



Singapore Healthcare Management 2018

# AUTOMATION OF LEARNING NEEDS RECORDS AND STATISTICS REPORTS



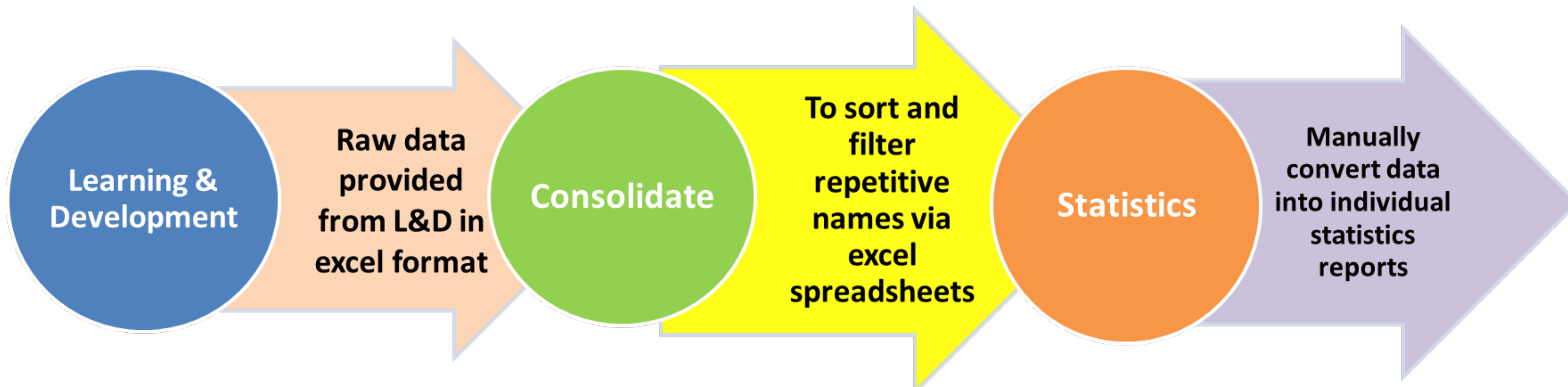
Joanna Mak Lye Kuen . Samad Bin A'sad . Alice Tan Li See

## AIM

In SingHealth Residency, there are approximately 120 administrators in 27 cost centres. GME Administrative Office coordinates the Learning Needs Analysis (LNA) of all staff for submission to Strategic Human Resource Learning and Development (SHR L&D) annually.

In order to maintain oversight of staff training attendances, raw data were requested from SHR L&D on a quarterly basis via excel spreadsheet.

By automating the staff training records via MS access database, productivity would be greatly improved by eliminating the need to manually filter and sort training records. Huge time savings is achieved from eliminating the need to manually prepare 15 sets of statistics reports every quarter..



## METHODOLOGY

In the manual method, raw training records in excel spreadsheet provided by SHR L&D are manually sorted and filtered via cost centres and their associated staff. A total of 15 sets of statistics reports would be prepared to provide an overview of staff training attendances grouped by the various cost centres. This method is tedious and time-consuming, and prone to data entry and transcription errors.

With the use of information technology, the data obtained from SHR L&D are directly imported into the MS access database where training records are consolidated on a quarterly basis and reports can be generated with a simple click of a button.

These reports are also incorporated into the Staff Profile Database, enabling more comprehensive oversight in the human resource management of all 120 staff in SingHealth Residency.

**Before**

Data provided from L&D

Reg No	Category	Type	Emp No	Emp Name	Designation	Cost Ctr	Department	Training Provider	Course Title	Start Date	End Date	Attended	Total nos. of staff
Registered	Catalogue	Planned	20332300	Neo Ten Shu Jui	Executive	22200	SingHealth Residency - GME HD	ST Electronics e Services Pte Ltd	ICDL Microsoft Access 2013 ( Basic/ Intermediate)	17-Apr-17	17-Apr-17		1
Registered	Catalogue	Planned	20330517	Hong Seow Hong	Executive	22200	SingHealth Residency - GME HD	ST Electronics e Services Pte Ltd	ICDL Microsoft Access 2013 ( Basic/ Intermediate)	17-Apr-17	17-Apr-17		1
Registered	Catalogue	Planned	20332300	Neo Ten Shu Jui	Executive	22200	SingHealth Residency - GME HD	ST Electronics e Services Pte Ltd	ICDL Microsoft Access 2013 (Advanced)	02-May-17	02-May-17		1
Registered	Catalogue	Planned	20330517	Hong Seow Hong	Executive	22200	SingHealth Residency - GME HD	ST Electronics e Services Pte Ltd	ICDL Microsoft Access 2013 (Advanced)	02-May-17	02-May-17		1
Registered	Catalogue	Planned	20333534	Binurashah Binte Hamzan	Resident	22210	SingHealth Residency	ST Electronics e Services Pte Ltd	ICDL Microsoft Excel 2010 (Advanced)	04-May-17	04-May-17		1

### Manual filtering

Emp No	Emp Name	Designation	Cost Ctr	Department	Training Provider	Course Title	Start Date	End Date	Attended	Individual Training	Total nos. of staff
20332300	Margie Lim Aunne	Nurse	22200	SingHealth Residency	In-House IIC	SingHealth Staff Orientation	20-Sep-15	20-Sep-15	1	1	1
20332300	Margie Lim Aunne	Nurse	22200	SingHealth Residency	In-House IIC	You Shine Day	27-Oct-15	27-Oct-15	1	1	1
20332300	Ng Tur Shan	Administrative	22200	SingHealth Residency	Agar Proforma	ISD - Clinical Practice Skills	01-Jun-15	01-Jun-15	1	1	1
20332300	Ng Tur Shan	Administrative	22200	SingHealth Residency	Chit Seng College	Solving Problems & Making Decisions (Ops)	16-Nov-15	16-Nov-15	1	1	1

### Statistics Reports

Qtr	No. of staff attending (1-5 trainings)	No. attended in Q1 (Apr-Jun)	% Attended in Q1	No. attended in Q2 (Jul-Sep)	% Attended in Q2	No. attended in Q3 (Oct-Dec)	% Attended in Q3	No. attended in Q4 (Jan-Mar)	% Attended in Q4	Total
1	11	11	100%	11	100%	11	100%	11	100%	11
2	11	11	100%	11	100%	11	100%	11	100%	11
3	11	11	100%	11	100%	11	100%	11	100%	11
4	11	11	100%	11	100%	11	100%	11	100%	11
5	11	11	100%	11	100%	11	100%	11	100%	11
6	11	11	100%	11	100%	11	100%	11	100%	11
7	11	11	100%	11	100%	11	100%	11	100%	11
8	11	11	100%	11	100%	11	100%	11	100%	11
9	11	11	100%	11	100%	11	100%	11	100%	11
10	11	11	100%	11	100%	11	100%	11	100%	11
Total	110	110	100%	110	100%	110	100%	110	100%	110

**After**

GME Staff Profile Database

Generate LNA Summary Report

GME - Cumulative Summary for FY16

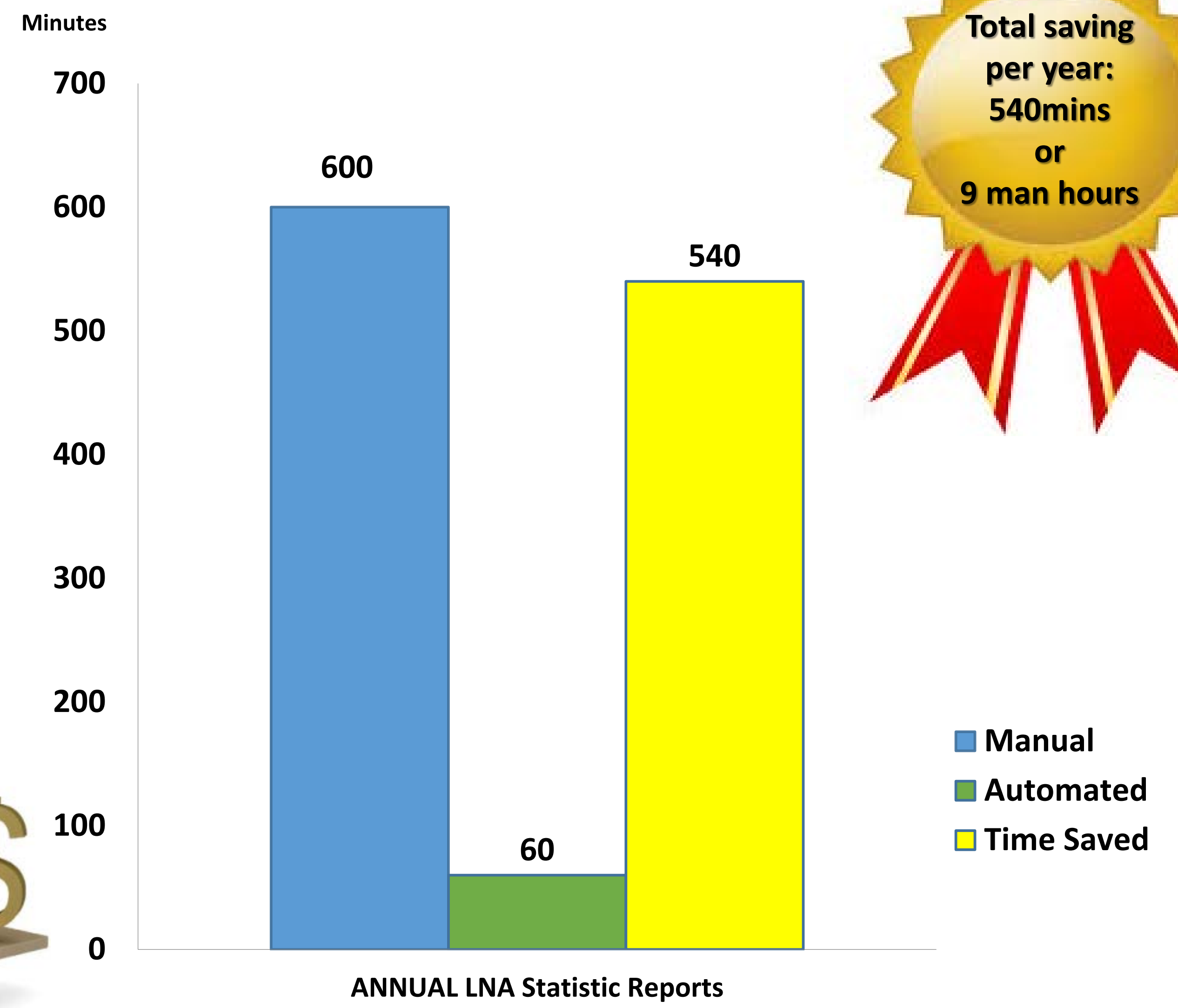
Total Number of Staff attending (1-5 trainings) in the FY	Nos	No attended in Q1 (Apr-Jun)	% Attended in Q1	No attended in Q1-Q2 (Apr-Sep)	% Attended in Q1-Q2	No attended in Q1-Q3 (Apr-Dec)	% Attended in Q1-Q3	No attended in Q1-Q4 (Apr-Mar)	% Attended in Q1-Q4
1	121	17	14.05%	74	61.16%	121	100.00%	163	134.71%
2	56	8	14.29%	28	50.00%	56	100.00%	69	123.21%
3	15	1	6.67%	8	53.33%	15	100.00%	18	120.00%
4	7	0	0.00%	3	42.86%	7	100.00%	7	100.00%
5	1	0	0.00%	1	100.00%	1	100.00%	1	100.00%

## RESULTS

Total time spent on consolidating the reports manually were drastically reduced from 150 minutes to just 15 minutes per quarter.

The total savings per year derived from automating the training records and statistic reports for 27 cost centres was 540 minutes or 9 man-hours.

### Time Saving Derived From Manual To Automated



## CONCLUSION

By automating the staff training records, there is comprehensive oversight of all Residency staff training needs in ensuring learning opportunities are maximised and training budgets optimized. Managers would also have ready information on the training received by their staff which could assist them in the identification of competency gaps and learning needs.

**Staff Profile DB Project (Distribution-26 March 2018)**

**Evaluation**  
 OUTSTANDING  
 Excellent  
 Very Good  
 Average  
 Below Average

**EVALUATE EFFECTIVENESS**  
**LAYER TRAINING**  
**ANALYZE SKILL GAP**  
**IDENTIFY BUSINESS IMPACT**

**GME Staff Profile Database**

Search | Demographics | Summary | Attrition Data | Report | Update | Add New | LNA Record | LNA Summary

**Basic Information**

NRIC/FIN: [ ]  
 Name: Joanna Mak Lye Kuen  
 Birth Month: January

**Training / Course / Learning Record**

FY	Training Provider	Course Title	Start Date	Cost Center
FY17	SingHealth Academy	e-Learning Course instructor Training	12/01/2018	SHS SA RES PROG-GRAD MEDICAL EDN OFFICE
FY17	STTS Training	Email Writing with Heart	06/07/2017	SHS SA RES PROG-GRAD MEDICAL EDN OFFICE
FY16	Comat Training Services	SingHealth Learning Channel: Maximizing Pivot Table	06/03/2017	SHS SA RES PROG-GRAD MEDICAL EDN OFFICE
FY16	SNEF	Positive Productivity for Secretarial and Administrative Professionals	19/01/2017	SHS SA RES PROG-GRAD MEDICAL EDN OFFICE
FY16	Kaplan Professional	WSQ - Solve Problems & Make Decisions (Ops)	16/11/2016	SHS SA RES PROG-GRAD MEDICAL EDN OFFICE