

ENHANCED FACILITATION OF MASK-FITTING FOR SINGHEALTH HQ STAFF

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Introduction

SingHealth HQ staff are required to support cluster operations both at their present workplace and at various institutions during times of pandemic outbreak. As such, it is important for these staff to protect themselves against exposure to such disease outbreaks in order not to disrupt business operations. The main Personal Protection Equipment (PPE) would be the N95 mask, which is designed to protect users from breathing in airborne viruses and contaminants. With close to 1,000 staff in SHHQ, it would take months to mask-fit everyone with the correct size, which is why an efficient system is necessary to expedite this process.



Problem Statement & Motivation

The current mask-fitting process is done based on ad-hoc scheduling ie. via email requests to facilitate a mask-fitting session. Staff would propose their preferred date and time which may not be suitable to the mask-fitter from Emergency Preparedness (EP)-Group Operations. As a result, much time and effort are spent in coordinating for a date and time suitable for both parties, which is very unproductive.

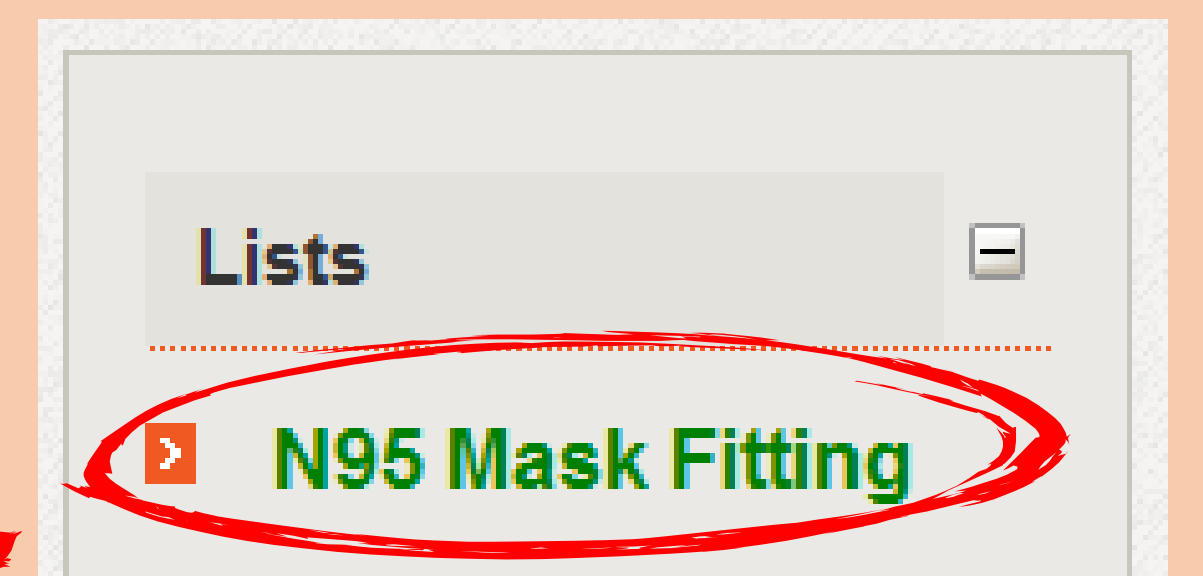
With the need to mask-fit so many staff in SingHealth HQ within a short period, a more productive and time-saving way would have to be devised in order to expedite the facilitation of mask-fitting for both parties.

Methodology

To reduce unnecessary time and effort in coordinating as well as to shorten the period to complete mask-fitting for so many SingHealth HQ staff, the team in EP-Group Operations has devised a new 4-Step Calendar-Style Booking System whereby SingHealth HQ staff can now choose and book their preferred slot for mask-fitting as follows:

Book your mask-fitting session in 4 simple steps!

- 1** Go to EP's webpage on Infopedia
- 2** Click on this to open calendar!
- 3** Choose your preferred slot, select 'Edit Event' and input your name in the slot
- 4** Save the event and your booking is confirmed!



June 2019						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27 9:00 am - 11:00 am Mask Fitting	28	29	30	31	1
2	3 9:00 am - 11:00 am Mask Fitting	4	5	6 9:00 am - 11:00 am Mask Fitting	7	8
9	10 9:00 am - 11:00 am Mask Fitting	11 9:00 am - 11:00 am Mask Fitting	12 9:00 am - 11:00 am Mask Fitting	13 9:00 am - 11:00 am Mask Fitting	14	15
16	17 9:00 am - 11:00 am Mask Fitting	18 9:00 am - 11:00 am Mask Fitting	19 9:00 am - 11:00 am Mask Fitting	20 9:00 am - 11:00 am Mask Fitting	21	22
23	24 9:00 am - 11:00 am Mask Fitting	25	26 9:00 am - 11:00 am Mask Fitting	27	28 9:00 am - 11:00 am Mask Fitting	29
30	1 9:00 am - 11:00 am Mask Fitting	2 9:00 am - 11:00 am Mask Fitting	3	4	5	6

Results

This new 4-Step Calendar-Style Booking System has resulted in huge savings in time and effort for both SingHealth HQ staff and EP Team. The typical 1-2 days spent in coordinating for a suitable date and time have been reduced to just 10 minutes!

No cost was incurred in creating this new system as it rides on the existing SingHealth's Infopedia platform.

Other benefits include better management of room bookings and logistical set-ups required for such mask-fitting sessions. Spare capacity is now created for both parties to perform their other day-to-day functions, resulting in increased work efficiency and productivity.

Related Works

Mask-fitting records, eg. the type and size of the mask for every staff, are now captured and uploaded into the new Staff Health Surveillance System (S3) within the day. This will facilitate mass procurement of N95 masks with the correct quantity and size during periods of crisis.

Conclusion & Future Works

This new 4-Step Calendar-Style Booking System is an effective enabler in our need to facilitate mask-fitting for so many SingHealth HQ staff within a short time-frame. The coordination process has been sped up from days to minutes to instant confirmation! With records made available in the Staff Health Surveillance System (S3), the exact quantity and size of N95 masks can now be purchased accurately and expeditiously during periods of disease outbreak. SingHealth staff can now be assured of prompt and effective protection against exposure to airborne viruses and contaminants.

The EP Team is looking into training more mask-fitters from other departments so that they can mask-fit for their staff. The creation of a larger pool of mask-fitters would accelerate the mask-fitting programme for SingHealth HQ staff. As this can be conducted within their department, staff would also save on travelling time to EP-Group Operations, resulting in increased productivity.