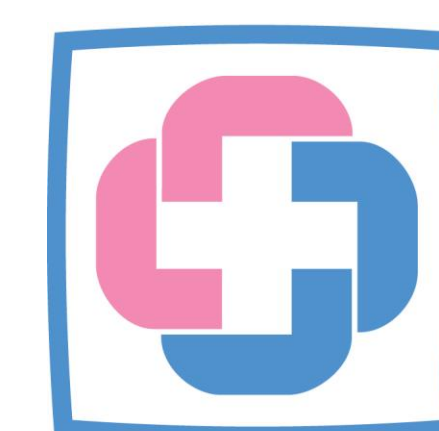




Singapore Healthcare  
Management 2019

# Discover Visualization for Different Decision Making by Leadership



KK Women's and  
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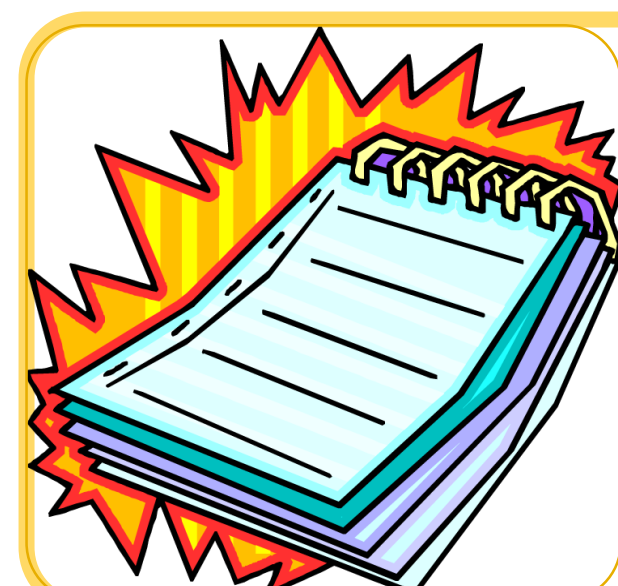
## INTRODUCTION

To provide clarity and benchmarking of KKH performance amongst other institutions for leadership, Office of Strategic Management (OSM) and Data Analytics Office (DAO) worked together to design a dashboard to visualize the various performance indicators for decision making.

## AIMS

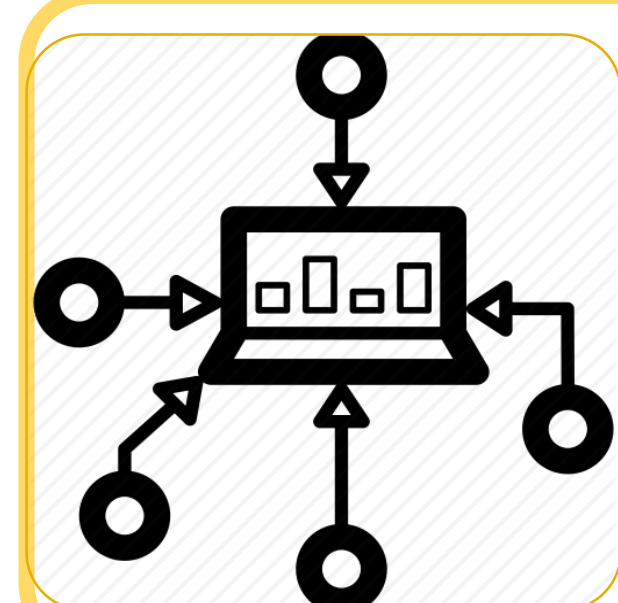
- To visually present the published data from eSingHealth Statistics for leadership reviewing.
- To enable leadership to benchmark the performance between KKH with other institutions regularly.
- To promote meaningful discussion amongst leadership for institution improvement using a source of truth.

## METHODOLOGY



### Step 1: Data Source / Report

- The data is prepared by using published sources.



### Step 2: Data Preparation

- Identified the indicators for dashboard building.
- The data preparation is done in Excel.
- The master file is created for subsequent updating and visualization



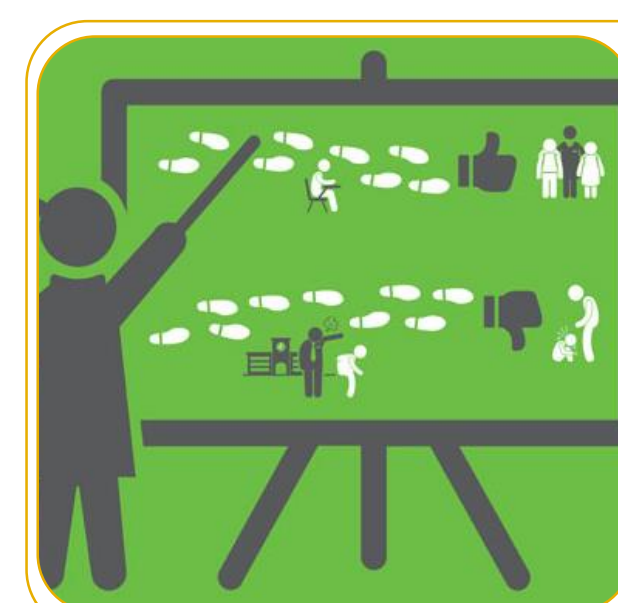
### Step 3: Dashboard Building in Tableau

- Measures of performance inclusive of workload, service quality with CAGR are represented in the trend charts.
- Interactive features are incorporated for management to deep dive to the further details of the data.



### Step 4: Reviewing with OSM and Management

- Feedback and suggestion from OSM and management are gathered for dashboard enhancements.



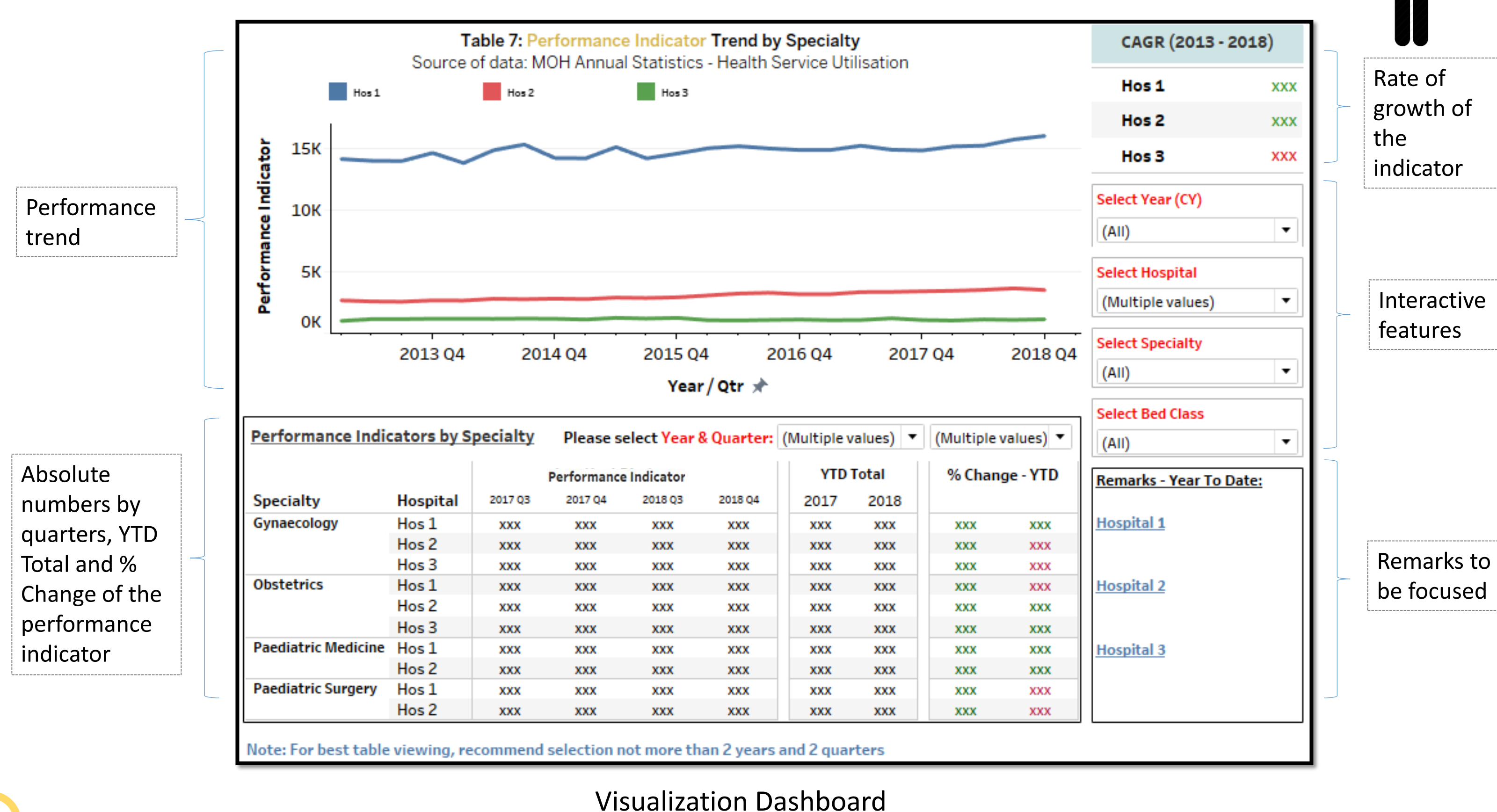
### Step 5: Preparation of Outline Step

- The guideline for continuously updating the dashboard is prepared for OSM team.

## RESULTS

With the use of the dashboard, OSM and management team are able to have clarity on the performance of each indicator in the institution and benchmark with other institutions.

The subsequent improvement actions can then be discussed with management team and the effective implementation and monitoring can be done.



## CONCLUSION

The visualization dashboard:

- allows management to review the information with ease and drive effective decision.
- enabler for management to focus on the key areas of concern with filters.
- reduces errors during dashboard updating.
- enables more time to derive insights as compared to generate static reports.

## FUTURE WORKS

- Ongoing discussion to be done by management and OSM and feedback will be provided to DAO for further enhancement on the dashboard.
- More indicators can be added to make the dashboards more holistic for leadership to review and achieve better patient care outcome.

## Acknowledgements

The analysis was made possible with the support and guidance from Irene Chan (Director - Office of Patient Experience).