



CGH ED Real-Time Dashboard

Decision Making at a Glance

¹Vivienne Ho,²Hong Zigui & ³Lee Cheau Ping
^{1, 2}Changi General Hospital,
³Integrated Health Information Systems

With Singapore’s population ageing at one of the world’s fastest rates, Changi General Hospital (CGH) has been experiencing a surge in patient volumes. Its Emergency Department (ED), one of the busiest in Singapore, was already operating at near-full capacity. The prospect of even longer patient queues and waiting times at the ED due to higher patient volumes, was of grave concern.

The ED Real-Time Dashboard was rolled out in July 2013 to provide an overview of the ground situation in ED and allow tactical decisions to be made at a glance to mitigate ED over-crowding and to alleviate bed crunch situations.

Value to Hospital & Staff

MONITOR all related circumstances, enabling Critical Decision Making

Provide excellent triggers for chokepoints to be identified, enabling swift action to deploy resources to manage bottlenecks and increase the flow-rate in the ED.

MANAGE the situation, facilitate Better Planning and Resource Allocation

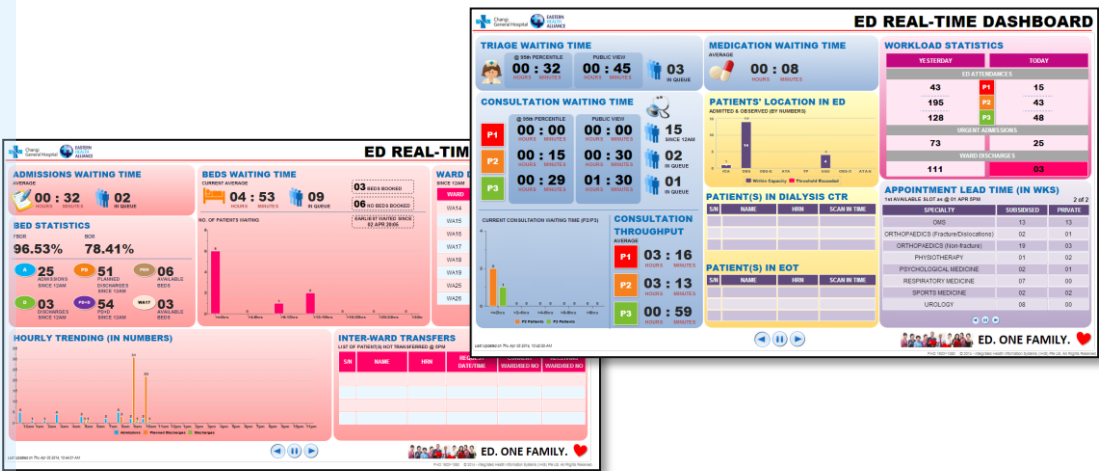
Pre-emptive measures to plan for the following day’s workload and management through proactive resource allocation.

MEASURE statistics and performance, enabling Advanced Predictive Analytics

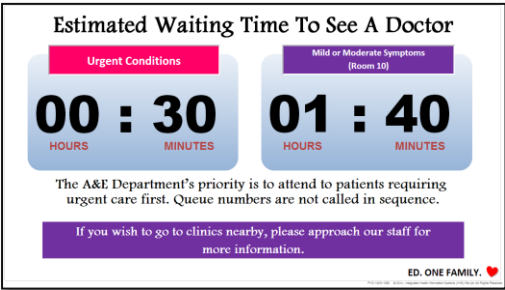
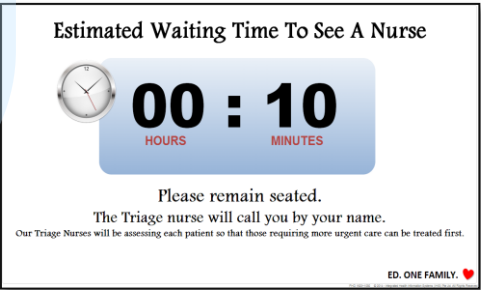
The potential use of predictive analytics, using data to drive efforts to improve clinical quality and care, as well as improve operational excellence.



The **first** of its kind in CGH, the Real-Time Dashboard **centralizes** key indicators from various source systems and is accessible from **anywhere, anytime**



Provides an **overview** of ED attendances, workload, **number** of patients waiting in various locations in the ED, as well as the current bed situation for **decision-making & manpower planning and deployment**



Enhances patients' experiences with timely estimates of waiting time and offers a realistic picture of the patient volume in the ED

**Delivering our best in
PATIENT CARE & SATISFACTION**



Changi
General Hospital

TEAM ED. ONE FAMILY.



A MEMBER OF
**EASTERN
HEALTH
ALLIANCE**