



Singapore Healthcare Management 2022

CREATING AN EFFICIENT FFE MONITORING PROCESS

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Background

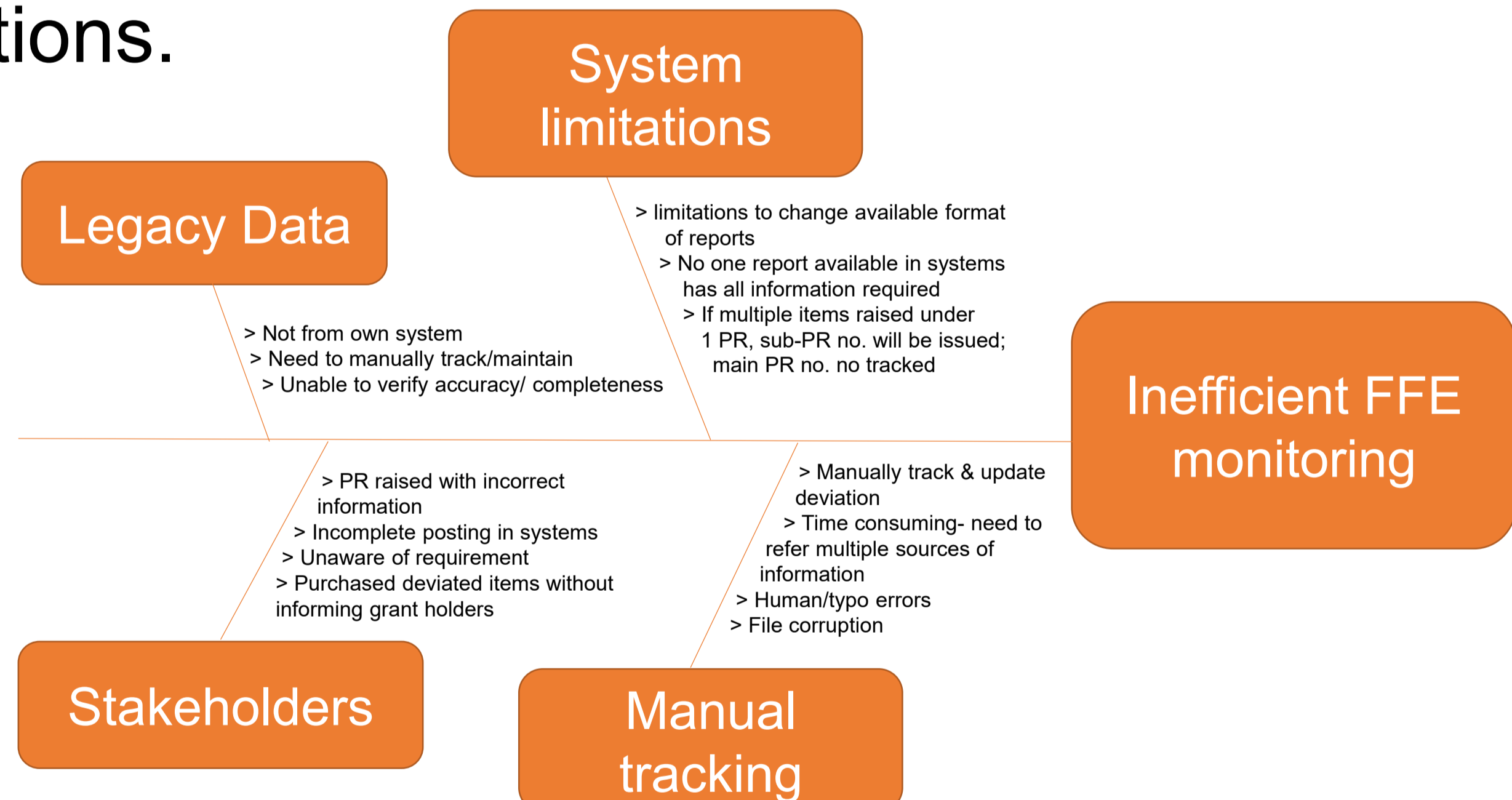
Manual excel tracking of grant utilization for MOH-funded Furniture, Fixtures and Equipment (FFE) can be tedious, time consuming and subject to risk of errors as the list of purchases and claims gets longer over the funding period. Moreover, it does not provide meaningful output to stakeholders.

Thus, we want to:

- Create dashboard(s) for efficient fund monitoring such that it reflects the status of fund utilizations and savings by integrating information available from various data sets while reducing manual intervention.

Methodology

Plan: Conduct fishbone analysis to identify potential causes that undermine the FFE monitoring process and also exploring potential solutions.



Do and Study: To obtain a desire output file in excel format by processing and merging data obtained from various data sources through Microsoft Power query application and upload output file onto Tableau Visualizations software to create dashboard(s) for use by relevant stakeholders.

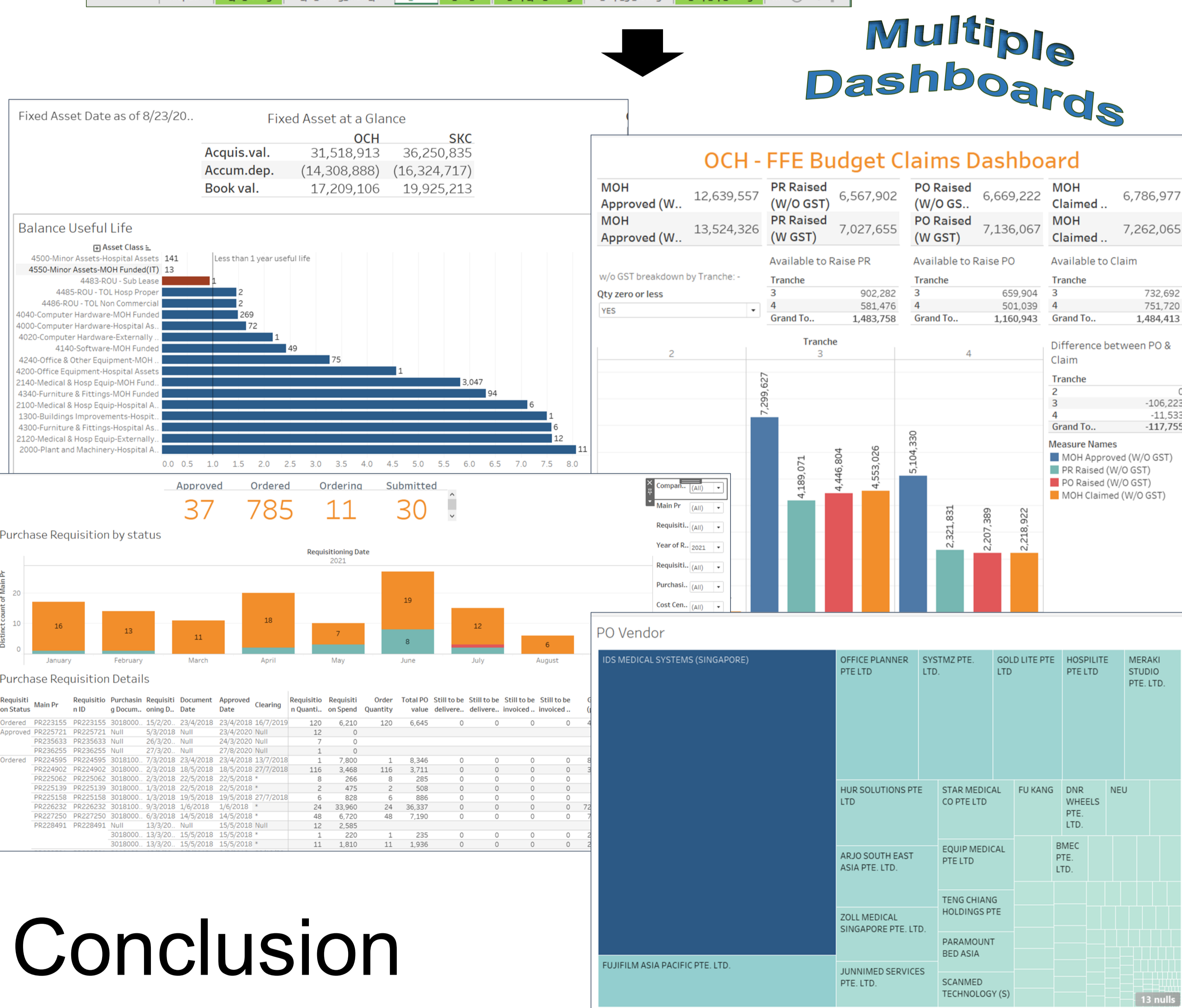
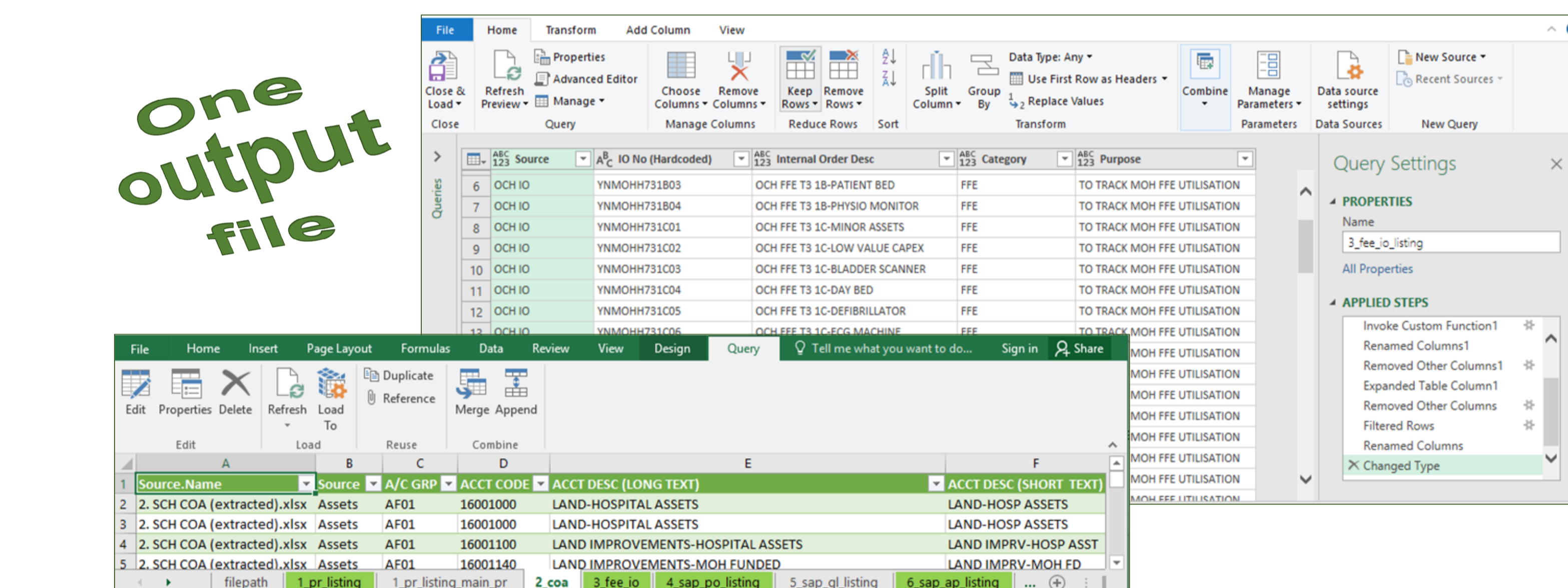


Act: Conduct data validations between output file and existing manual tracking file to identify differences; then rectify gaps relevant to stakeholders so as to provide accurate reporting; sharing of learnings with stakeholders for more accurate data capturing and process improvement.

Results

A more accurate and enhanced output file with dashboards generated to assist stakeholders:

- **Management:** Provides overview of funding utilisation rate, savings between approved and actual FFE cost, amount claimed till date, amount pending delivery/invoicing;
- **Departments/Users:** Amount and items procured/partially procured/yet to procure/yet to deliver/yet to invoice, savings, claim status.



Conclusion

Pros:

- Visualisations provide easy to understand updates to stakeholders for decision making.
- Data can be easily updated to dashboard to provide information to requestor.
- Time spent on obtaining output reduced by approximately 30% for each claim.

Cons:

- Need to manually clean and maintain legacy data.
- Continuous manual validations required to sift out input errors at source to augment automation.