



Singapore Healthcare Management 2024

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NEWS UPDATE

Special appreciation is extended to SKH Inpatient Nursing for their invaluable support and contributions throughout the planning and implementation phases.

HARDCOPY NEWSPAPERS TO DIGITAL NEWS

BACKGROUND

Over the past seven months, SKH has observed a rise in newspaper orders accompanied by an increase in costs. To optimize cost-efficiency without compromising patient care standards, the General Services department aims to explore the potential of transitioning to digital subscriptions (eNewspaper) for A1 class patients in collaboration with SPH.

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METHODOLOGY

Before engaging SPH, the sole news vendor in Singapore, we conducted a SWOT analysis to determine the potential benefits of transitioning SKH to a digital platform for news.

Strengths

- ✓ **Cost Savings**
- ✓ **On-Demand Reading**
- ✓ **Wider Range of News**
- ✓ **No manual collation of newspapers required**
- ✓ **Support SKH Green Movement!**

Weaknesses

- ✓ Concerns of having to teach elderly patient how to set up wireless@sg
- ✓ Patients with **no mobile devices** upon admission

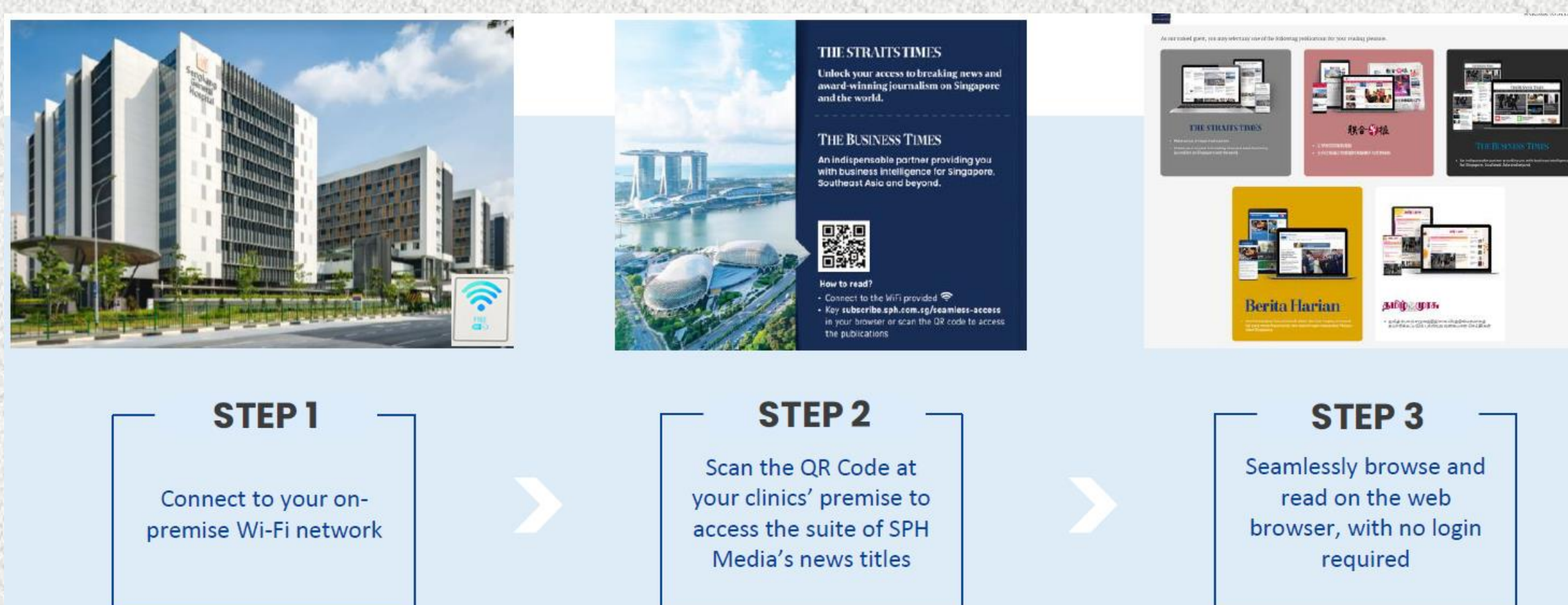
Opportunities

- ✓ **Scalable** to all other PHI as **SKH is the 1st PHI to go on digital news platform!**
- ✓ Ability to share the QR code with non-A1 class patients, eliminating the need for nurses to buy physical papers for them

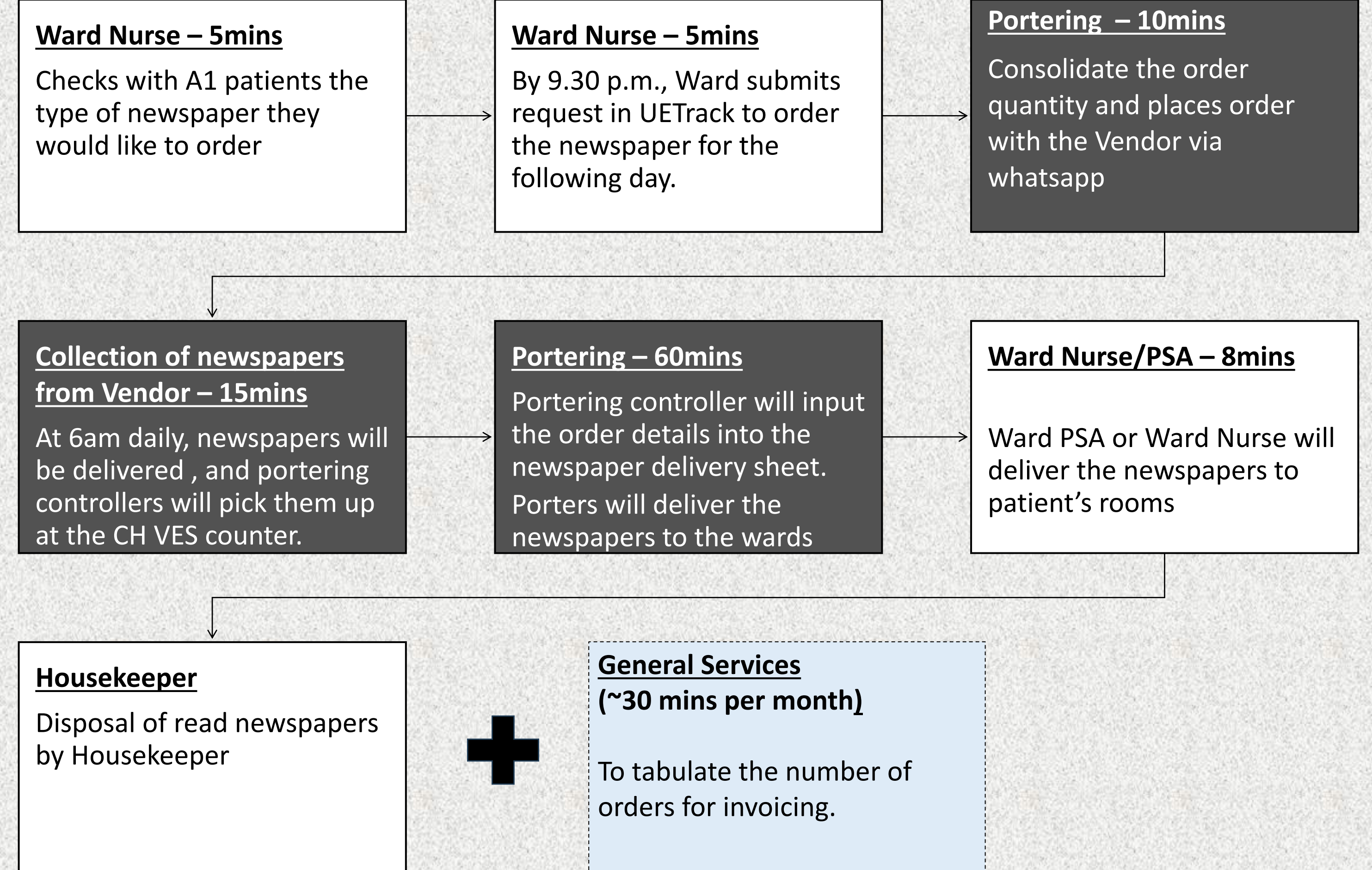
Threats

- ✓ IT Security
- ✓ Slowness in connectivity
- ✓ If the website experiences **downtime**, patients may be unable to access news updates

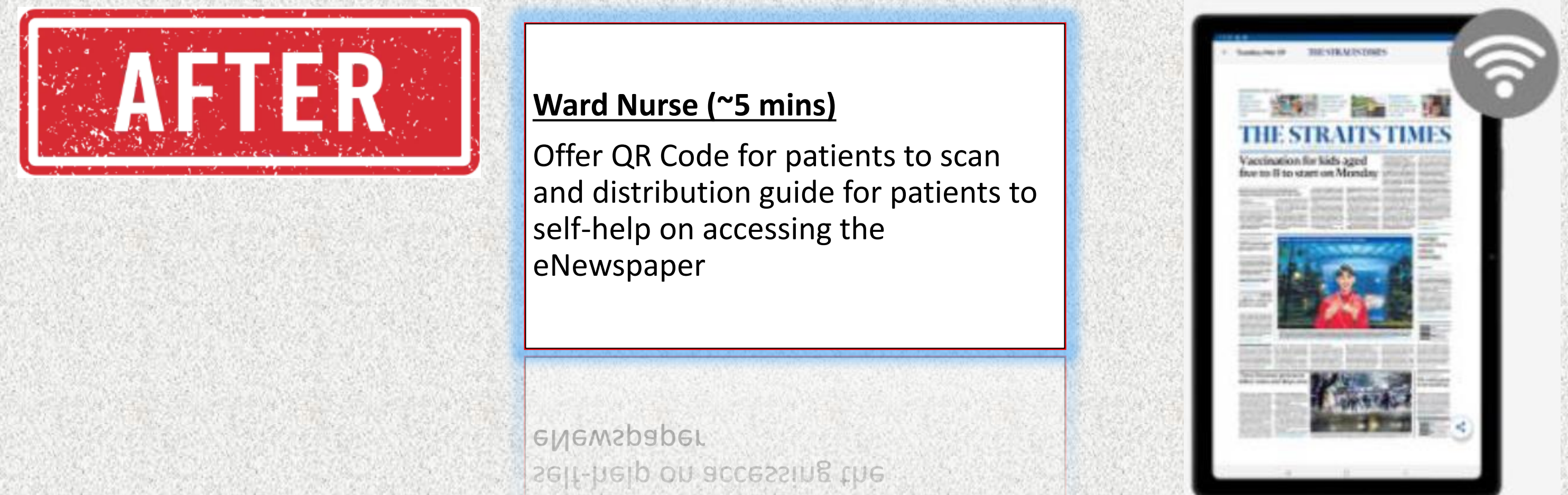
- ✓ Collaborated with nursing leaders to pinpoint potential issues and collect feedback.
- ✓ Partnered with SPH to guarantee a user-centred design approach for the digital news platform, ensuring ease of use and alignment with the target audience's needs.



BEFORE



AFTER



NEWS UPDATE

RESULTS!

100% reduction of physical newspaper orders

Annual Cost Savings in newspapers orders
Total of **~64.4% cost savings!**

Achieved **100%** Joy @ Work due to significant time savings

Annual FTE dollar Savings
Total of **~\$90,914.25** FTE dollar savings!



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CONCLUSION

In conclusion, the transition from physical newspapers to digital platforms offers numerous benefits, particularly in terms of **environmental sustainability**. Going green by adopting digital newspapers also **reduces the carbon footprint** associated with the production, transportation, and disposal of physical newspapers. Digital platforms provide a more convenient and accessible way for our patients to access news and information **anytime and anywhere in SKH**. Lastly, the transition to digital newspapers leads to significant **cost & time savings!**

