SingHealth mDIRECTORY
Transforming Staff Connectivity

Singapore Healthcare Management **2014**

Sandra Koh, Desmond Peter Khoo
Singapore General Hospital (SGH)
Lee Chen Ee, Koh Lin Lin
Singapore Health Services (Singhealth)
Benedict Tan, Pamela Tan
**Integrated Health Information System (IHiS)**

INTRODUCTION

SingHealth call centre agents were handling large volumes of internal calls, mostly from staff enquiring about the telephone numbers of other staff.

In 2013, around 1,841 calls per week were made to the call centre's general line to request for another staff's contact number, despite such details being available on the staff intranet.

The average time taken for a Call Centre agent to handle such call is around 2.5 minutes. This resulted in more important calls from staffs, patients and public being held in the queue along with internal calls requesting for staff telephone number.
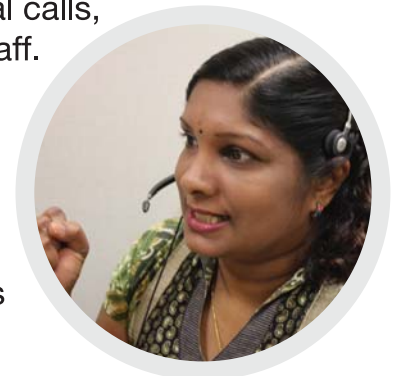
AIM

To implement a solution to allow SingHealth staff to be able to access the contact details of other staff ANYTIME, ANYWHERE.

SingHealth Staff **+** Mobile Devices **=** SingHealth mDirectory ANYTIME, ANYWHERE
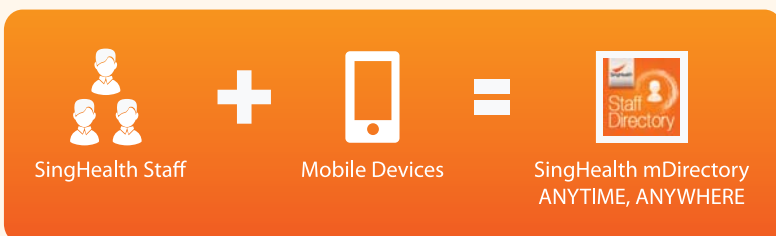
METHODOLOGY

SGH Call Centre, SingHealth Office for Service Transformation and Integration Health Information staff developed an easy-to-use mobile application, *SingHealth mDirectory* for SingHealth staff in October 2013 under the SingHealth Appointment Access Taskforce.

An agile method of development for SingHealth mDirectory was adopted, refining the mobile application and user experience to perfection.

AGILE
IMPLEMENTATION
ITERATION PLANNING
DELIVERY & FEEDBACK
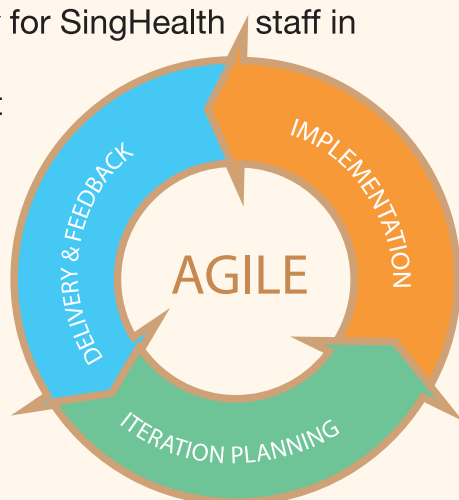
RESULT

✓ Transform staff connectivity, making it easier for staff to contact each other and improve interaction anytime, anywhere.

✓ Time savings for call centre agents to handle external calls, and hence reduce waiting time by patients and public.

Since the SingHealth mDirectory started, there has been a drop in the number of such calls and it has also freed up the agent's time to manage other more important calls, such as code blue activation, civil emergencies and patients asking for top up of medication.
— Ms Selina James, Executive SGH Call Centre

The SingHealth mDirectory is wonderful and useful. It has helped me find telephone numbers easily and even on the go without the need to access a computer or call the Call Centre.
— Ms Gomit Kaur, Asst Director Nursing SGH

✓ 45% reduction in internal calls requesting for staff telephone numbers 1000 calls per week to the SGH Call Centre.

✓ Manpower cost avoidance of approximately 35 man-hour per week.

✓ Alignment of data between the call centre system and the mobile application.

45% **INTERNAL CALLS DROP**

August 2013 | April 2014

CONCLUSION

The project had successfully yielded positive results.

There is continuous effort to sustain the SingHealth mDirectory through:

✓ Creating awareness of SingHealth mDirectory through engagement with corporate communication team and inclusion into the orientation package for new staff with HR team.

✓ Refreshing the technology of SingHealth mDirectory through IT support.

Successfully launched in March 2014.

Available on Android and IOS

SingHealth
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