



Singapore Healthcare Management 2017

Changing Platform for Daily Doctor On Call Roster on Intranet and Sync Roster with Activation Groups

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AIM

Daily Doctor On Call Roster is published on CGH Intranet for relevant personnel to determine who the doctors on duty for the day from various specialties are. It is maintained and updated daily by Call Centre. The aim of this project is to improve productivity and save cost.

EVALUATION OF POSSIBLE SOLUTIONS

| Ideas | Accepted Solution? | Why? |
|---|--------------------|--|
| Upgrade from SharePoint 2007 to SharePoint 2010 | X | <ul style="list-style-type: none"> ✓ Similar system × Need to maintain separate database for Doctors' details. × Does not improve productivity. |
| Find other software | X | <ul style="list-style-type: none"> × Need to learn new system × Need to maintain separate database for Doctors' details. × Does not improve productivity. × Cost involved in purchasing new software |
| Enhance another IT system which Call Centre is already using: CRM | ✓ | <ul style="list-style-type: none"> ✓ Familiar system ✓ Current database of doctors' contact details which Call Centre manages as Call Centre uses it to send SMS for activations e.g. Stroke Pathway Activation, Trauma, MET ✓ Possible flexibility for users to edit the template without going through the vendor, thus saving costs. |

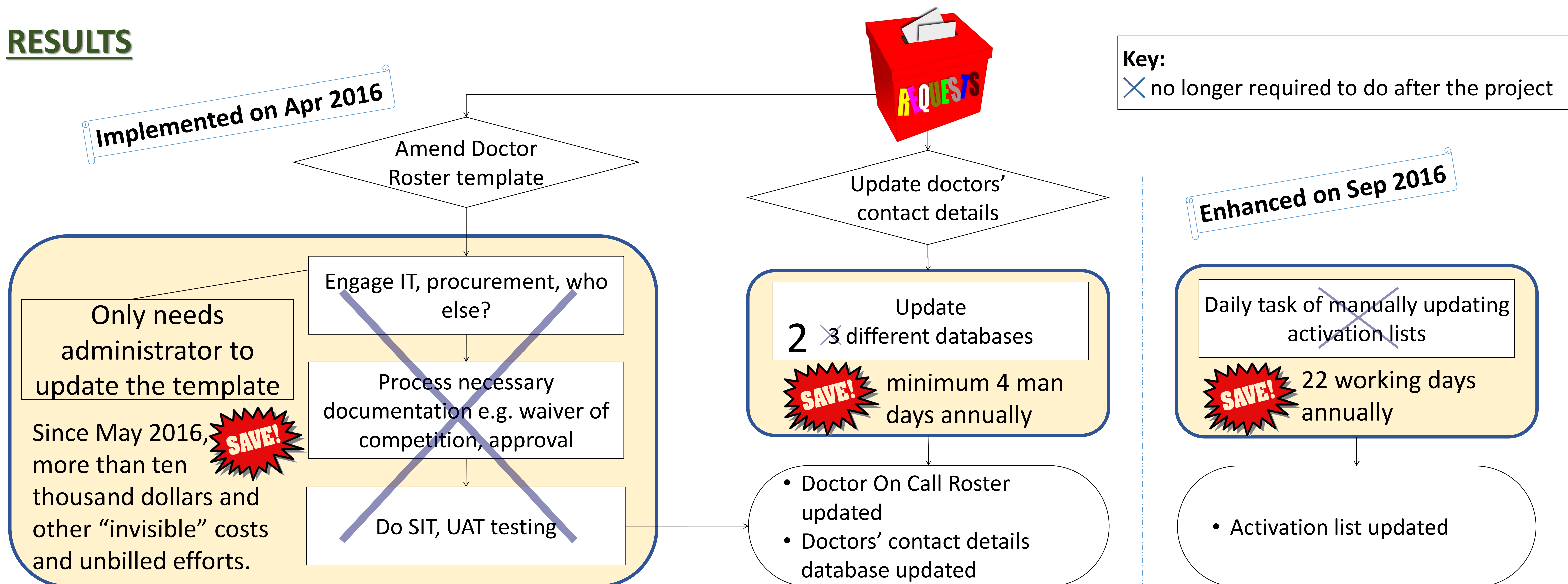
In the end, CRM was the chosen to build Daily Doctor On Call Roster as it best served the purpose of improving productivity.

- It was built such that it is similar to the previous roster to reduce re-training.
- It also allowed administrator to update the Roster template, without having to go through the vendor.
- CRM also backs up the roster every 30min in case of any downtime.

It was implemented on 22 April 2016.

After evaluating, further enhancements were made in September 2016 for system to use Roster information to auto-update, the lists of doctors on stand by for various medical emergency activations. Previously, the lists were manually updated.

RESULTS



CONCLUSION

With Doctor Roster built into Call Centre CRM, there are multiple benefits:

1. One less database for the team to maintain.
2. Current setup allows for Administrator to make changes to the Daily On Call Roster more freely without the need for vendor involvement. This has long term cost and time savings.
3. There is a back-up system which publish the on-call roster as an Excel link on the same webpage for users to download when the system is unavailable.
4. The system auto-updates the lists for Activations through the Roster. This reduces manual and repetitive work and in turn reduces transcription errors.