Re-Organising CCTVs Footages to Improve Users' Experience

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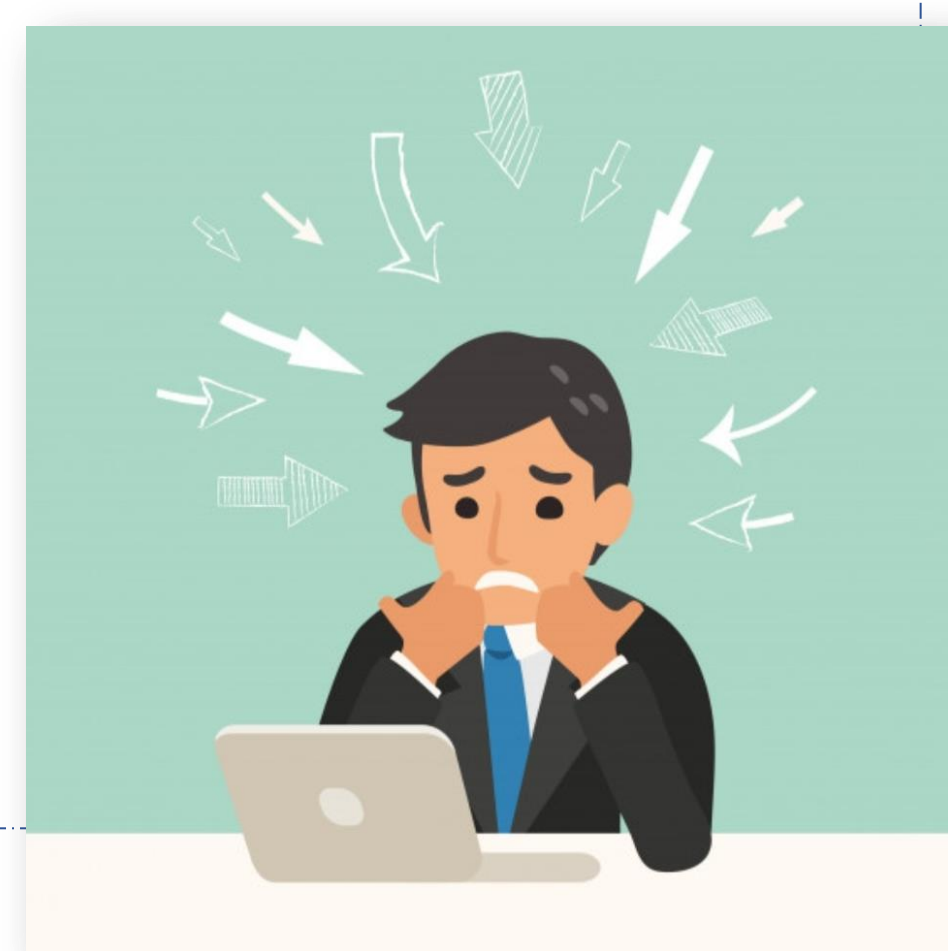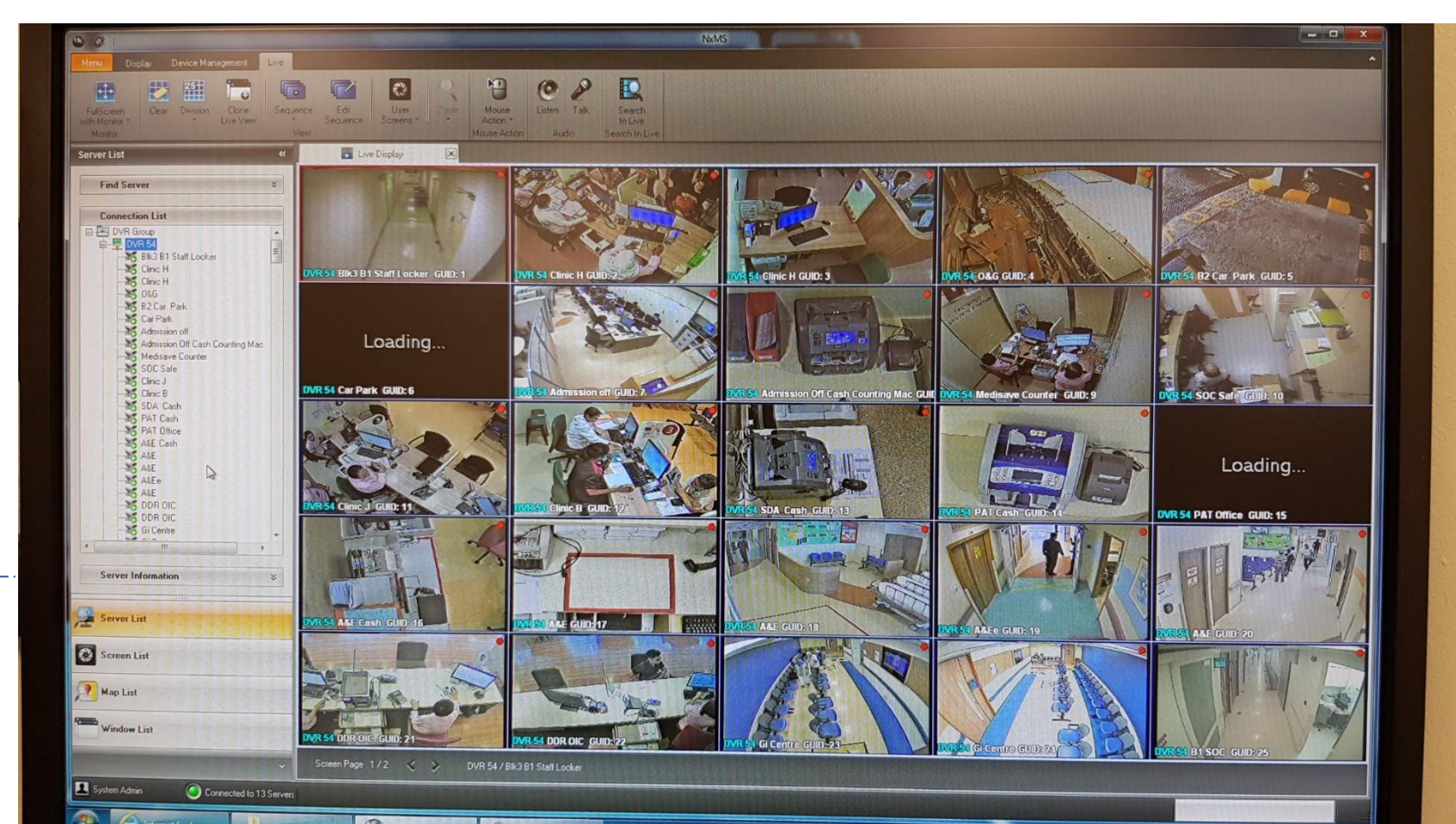SingHealth

Introduction

"I cannot find my clinic CCTV footages, help!"

This is a common scenario when clinic in-charge need to view CCTV footage to investigate cash discrepancies or other events that happened in the clinic.

It is a tedious process to locate the respective clinic's cameras as the footages were not arranged according to the respective clinic.


METHODOLOGY

1. Gather users' feedback
2. Individual clinic in-charge identified their respective clinic's camera
3. Seek Security department's advice and assistance
4. Vendor came on-site to verify the footages and configure accordingly

Folder	DVR No.	Camera No.
SOC A	38	34
	54	12
	55	11
SOC B	38	1
	54	11
	55	12
CDLD	54	23, 24, 25, 26, 27
	38	67, 68, 69, 70
	55	216
ENT	38	7
	55	9, 10
Haem C	54	4
SOC H	38	11
	38	12

OBJECTIVES
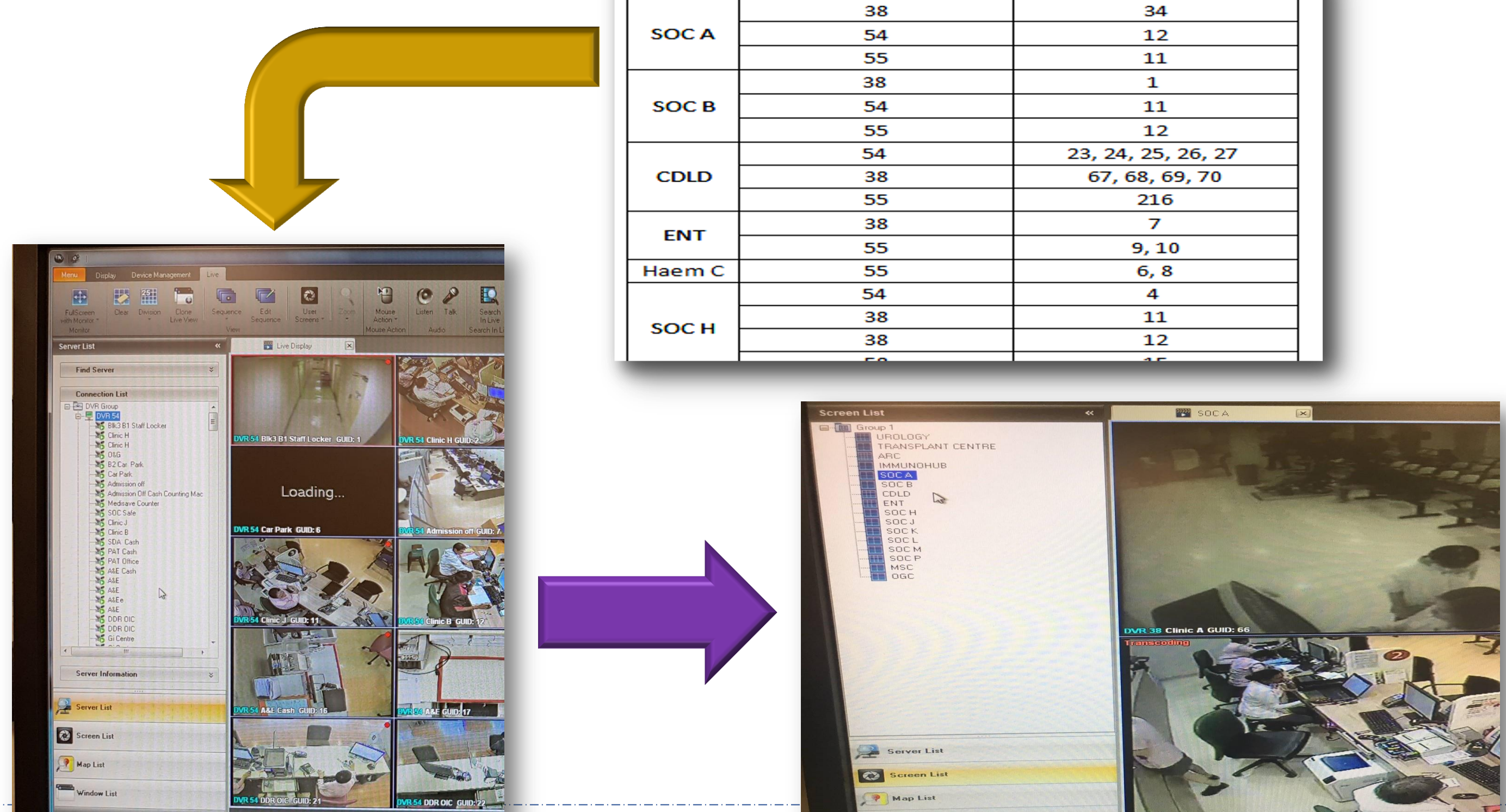
To improve the efficiency and productivity by reducing 100% of the users' time spent to search for the correct clinic's footages.

RESULTS

REDUCE search time from 10mins to 3secs.
- Almost 100% improvement!

SCHEDULE quarterly checks
- To check with Security department and users to ensure footages are up-to-date.

COMMUNICATE
- Share the news to all clinic in-charge through the SOC monthly rollcall snippet.

CONCLUSION

Effective feedback will help to increase productivity and efficiency in improving or transforming processes. As much as we value patients' feedback on their experience, internal stakeholders' feedback are equally important. Satisfied and high morale staffs will bring positive experience to our patients.