



Singapore Healthcare Management 2013

Desensitisation of skill and knowledge required for statistical reporting through SQ reporting template redesign



KK Women's and Children's Hospital
SingHealth

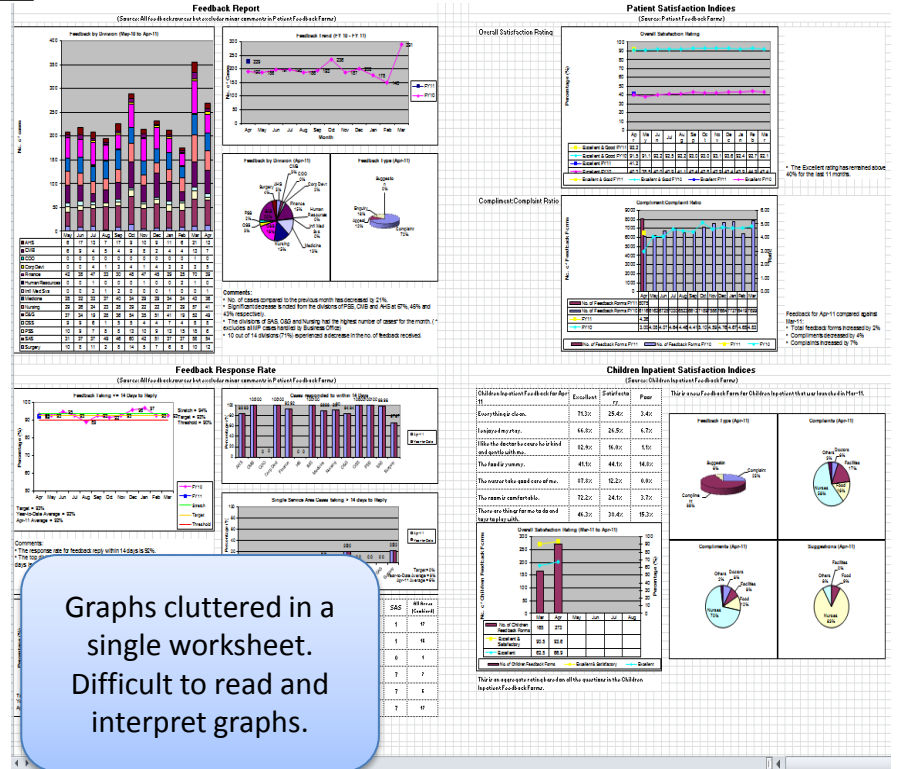
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Past

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Feedback by Division (FY11)													
Feedback by Division (Apr-11)													
AHS		12											
CMB		7											
COO		0											
Corp Dev		5											
Finance		39											
Human Resources		0											
Int'l Med Svs		1											
Medicine		36											
Nursing		41											
O&G		49											
OSS		8											
PSS		6											
SAS		54											
Surgery		12											
Surgery		6	10	8									
SAS		30	31	37									
PSS		8	10	9									
OSS		6	9	9									
O&G		40	37	34									
Nursing		31	29	26									
Medicine		16	28	32									
Int'l Med Svs		0	0	0									
Human Resources		0	0	0									
Finance		45	42	38									
Corp Dev		1	0	0									
COO		0	0	0									
CMB		5	6	9									
AHS		9	6	17									
Feedback Trend (FY10 - FY11)													
FY11		229											
FY10													
Feedback Type (Apr-11)													
Complaint		164											
Appeal		28											

Raw data used to generate information are located in a decentralised manner among a few sheets in the EXCEL file.

Lack of clarity of linkages between the raw data used and respective stats/charts published



Graphs cluttered in a single worksheet. Difficult to read and interpret graphs.

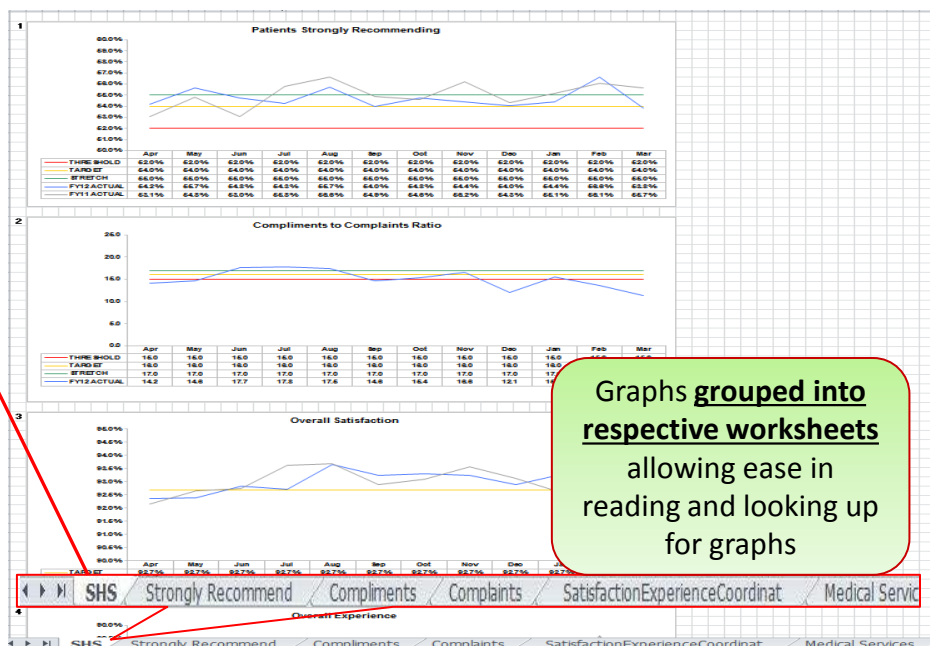
Present

		Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12
SHS3	Overall Satisfaction - Excellent and Good (Corporate)	92.8%	93.6%	93.7%	92.9%								
	Excellent	3290	3292	3514	3111								
	Good	3676	3391	3331	3000								
	No. of Responses	7510	7138	7307	6681								
	Target												
SHS4	Overall Experience - Better and Slightly Better Than Expected (Corporate)	87.8%	88.7%	88.8%	88.8%								
	Better Than Expected	3560	3662	3856	3311								
	Slightly Better Than Expected	2857	2684	2635	2511								
	No. of Responses	7299	7156	7308	6681								
	Target												
Strongly Recommend1	Patients Strongly Recommending (Corporate) (R2)	53.0	55.8	56.6	54.0								
	Target (R6)	53.0	53.0	53.0	53.0								
Strongly Recommend2	Patients Strongly Recommending (SAS)	56.7	56.6	56.6	56.0	53.9	58.0	52.8	55.0	57.0	56.4	55.7	55.3
	Strongly Recommend	1490	1629	1621	1399	1298	1396	1007	1127	1505	1493	1270	1395
	No. of responses	2626	2876	2864	2496	2408	2406	1906	2050	2642	2648	2281	2521
	xbar	56.8	56.8	56.8	56.8	56.8	56.8	56.8	56.8	56.8	56.8	56.8	56.8
	moving range (MR)	0.7	0.1	0.0	0.5	2.1	4.1	5.2	2.1	2.0	0.6	0.7	0.3
	xUCL = xbar + E2mrbar	59.9	59.9	59.9	59.9	59.9	59.9	59.9	59.9	59.9	59.9	59.9	59.9
	xLCL = xbar - E2mrbar	53.6	53.6	53.6	53.6	53.6	53.6	53.6	53.6	53.6	53.6	53.6	53.6
	Target	55.6	55.6	55.6	55.6	55.6	55.6	55.6	55.6	55.6	55.6	55.6	55.6
		50.1	51.9	50.1	50.8	51.8	50.8	51.1	52.5	53.4	52.2	50.6	52.6
		1687	1522	1534	1545								1732
		3366	2934	3061	3043								3292
		51.3	51.3	51.3	51.3								51.3
		0.7	1.8	1.8	0.7								2.0
		55.2	55.2	55.2	55.2								55.2
		47.4	47.4	47.4	47.4								47.4
		52.9	52.9	52.9	52.9								52.0
	Strongly Recommend (Nursing)	2437	2323	2499	2199	2285	2462	2292	2232	2311	2270	2515	2515
	No. of responses (Nursing)	4843	4257	4422	4106	4163	4448	4155	4001	4119	4227	4484	4484

Cells are highlighted in yellow for visual ease for data input.

Raw data is now input in a single worksheet and they are now laid out with proper labels similar to the name of the stats/charts used in the report.

Centralised sheet for all data inputs.



Graphs grouped into respective worksheets allowing ease in reading and looking up for graphs

- ### Benefits/Results
- Monthly updating can now be delegated from executive level staff to a more junior staff allowing the former to carry out more value-adding activities.
 - Shorter learning curve for new/temp staff who takes over the role.
 - Any changes to the reporting template can now be made with minimal effort as the linkages between the data and stats/graphs are clearly displayed.
 - Previously the responsible executive cannot go on leave during the reporting period (~2 weeks/month), the re-designed template has eliminated this restriction.