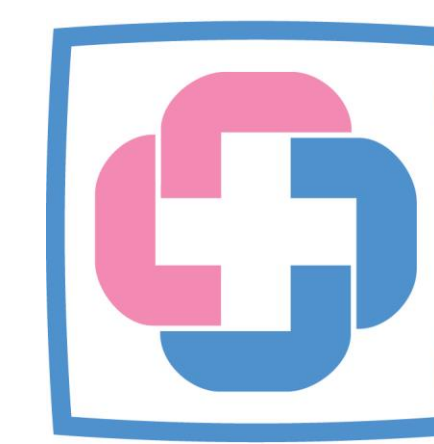




**Singapore Healthcare
Management 2019**

Login? or Get Locked Out!



**KK Women's and
Children's Hospital**
SingHealth

Sim Tze Jie
Goh Bee Keow
Sim Ching Yee

INTRODUCTION

To promote data literacy throughout KKH, eHInts platform was introduced to enable users to perform self-help in data extraction. However, Data Analytics Office (DAO) representatives and other colleagues feedback that there are difficulties to use the platform. As a result, to understanding and monitor how well and often the users are using the system, DAO worked with eHInts team to setup and develop an internal report to visualize and monitor the usage frequency by users.

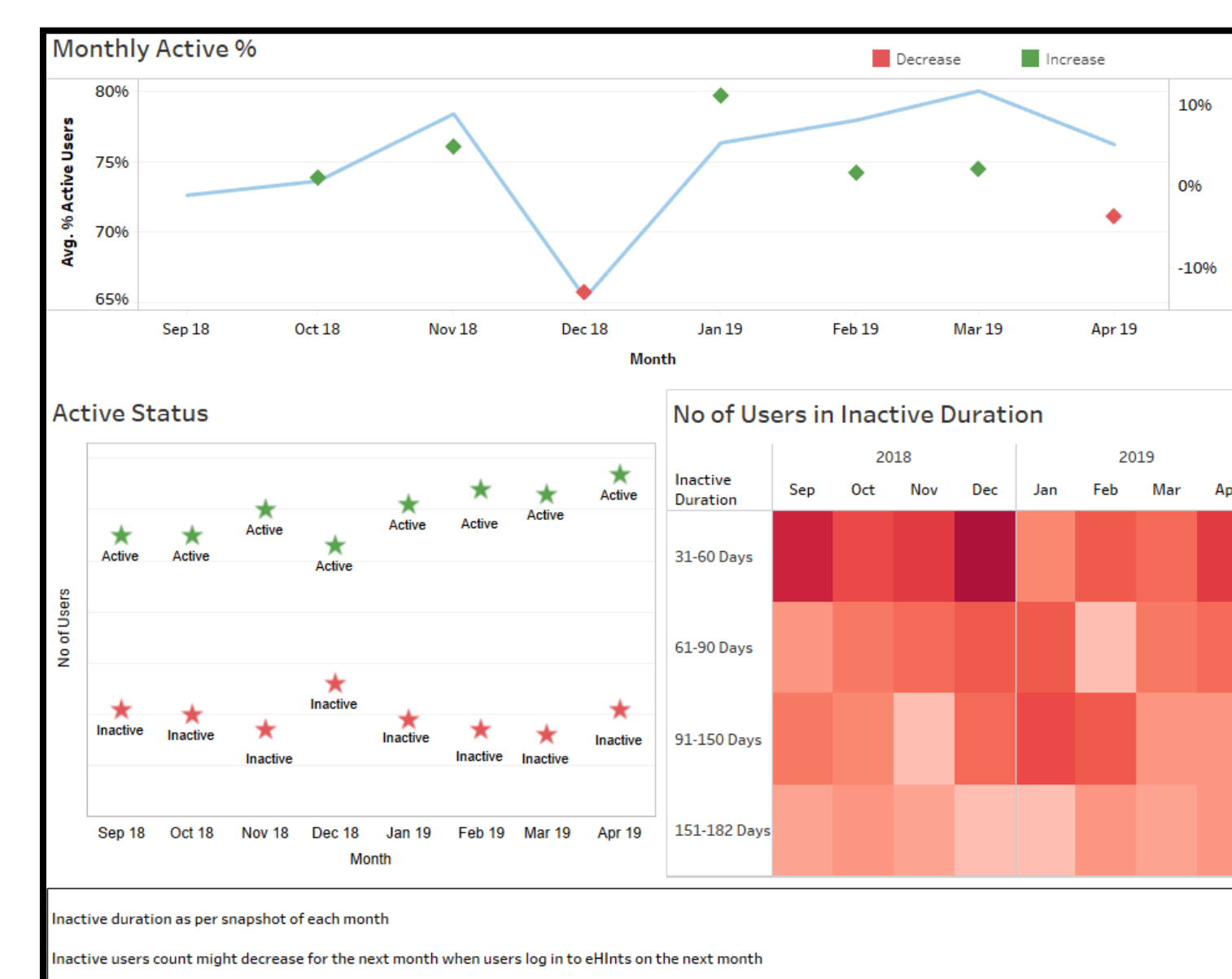
AIMS

- ❖ To provide overview and details of eHInts usage by users in KKH.
- ❖ To enable timely engagement with DAO representatives for sustainable usage of eHInts by users.



RESULTS

Management is able to have a clearer understanding on the eHInts usage status in the institution by respective division/department. For example, they can understand the activeness of users in eHInts per month by referring to the trend below. Management also able to deep dive to know the monthly active and inactive users by each respective division/department.



Usage trend to show the change in % of active users in eHInts.

Figure 1: eHInts Usage Trend and Breakdown by Inactive Duration

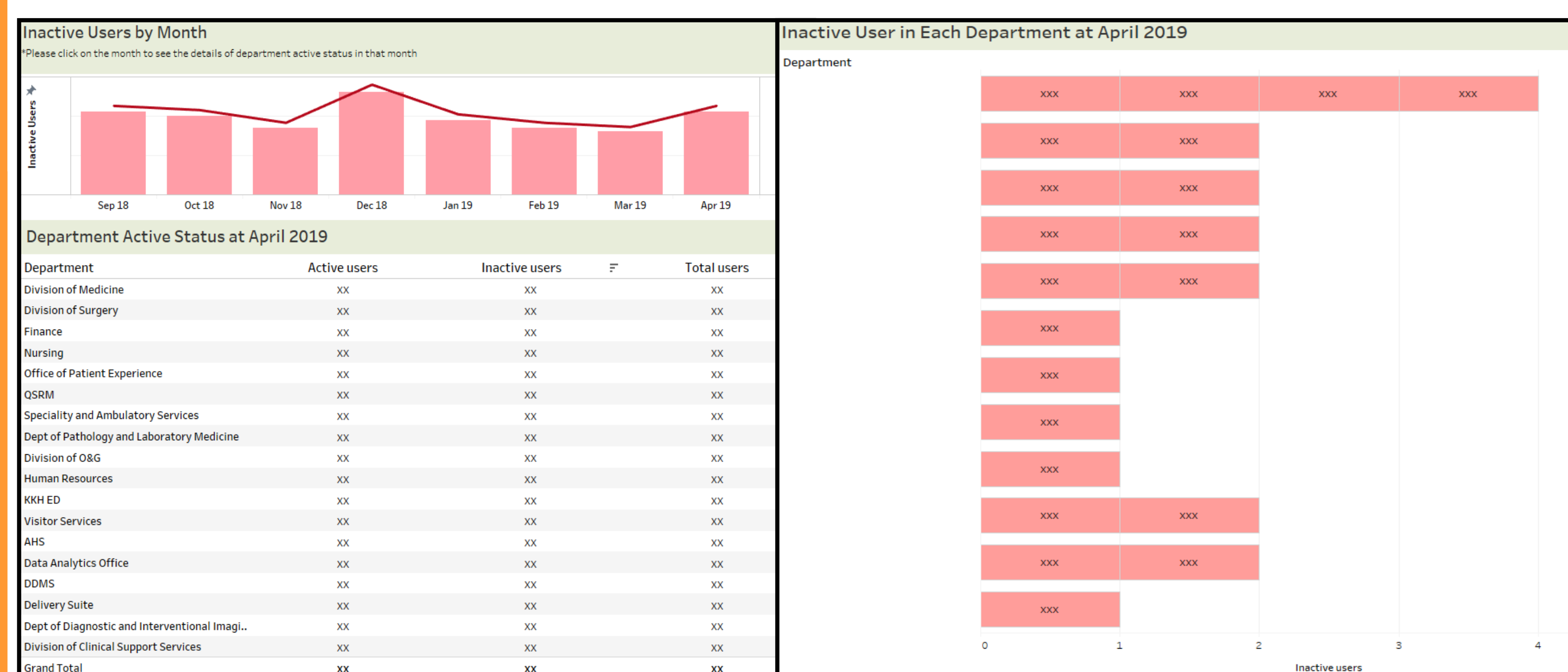


Figure 2: Monthly Inactive Users Trend and Breakdown by Division/Department

Figure 3: Inactive Users List in Each Division/Department

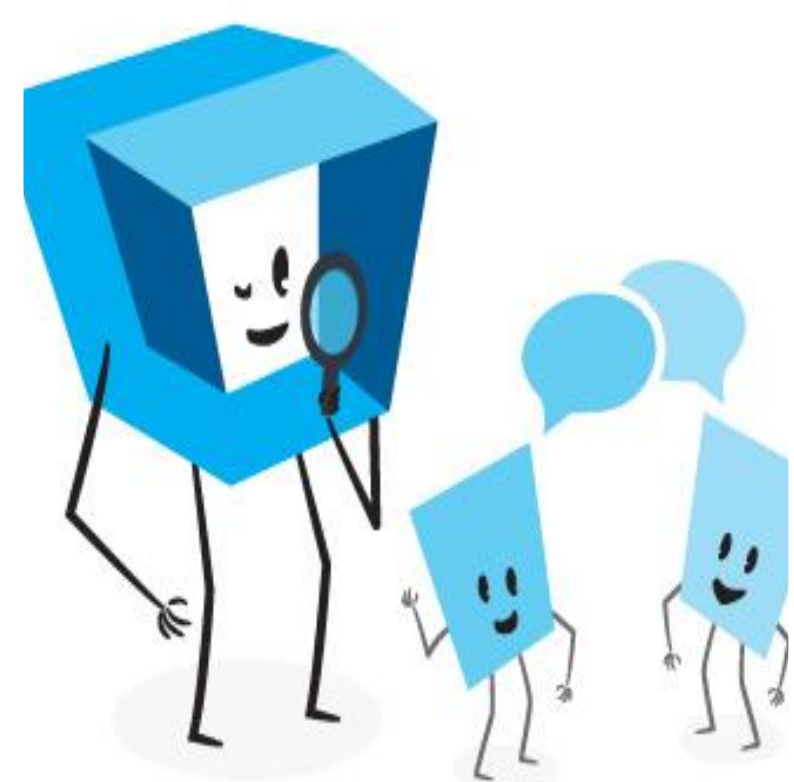
- After the analysis done, follow up email will be sent out to DAO representatives for further engagement with the users if users need any support on the system.
- Potential issues of the users can be addressed through engagement and meaningful interpretation from DAO representatives. The appropriate training can also be liaised with users if necessary.



METHODOLOGY

1. Data Source and Report Setup

Data gathered from regular report sent by IHIS via email. Identify the data field and indicators to be used in the dashboard development based on last access date.



2. Data Preparation

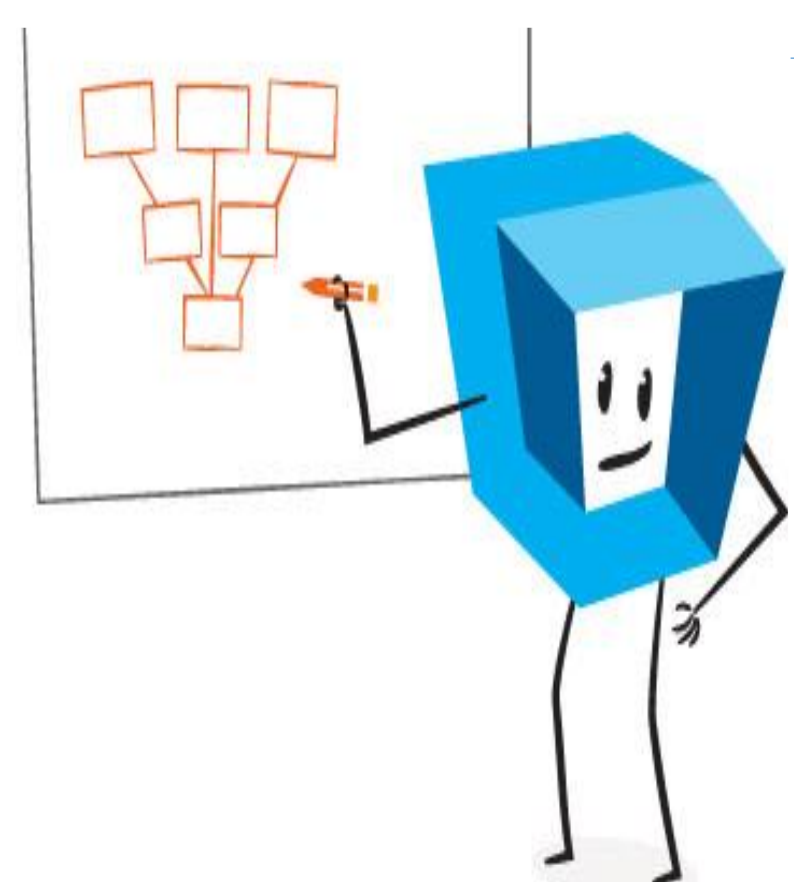
Data processing - The inactive duration is categorized, the DAO representatives are mapped to users in each department / division.

Data cleaning – Users with more than 6 months inactivity will be excluded from the report.



3. Data Visualization by Using Tableau

Create an interactive dashboard to visualise active and inactive usage rate, inactive duration stratified by department and division.



CONCLUSION



With the use of dashboard, DAO representatives will have timely engagement with the users. The effective communication with the users to find out the difficulties faced by them.

Continuous and sustainable support from DAO representatives enable the enhancement of data literacy in KKH.

Through the support from DAO representatives and self-help, users will gain confidence on extracting the data through eHInts platform instead of requesting eHInts team to generate the report for them.

Acknowledgements

The dashboard was made possible with the data support from the eHInts team and the continuously engagement support from the DAO representatives in KKH.