



**Singapore Healthcare
Management 2022**

Joy @ Work with Paperless Initiatives

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Special Thanks

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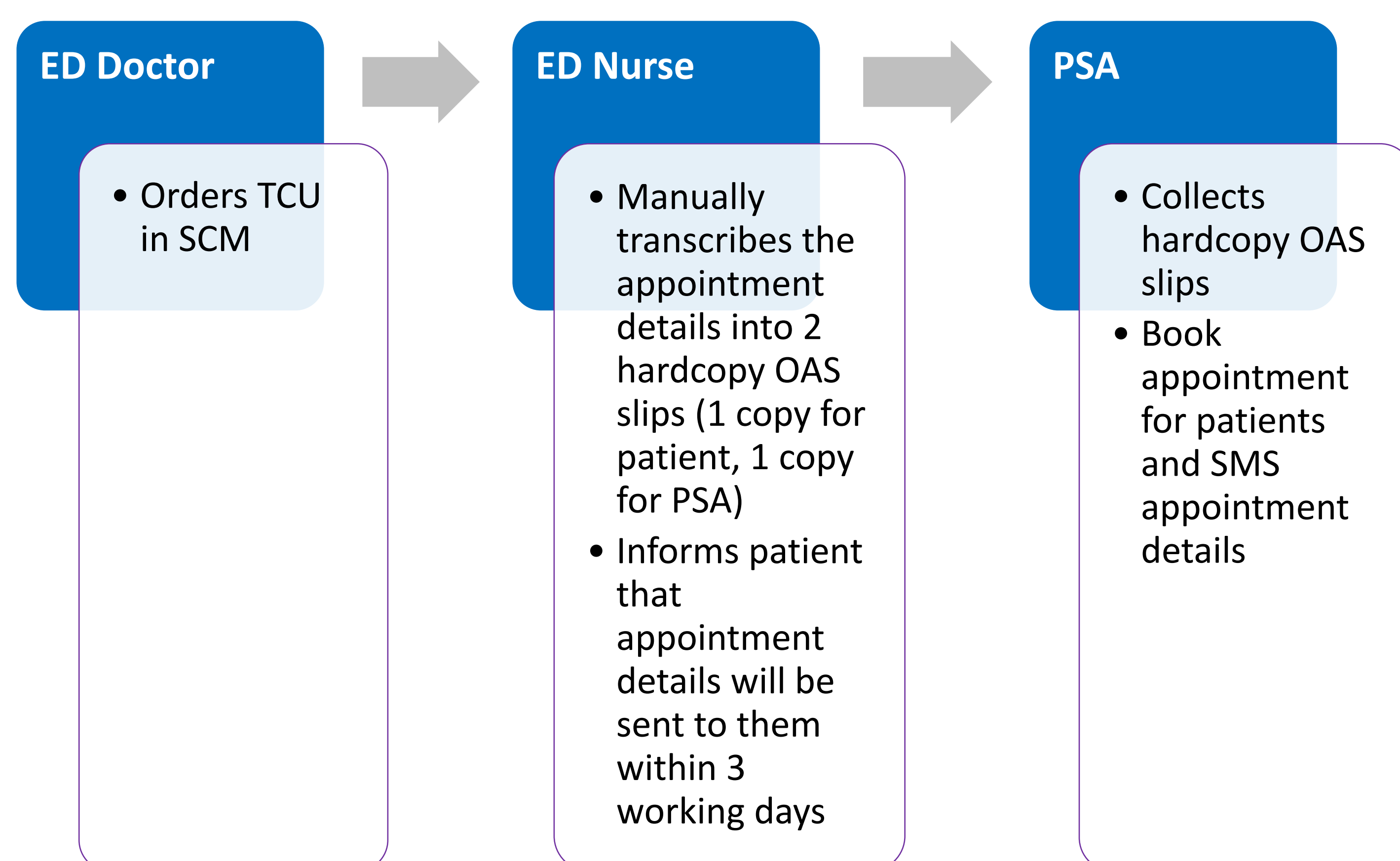
Sengkang General Hospital Pte Ltd

Background

With more and more organizations jumping on the ESG (Environmental, Social & Governance) bandwagon, having environmental friendly, socially responsible and sustainable processes has become a goal that many organizations are striving to achieve.

SKH is also moving in the right direction with its own “Green Initiatives”. However, some of the processes in the Emergency Department still relies heavily on hardcopies. The following are 2 such examples:

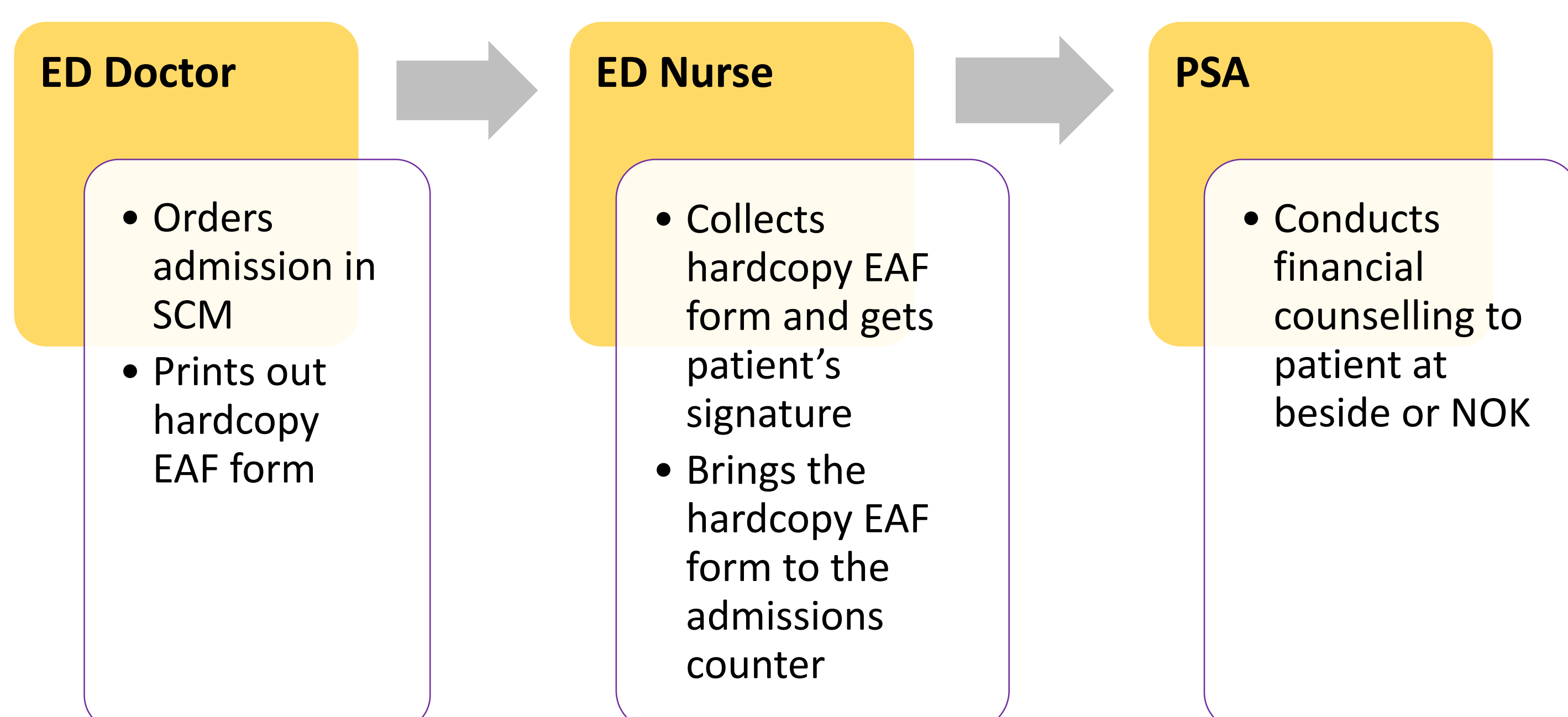
Patients referred to Specialist Outpatient Clinics (SOC)



Issues with this process

- Manual transcribing requires extra time and effort from the nurses
- Prone to transcribing errors
- PSAs have to go to the different zones to collect the hardcopy OAS slips
- Sometimes the hardcopy OAS slips go missing before reaching the PSAs

Patients admitted



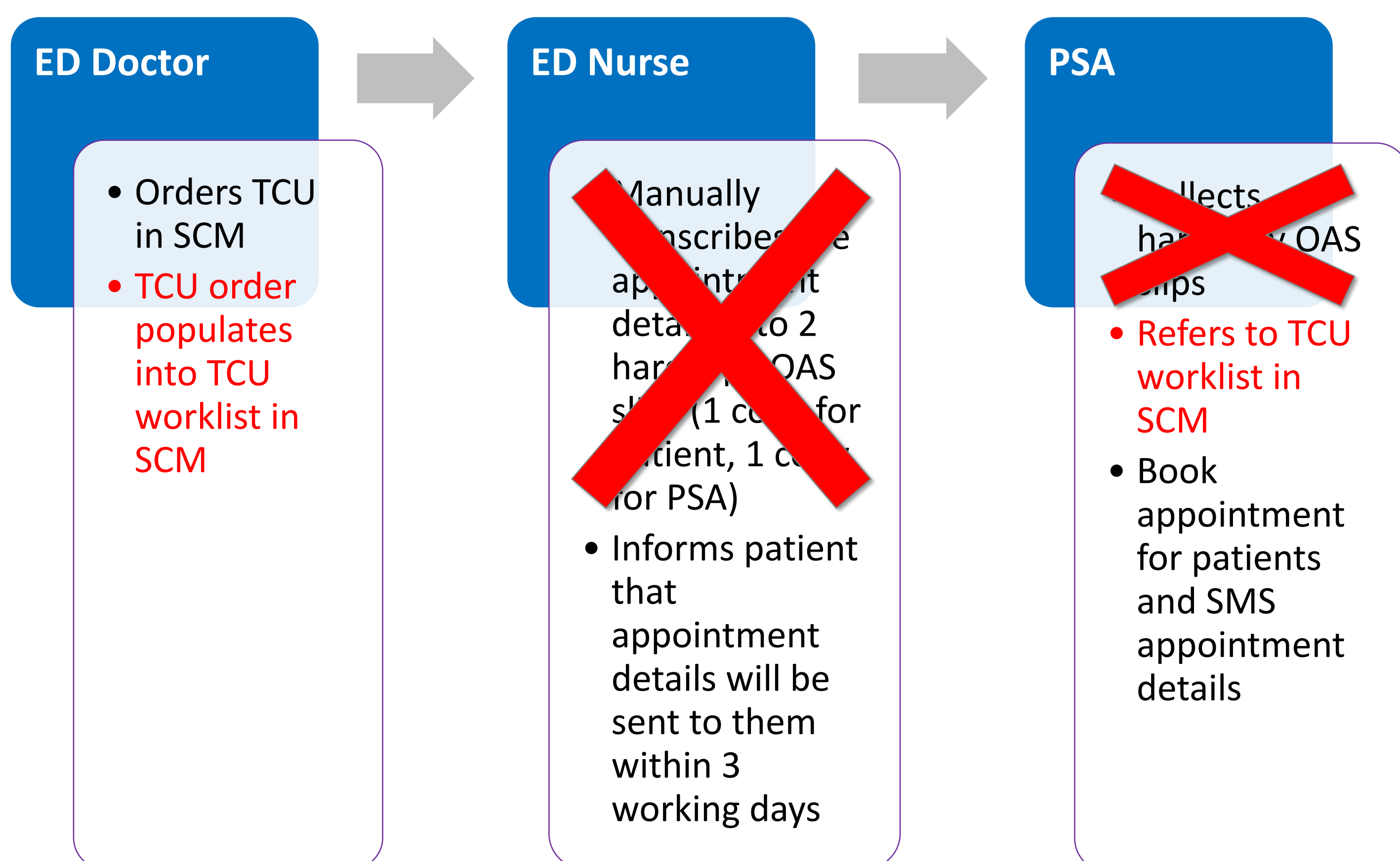
Issues with this process

- The passing of the hardcopy EAF forms creates unnecessary walking for the nurses
- Potential delay in admission orders reaching the admission counter PSAs if nurses are busy

Methodology

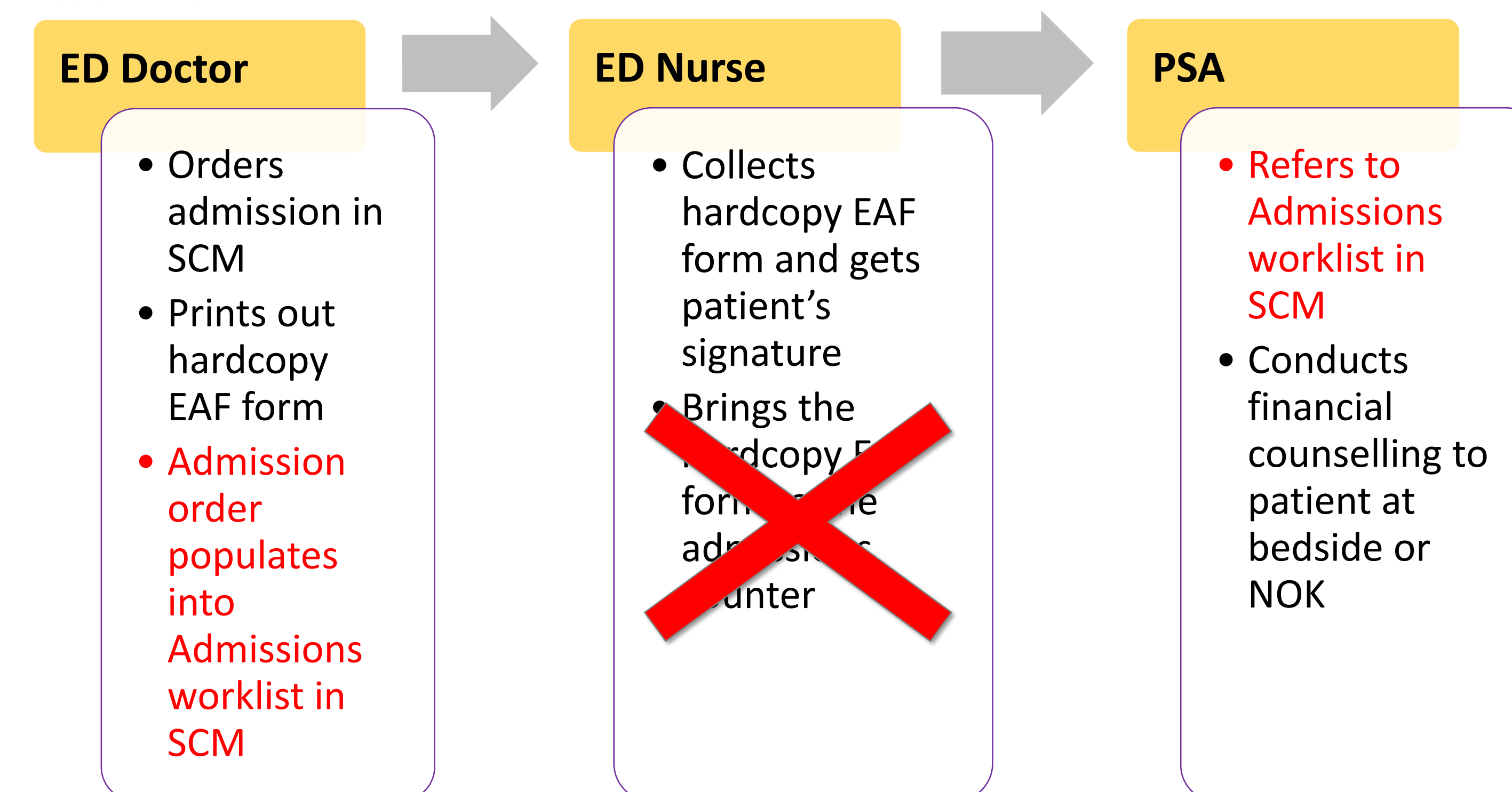
SCM TCU Worklist

To eliminate manual transcribing onto hardcopies, enhancement is made to SCM such that:



SCM Admissions Worklist

To eliminate unnecessary walking for the nurses, enhancement is made to SCM such that:



Results

- **NO** more manual transcribing of appointment details onto hardcopies
- **NO** more errors from manual transcribing
- **NO** more missing hardcopies for appointment booking
- **NO** more “walking the extra mile” by nurses for admission cases

✓ Potential time savings for nurses by eliminating manual transcribing =
2,700 appt x 2 min = 90 hr/mth = **1,080 hr/yr**

✓ Potential time savings for nurses by not “walking the extra mile” =
100 admissions x 5 min = 8 hr/mth = **96 hr/yr**

✓ **Total cost savings for nursing manpower =**
1,176 hr/yr = \$31,780/yr

* Estimation based on \$4,540 per FTE per month

Conclusion

Tapping on technology and system enhancements can have enormous benefits in terms of operational efficiency, accuracy as well as enhancing staff satisfaction at work.

Aim

The aim of this paper-less is to fully eliminate errors due to manual transcribing, the time and effort put in by the nurses to do the transcribing (which can be tedious), as well as the unnecessary walking by PSAs and nurses to pass the hardcopy forms, thereby promoting joy at work for staff