

Applying BI Interactive Tool in Patient Experience Reports to Aid Decision Making

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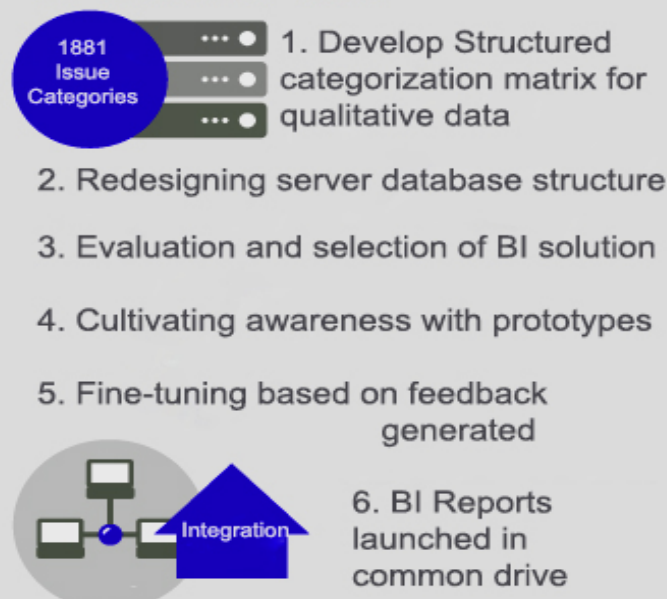
PATIENT EXPERIENCE REPORTS

CHECK OUT HOW DATA IS USED TO IMPACT PATIENT EXPERIENCE

AIM OF THIS PROJECT



METHODOLOGY



RESULTS

- Nursing Division Patients' Strongly Recommending data on upward trend since the launch of patient experience reports in FY13.

Before launch (Apr - Sept '13) - 53.2%
After launch (Oct '13 - May '14) - 54.7%
Improvement - 1.5%

(Reference only due to limited period for observation)

- 59 BI reports created from Corporate to Dept Level
- 197 requests for report access
- 60% reduction in monthly reports preparation time

Cost Savings
\$67,000

- Cost avoidance on Patient Feedback Systems enhancement

- Positive user reviews

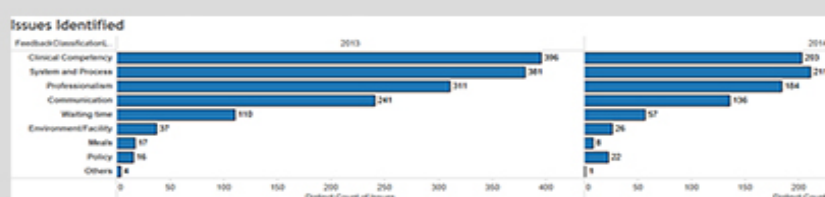
CONCLUSION

Simplified self service data drills and meaningful analysis.

Provide information that are actionable

Empower staff to gain new insights into patients' needs

Improve Patient Experience



Excerpt from Issue Categorization Dashboard identifying key categories of complaints

