



Singapore Healthcare Management 2023



Changi General Hospital
SingHealth

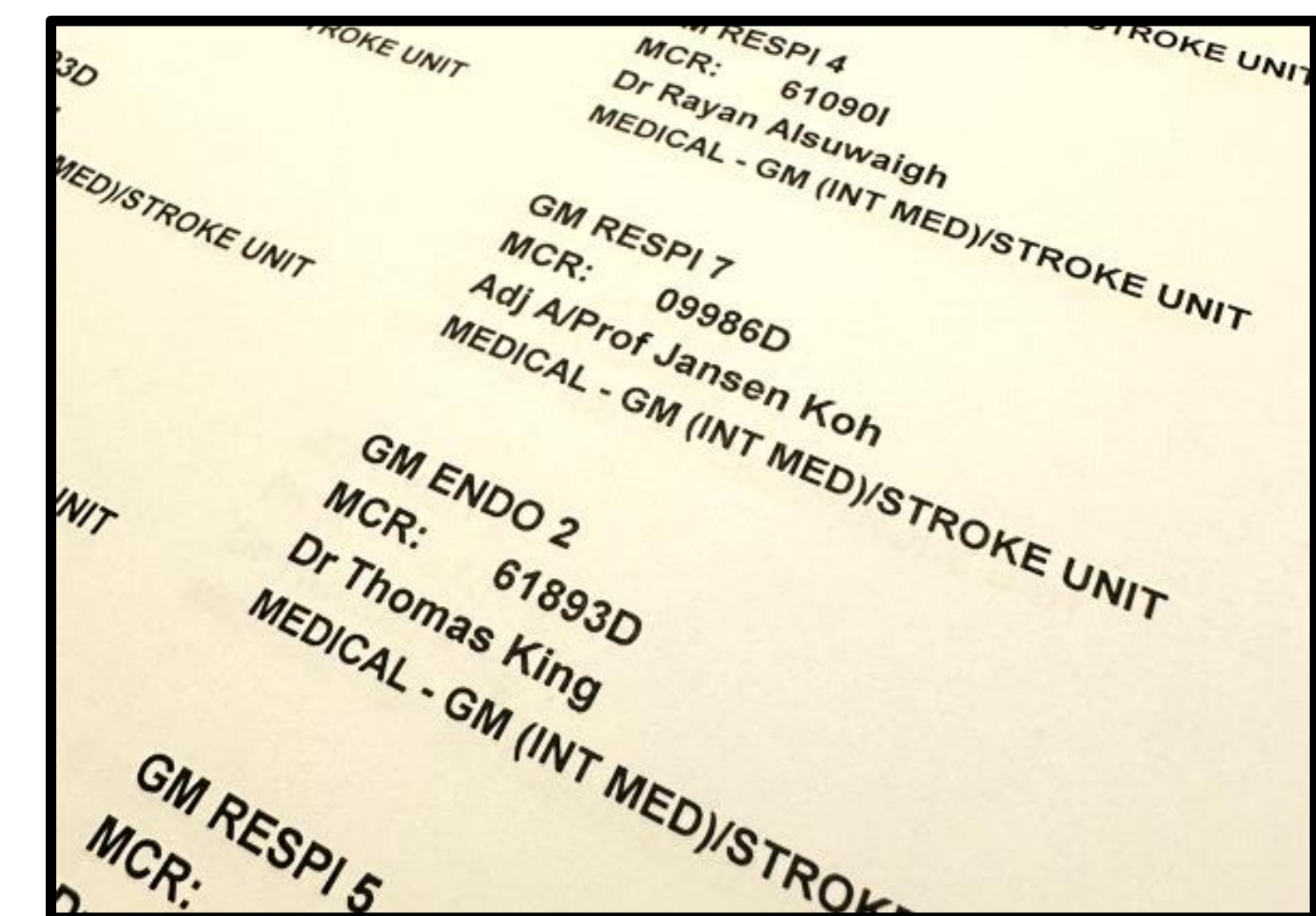
Moving Towards A Paperless Approach For the Assignment of General Medicine Doctors in SAP
Changi General Hospital
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Introduction

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.

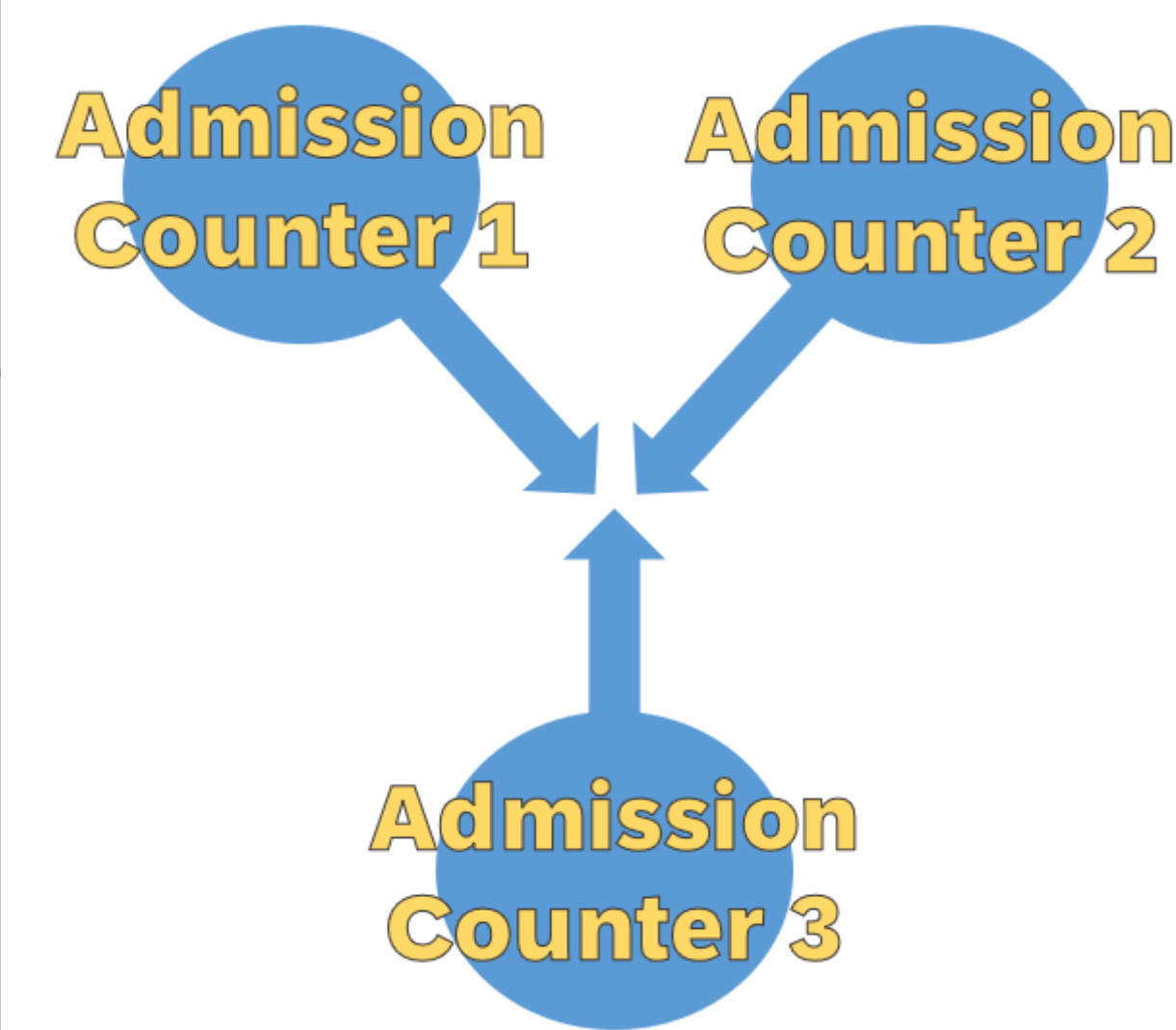
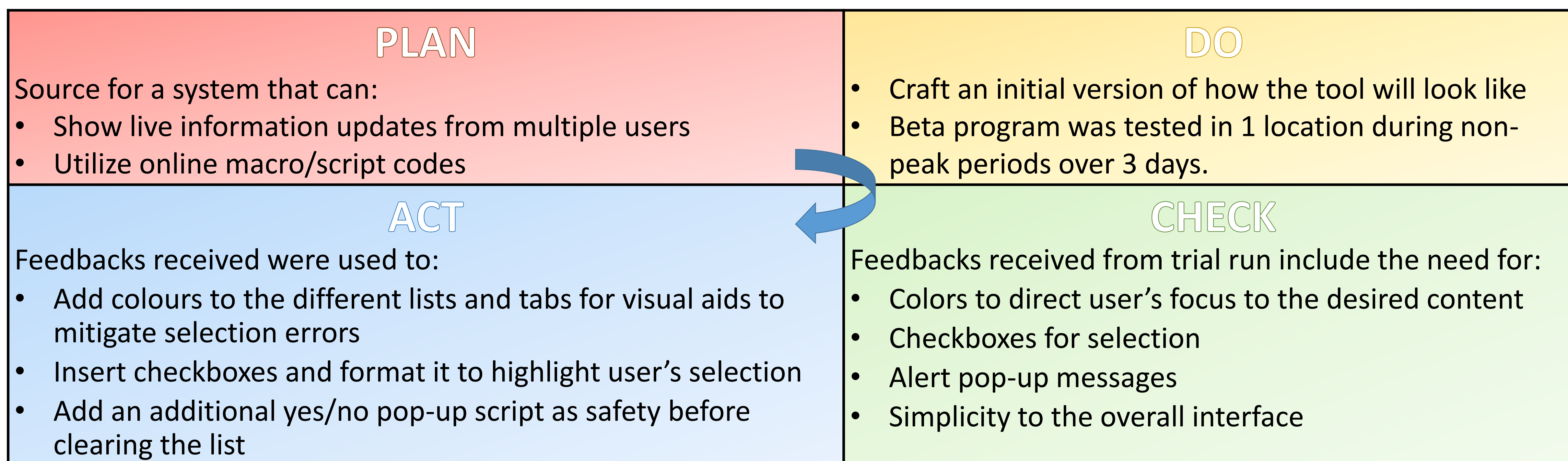
Problem

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 around robin MCR number in real time.



Manual Sticky Labels

Methodology



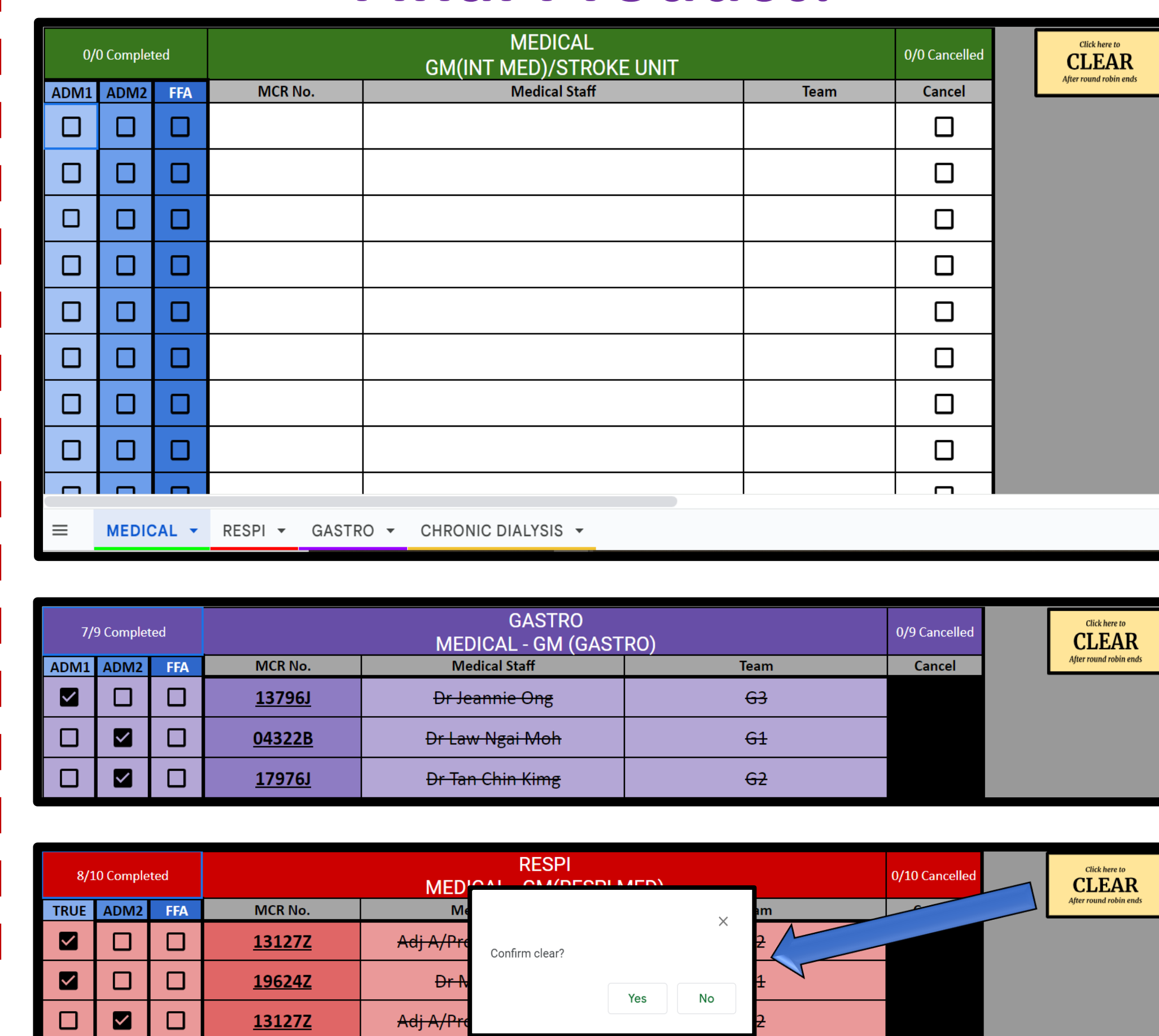
The team discussed and decided to use Google spreadsheet, an application that allow multiple users to access and collaborate in real time. The program also allows for customizable coding scripts and formatting for online use.

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
- ✓ Remove the need to constantly monitor files for depleting sticky labels

Savings! 1 Month > 100 pieces of sticky labels used = \$6.45
1 Year > \$6.45 x 12 months saved = \$77.40!

Final Product!



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.