Review of Mobile Phone allocation for Cost Efficiency

KK Women's and Children's Hospital
SingHealth

Yasa Yap Siew Geok, Nurafiqah Binte Abd Rahim
Pearlyn Chua Pei Chen, Stella Fernandez D/O Denness F
Juwariah Bte Taib, KK Women's and Children's Hospital

BACKGROUND

Patient Transport Services (PTS)

PTS plays a vital role in providing portering services in KKH, covering a wide range of services via an online system.

All portering services are made through the online system and Patient Transport Assistants (PTAs) are mobilized via mobile phones.

INTRODUCTION

High Mobile Phone Expenses…

PTS had been incurring high mobile phone expenses every month as there was no system of optimising mobile phone utilisation.
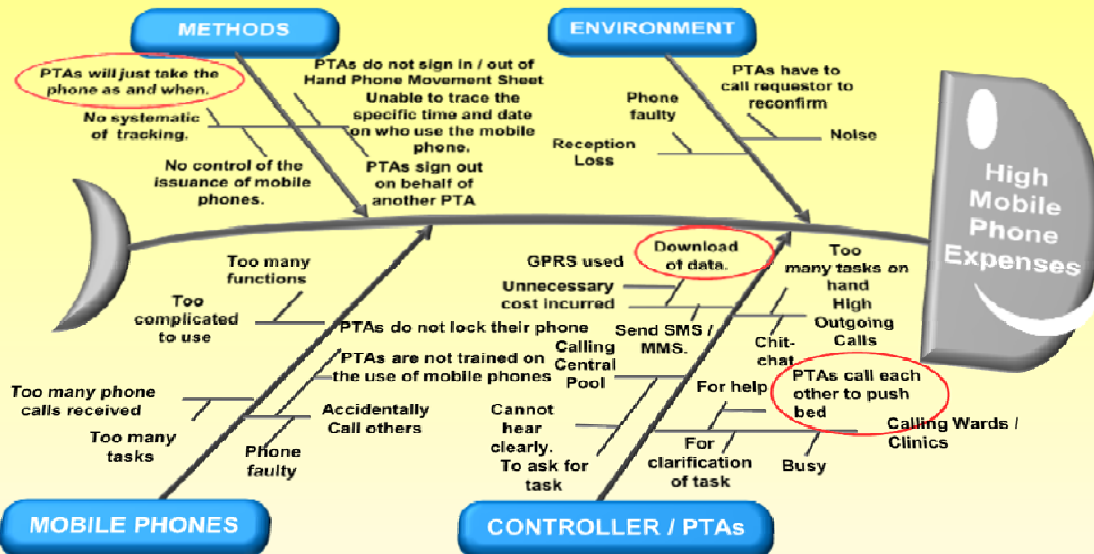
OBJECTIVE

Review of Mobile Phone allocation for Cost Efficiency…

To eliminate unnecessary mobile phone expenses through better issuance and tracking of mobile phones.

METHODOLOGY

Root Cause Analysis

Cause and Effect Diagram to determine the root causes of high mobile phone bills.
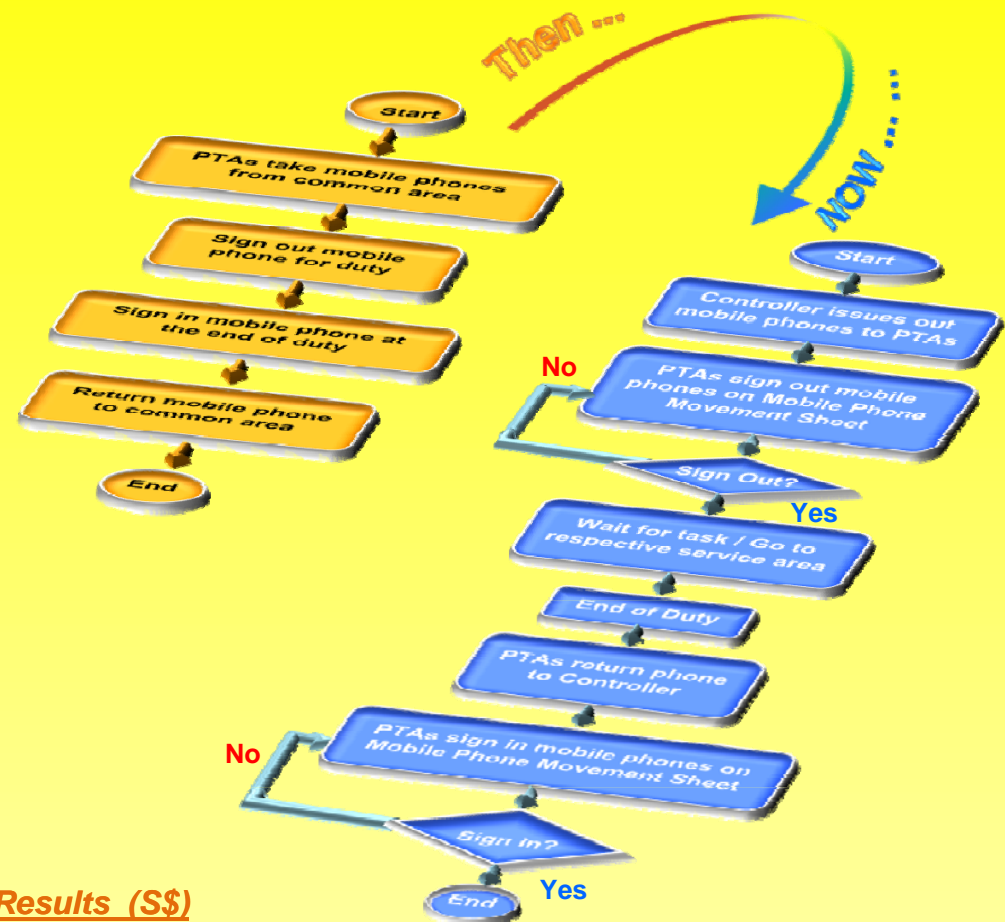

Solution Development

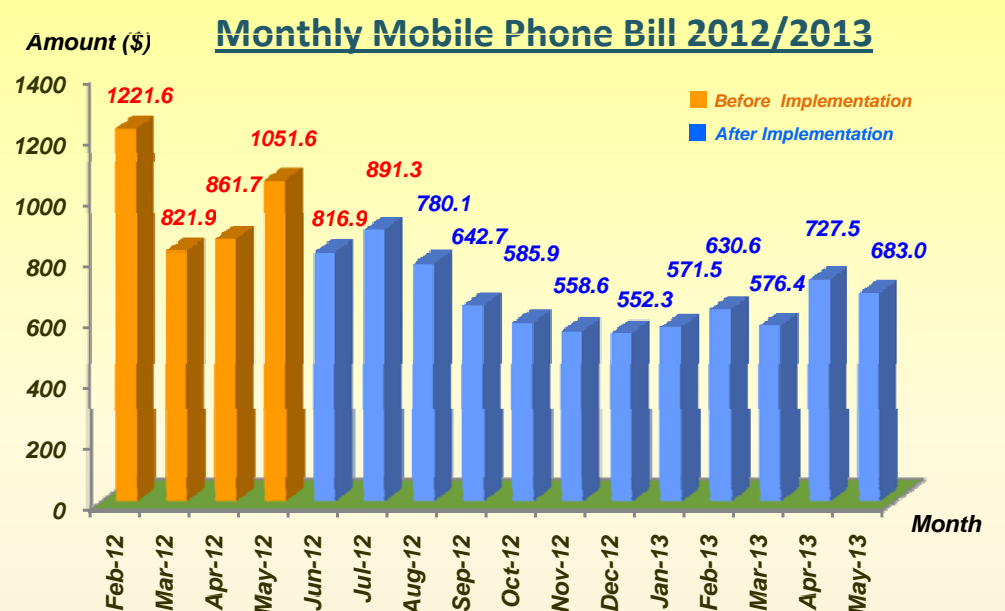| No.	Major Problem	Recommended Solution
1	PTAs required to take the phone as and when.	✓ Tighten the issuance by getting the Controllers to give out mobile phones. ✓ Educate the PTAs on the new work process.
2	Download data.	✓ Request Telecommunication Department to terminate GPRS services in mobile phones.
3	PTAs call each other to help in pushing beds.	✓ Set a new protocol; PTAs call the Controllers when they need help with beds. ✓ Introduce PTS Online to users where Controllers assign tasks to PTAs.

Steps to Implementation (Since May 2012)

Step 1: Implement PTS Online.

Step 2: Orientate Controllers on the new workflow.

Step 3: Conduct briefings to PTAs on the new workflow.

Step 4: Request to terminate GPRS system in mobile phones.

Step 5: Collate results in effectiveness.

Step 6: Review process for better cost efficiency.

RESULTS

Workflow Reviewed

Results (S$)

Monthly Mobile Phone Bill 2012/2013

- Before Implementation: 1221.6, 821.9, 861.7, 1051.6
- After Implementation: 816.9, 891.3, 780.1, 642.7, 585.9, 558.6, 552.3, 571.5, 630.6, 576.4, 727.5, 683.0

Cost Savings: $300/month (Average)

CONCLUSION

Conclusion…

✓ This project has benefited PTS not only in improving the issuance and tracking of mobile phones, but also in reducing expenses.

✓ Ongoing data collection to monitor expenses.

Sustainability…

✓ Random audits will be conducted to ensure sustainability.

✓ Ongoing data collection used to review processes for continuous improvement.