

Moving Towards A Paperless Approach For the Assignment of General Medicine Doctors in SAP Changi General Hospital Muhammad Lughman Nurhakim, SC Operations Ng Ching Hui Stephanie, ED Operations

Introduction

One of the mandatory fields needed for an admission process in SAP is the attending physician's MCR number. For most specialties, this MCR number is retrieved automatically from the doctors' on-call roster. However, for patients admitted to General Medicine departments such as Internal Medicine, Respiratory, Gastroenterology & Chronic

Dialysis, a manual method of retrieving the MCR numbers will be carried out.

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Problem

In this manual method, the MCR numbers are arranged in a round robin and printed on sticky labels before being kept in files categorized by their discipline. For every new admission, a PSA will have to retrieve a sticky label from the correct file and paste it on the admission form. As we expand CGH's Emergency Department with decentralised admission counters, there is a need for a system that allows different admission counters to access and assign a round robin MCR number in real time.



Manual Sticky Labels

Methodology

PLAN		
 Source for a system that can: Show live information updates from multiple users Utilize online macro/script codes 	 Craft an initial version of how the tool will look like Beta program was tested in 1 location during non- peak periods over 3 days. 	
ACT	CHECK	



- Feedbacks received were used to:
- Add colours to the different lists and tabs for visual aids to mitigate selection errors
- Insert checkboxes and format it to highlight user's selection
- Add an additional yes/no pop-up script as safety before clearing the list
- Feedbacks received from trial run include the need for:
- Colors to direct user's focus to the desired content
- Checkboxes for selection
- Alert pop-up messages
- Simplicity to the overall interface

The team discussed and decided to use Google spreadsheet, an application that allow multiple users to access and collaborate in real time. The program also allows for customizable coding scripts and formatting for online use.

Results

- PSAs from different admission locations now have access to retrieve an MCR number without the risk of selecting the same person concurrently
- With the implementation of colour visual aids, PSAs can easily identify, select the correct speciality, and attending physician faster
- Environmentally friendly and hassle free as there is no need to manually print any sticky labels
- Allows quick amendments to the MCR list via mobile phone

Final Product!

0/0 Completed		ed	MEDICAL GM(INT MED)/STROKE UNIT		0/0 Cancelled	Click here to CLEAR	
ADM1	ADM2	FFA	MCR No.	Medical Staff	Team	Cancel	Agter round room ends
≡ MEDICAL ▼ RESPI ▼ GASTRO ▼ CHRONIC DIALYSIS ▼							

7/	7/9 Completed		GASTRO MEDICAL - GM (GASTRO)		0/9 Cancelled	Click here to	
ADM1	ADM2	FFA	MCR No.	Medical Staff	Team	Cancel	After round robin ends
			<u>13796J</u>	Dr Jeannie Ong	63		
			<u>04322B</u>	Dr Law Ngai Moh	61		
			<u>17976J</u>	Dr Tan Chin Kimg	62		







Conclusion

The aim to simplify and integrate real time collaboration from multiple users was achieved. User satisfaction from ground staff has increased and at the same time, selection errors has decreased significantly. While this solution is a step in the right direction, future plans would involve utilizing the full potential of Microsoft 365's collaborative capabilities to integrate similar tools into our future Emergency Department. In the meantime, hours of testing and continuous feedback which contributed to the project's quality has allowed training and implementation to be simple and sustainable in its current form.