

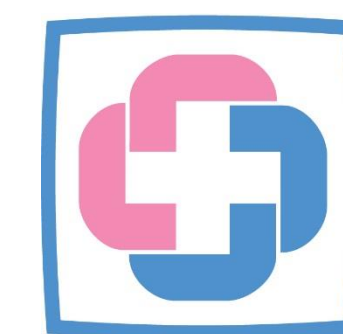


Revamp Bed Management Reports using Tableau Application

Singapore Healthcare Management 2019

SingHealth

Defining Tomorrow's Medicine



KK Women's and Children's Hospital
SingHealth

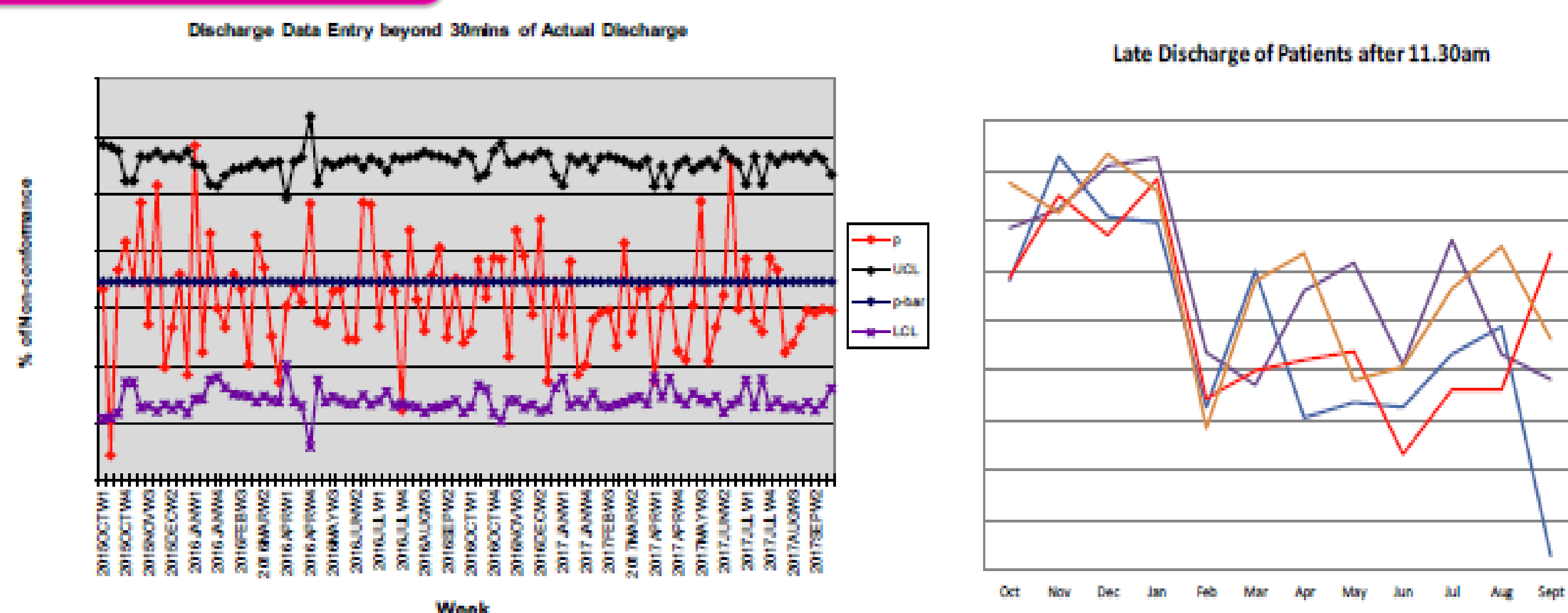
Ms Eunice Seah, KK Women's and Children's Hospital
Ms Mabel Ting, KK Women's and Children's Hospital
Ms Nandini Arishunan, KK Women's and Children's Hospital
Mr Douglas Chew, KK Women's and Children's Hospital
Ms Phoebe Wu, Singhealth HQ

KKH Current BMU Report

The report format is static in PowerPoint

Difficult to assess the data gaps to derive meaningful insights

Not a good decision guiding tool



Improve Current Bed Management Reports

Use Data Analytics to guide decision making to better manage late discharges

Identify and transform data variables across admission to discharge processes.

Replace the current report with a Tableau visualisation dashboard, for better and easier monitoring and viewing of the dashboard.

Train the team to self-manage Tableau dashboard with simplified steps to retrieve and draft out the required report.

Different stakeholders can study and monitor admission & discharge patterns with better statistical presentation.

Meeting with Stakeholders

- Collation of Users' Requests

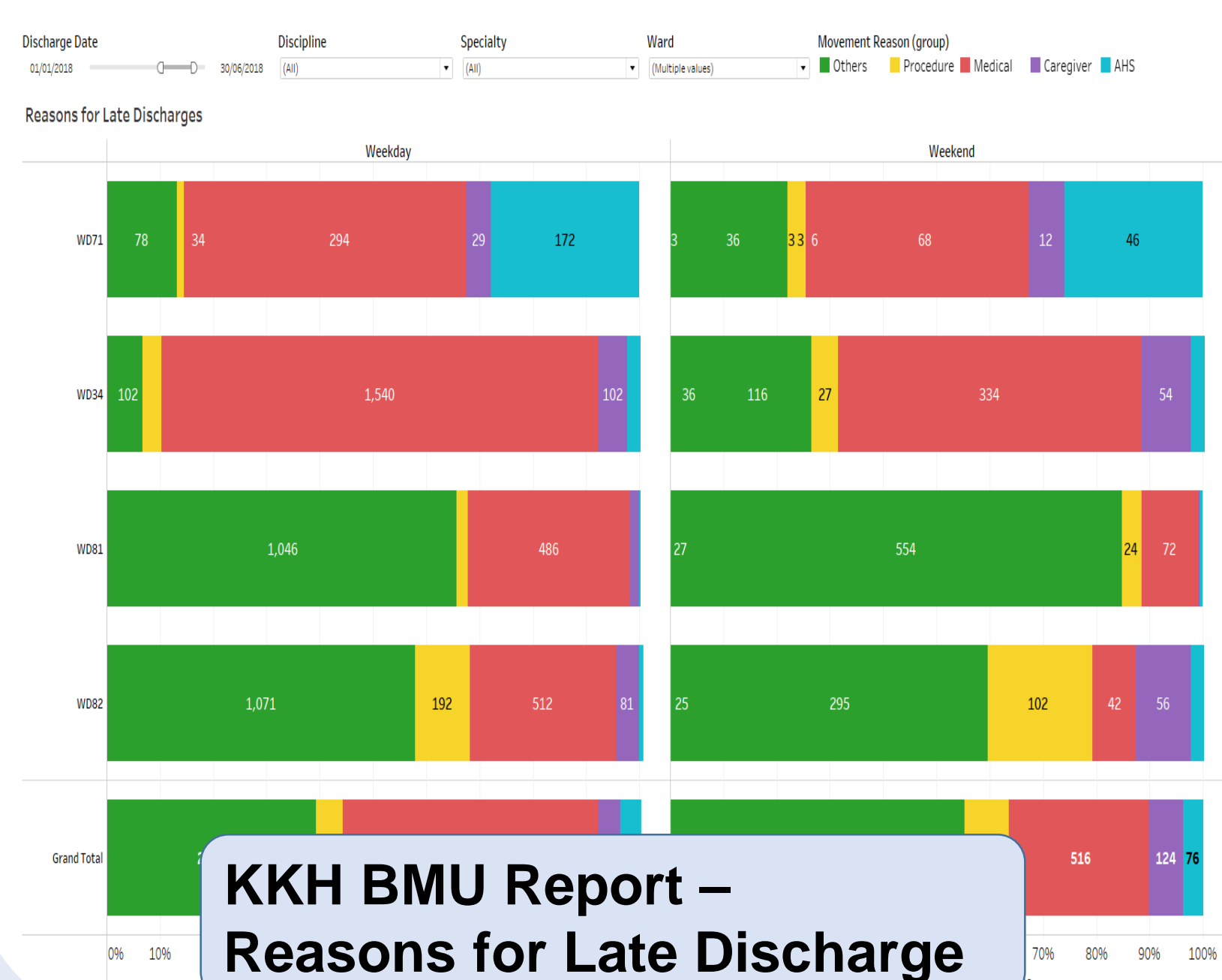
Dashboard Development

- Report Drafting

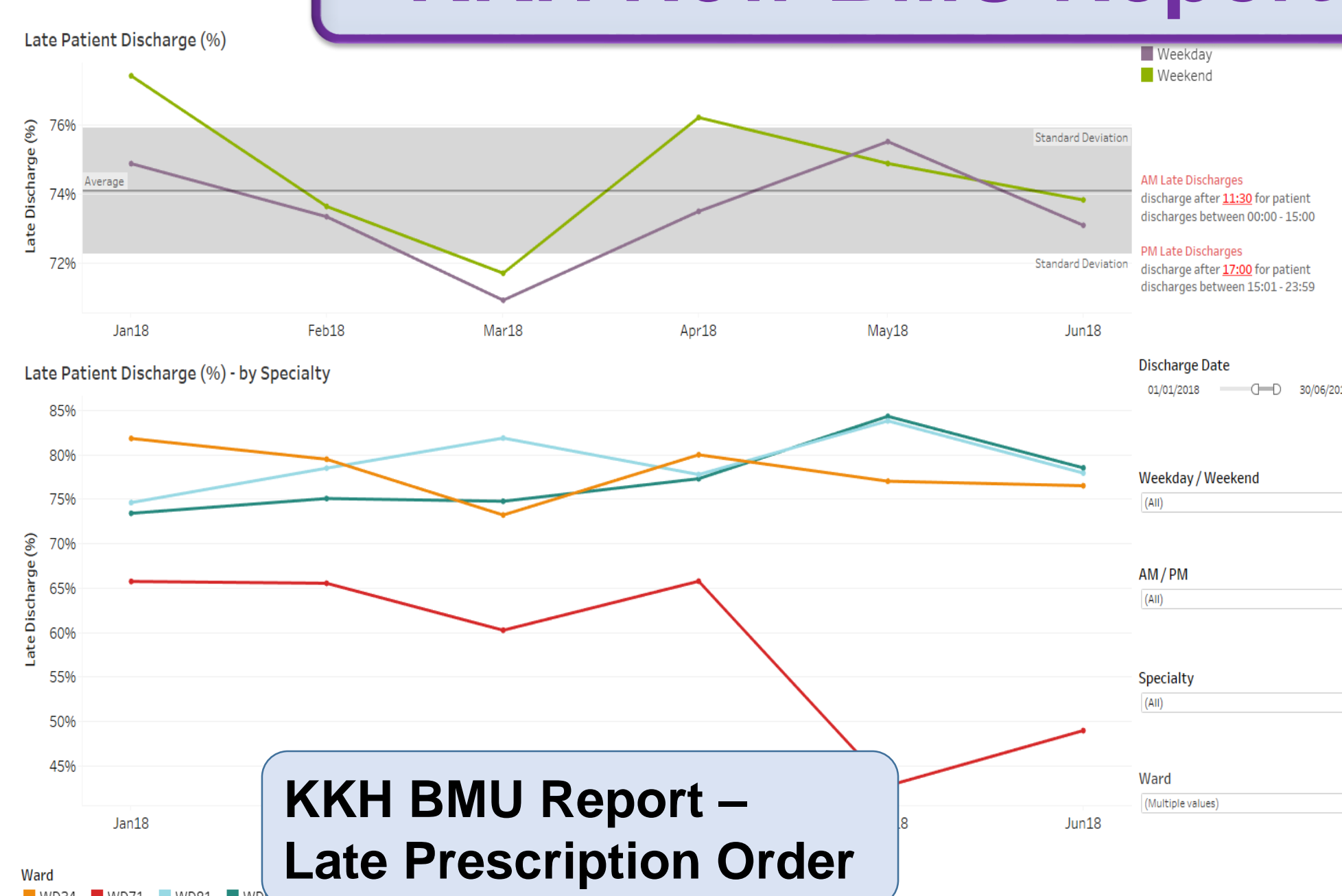
Data Refinement Process

- Report Clarification with Users

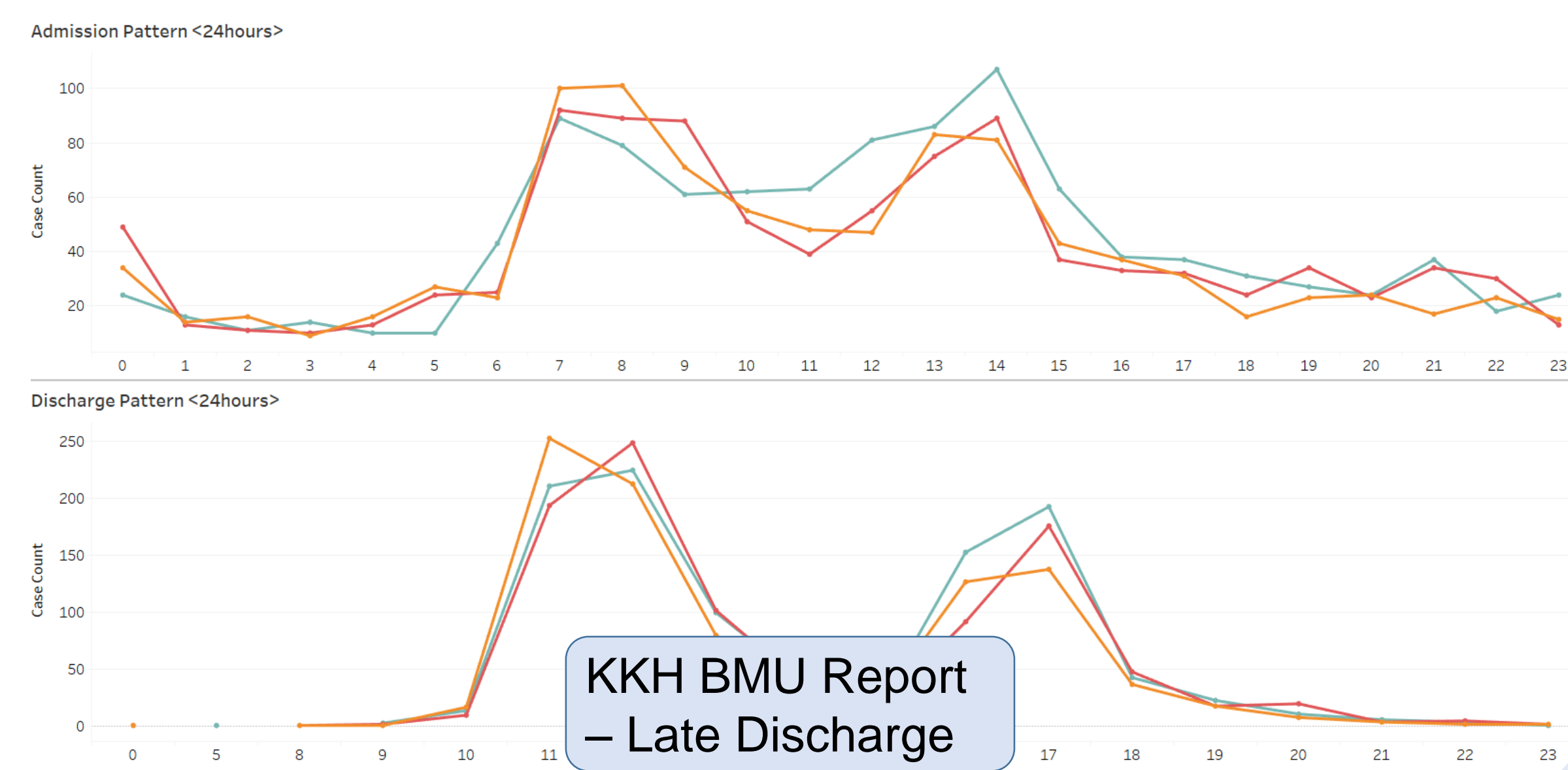
KKH New BMU Report



KKH BMU Report – Reasons for Late Discharge



KKH BMU Report – Late Prescription Order



KKH BMU Report – Late Discharge

Benefits

27 slides condensed into 5 key dashboards

Selection features by Specialty, Wards, Weekday/ Weekend, AM/PM

Identify potential choke points for late discharges

Report preparation reduced from 4 days to 2 hours and improve productivity as more time is allocated to better manage our bed allocation & assignment.

4 Days

2 Hrs

With Interactive capability in Tableau for data deep dive of the new Bed Management Report, users are happy and able to identify potential processes for improvement with performance measures based on the compliance and non-compliance standards.

