JOURNEY FROM MANUAL TO E-REQUISITION OF NON-INVENTORY ITEMS



Singapore Healthcare Management 2016 ST. ANDREW'S COMMUNITY HOSPITAL Ong Seok Peng Leighton Teo



The Community Hospital Common System (CHCS) enables participating community hospitals to improve patient care and enhance operational efficiency through appropriate use of IT. CHCS serves as a platform for community hospitals to share their best practices and harmonise processes, as well as facilitate the data collection for policy planning and development. St. Andrew's Community Hospital (SACH) is the first community hospital to go 'live' in the implementation of CHCS in October 2014.

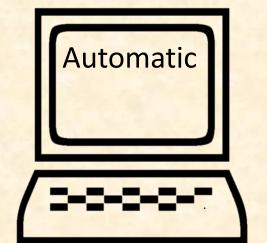


To outline SACH's transformation journey of overcoming challenges and change management from manual to electronic requisition of non-inventory items.



Requesters raised requisitions through a hard copy form. The vendors' quotations' are attached to this form. This set of document is then manually passed to the respective personnel for many layers of approval stipulated in the finance policy.

Requesters oftenhad difficultytracingthewhereaboutsofthe document.



After..

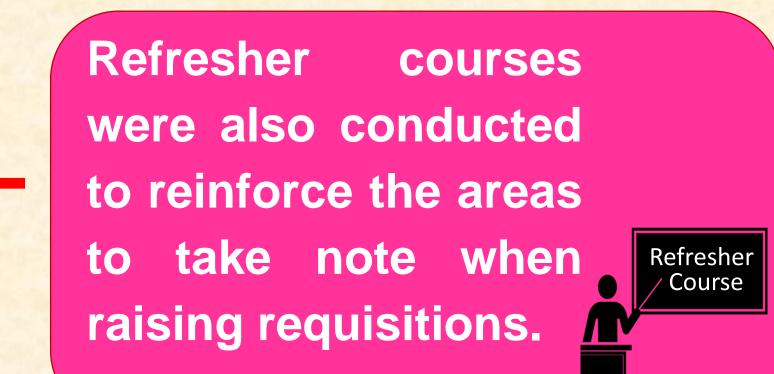
Implementation of CHCS followed by numerous training sessions were conducted.

Requisitions are raised electronically and the e-approval routing kicks off automatically. Soft copies of the quotations are attached in the erequisition.



Approved budget for each cost centre is incorporated and requesters will not be able to raise requisitions that exceed the limit.

The time saving is about two days and communication from requester to purchaser is enhanced. There are no more lost document or missing authorised signature as this is captured electronically.



Additional remarks from requester can be entered into the same requisition. Requesters can also track the status of their requisitions.



Though the teething problem of implementing electronic requisition was painful, all parties involved now reap the <u>benefits</u> of an efficient electronic requisition system with <u>significant time saving and improved</u> <u>decision making among the parties involved.</u>

