



INTRODUCTION

For cases referred for MSW intervention, there are some types of cases assigned based on rosters.

PROBLEMS

1. Rosters were hard copy, hence only one person could hold onto it at a time.
2. There were a total of nine rosters i.e. nine separate files.
3. Difficulty in locating the specific roster, thus inconveniencing patients who walk in requesting for MSW appointments by letting them wait at the counters.

METHODOLOGY

Through discussions with our internal Process Improvement Support Team, the direction that the solution/s for this issue was towards moving the rosters to an online platform.

However, the solution had to satisfy a number of factors. One solution we considered was using Microsoft Excel.

CONCLUSION

The problems once faced had become a part of MSW Department history. Multiple benefits such as accessibility reaching its optimal level, increase in staff satisfaction, manpower time saved and no cost incurred were achieved.

RESULTS

- Optimal accessibility by all staff achieved i.e. all staff e.g. Team Leaders, MSWs, appointment making staff can access the rosters at any one time
- **110%** increase in **staff satisfaction**
- Time Saved = 345.7 hours = **18% of 1 FTE**

Activity	Time Saved / Benefits
Assigning cases when patient requests for appointment	31 cases (average per day) x 45 sec x 261 working days = 101 hours
MSWs requesting for information about the roster cycles	15 MSWs per day x (3 min (approx. call duration) + 0.75 min (locate the rosters)) x 261 working days = 244.7 hours

Factor	Microsoft Excel as the solution
Cost	Met: Zero cost.
Ease of Access	Met: All PCs are installed with Microsoft Excel.
Ability to restrict access	Failed.
Multiple users	Met: Staff are able to access the rosters at the same time.

The ability to restrict access was important, hence it was another process of research and trial and error. This issue was later resolved by relying on Windows' folder permissions settings.