

Over time, participants of the Workload and Progress Meeting provided useful insights that facilitate practical and effective solutions to the problems. Clinical heads are most interested in relevant and timely management information to improve the running of their departments. With a focused objective and set monthly commitment of an hour among key stakeholders, together with the guidance and support from CEO and CMB, timely consultative decisions can be made to bring relevant changes not only to the systems & work processes but also influence positive mind set changes. Patients are happier with timely accessibility of our clinical services, obtain their medical reports in a timely manner and manpower is appropriately deployed.