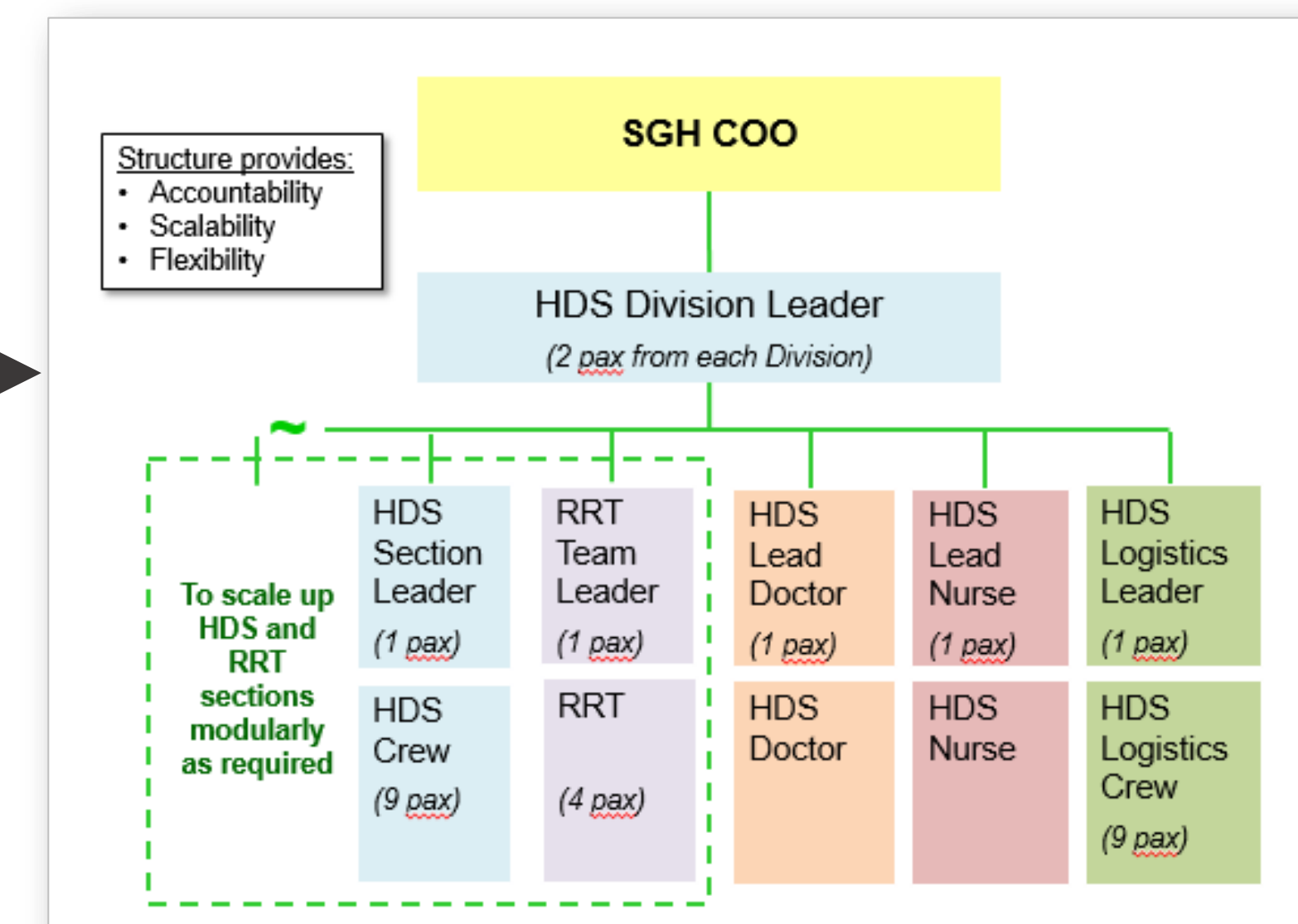 • Facilitates projection for future manpower and logistics requirements

(1) ERTMS Login Page

(2) Based on New HDS Members Structure, different access rights are granted
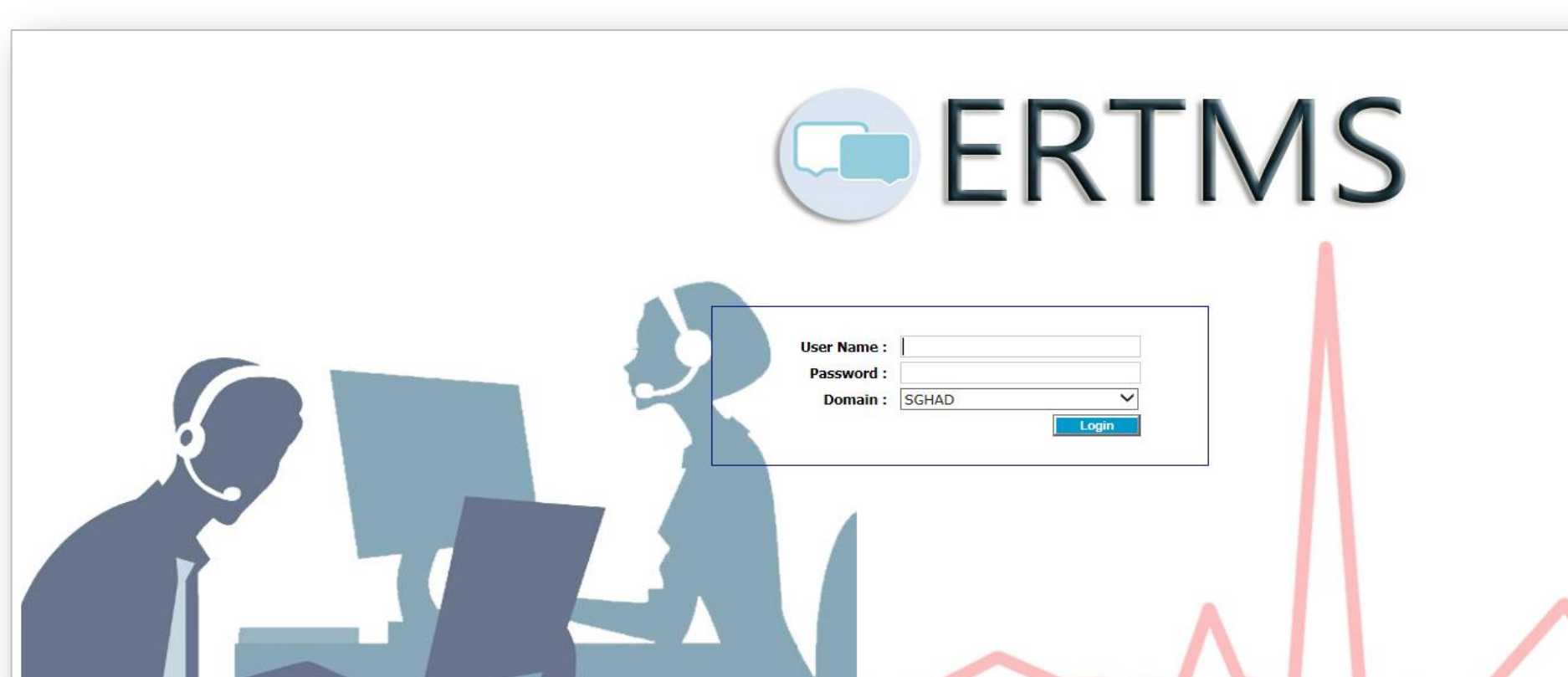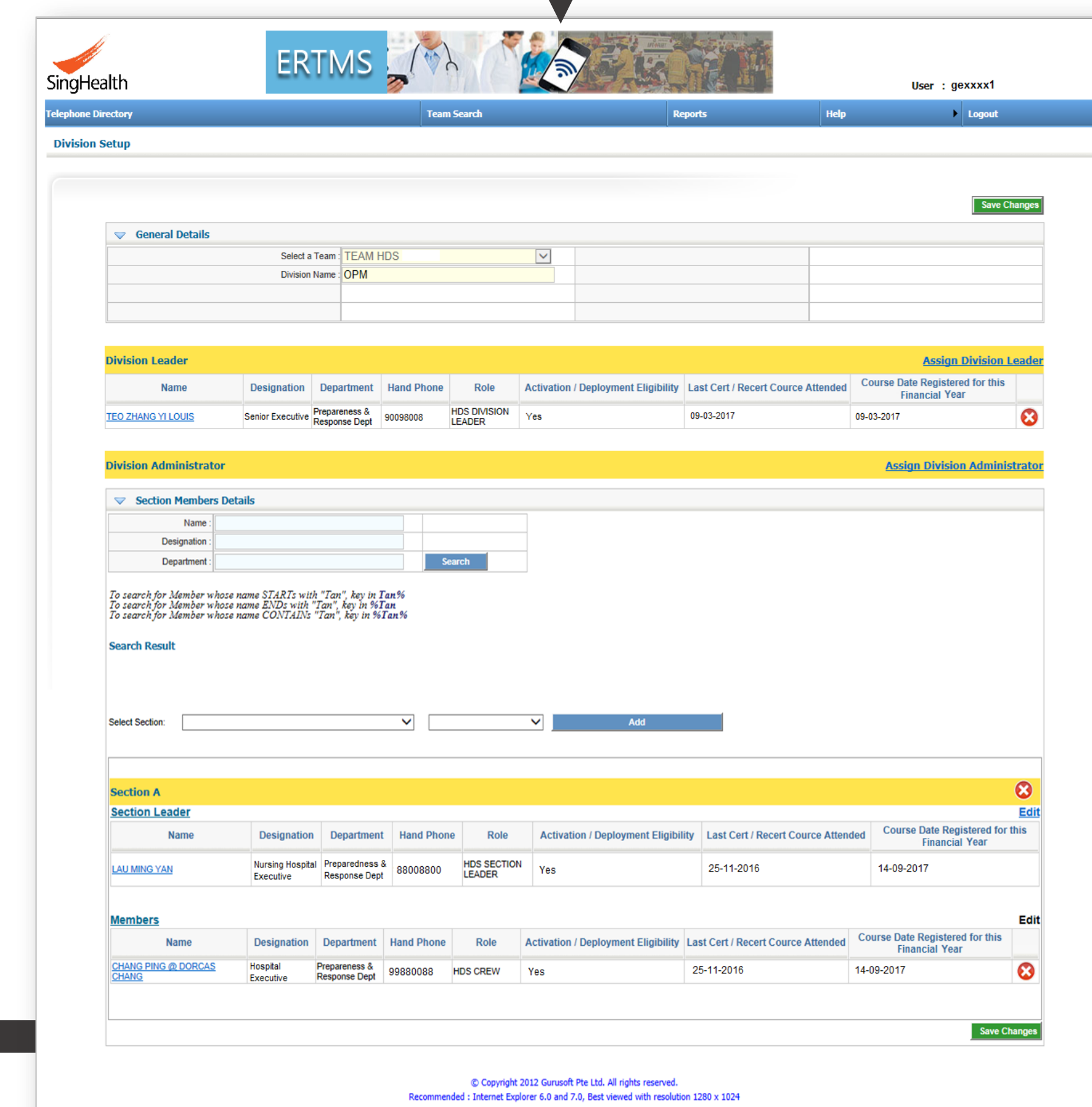
HDS Member → HDS Leader
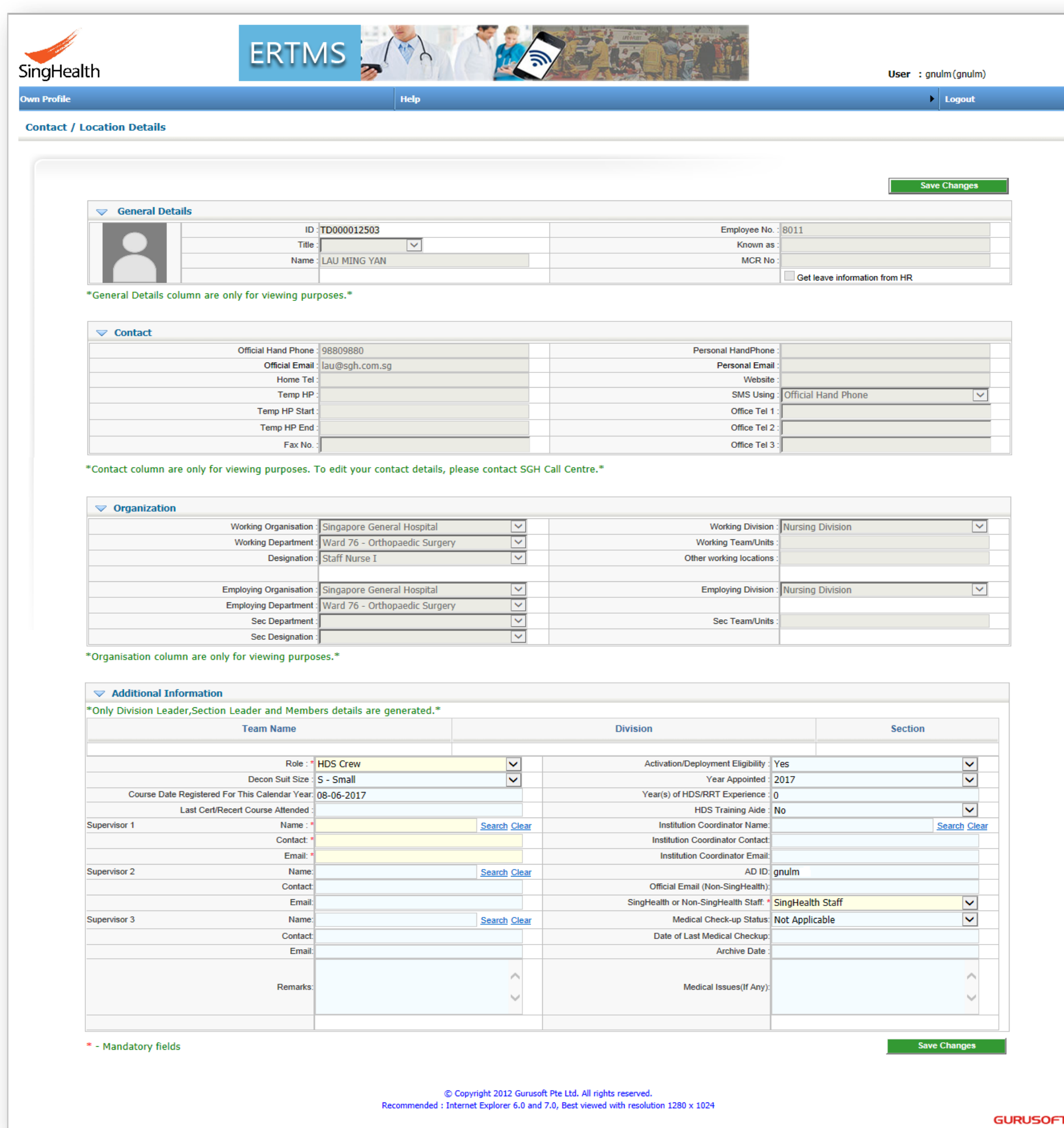
(3) HDS Members directed to Own Profile only

(4) HDS Leaders have access to HDS Division Setup (list of HDS members), own HDS Members Profile & Own Profile

(5) Generation of data / reports

Conclusion

ERTMS serves the dual functions of enabling better management of HDS members' details, as well as facilitating the efficient recall and deployment of HDS members through the quick generation of accurate staff details during Civil Emergencies.