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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.

NEWS UPDATE

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!

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

Weaknesses

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

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.



Connect to your onpremise Wi-Fi network







Scan the OR Code at your clinics' premise to access the suite of SPH Media's news titles

Seamlessly browse and browser, with no login required

Ward Nurse – 5mins

Checks with A1 patients the type of newspaper they would like to order

Collection of newspapers

At 6am daily, newspapers will

be delivered, and portering

controllers will pick them up

from Vendor – 15mins

at the CH VES counter.

Ward Nurse – 5mins

By 9.30 p.m., Ward submits request in UETrack to order the newspaper for the following day.

Portering – 60mins

Portering controller will input

the order details into the

Porters will deliver the

newspapers to the wards

newspaper delivery sheet.

Ward Nurse/PSA – 8mins

Portering – 10mins

with the Vendor via

whatsapp

Consolidate the order

quantity and places order

NEWS UPDATE

Ward PSA or Ward Nurse will deliver the newspapers to patient's rooms

Housekeeper

Disposal of read newspapers by Housekeeper



General Services (~30 mins per month)

To tabulate the number of orders for invoicing.



Ward Nurse (~5 mins)

Offer QR Code for patients to scan and distribution guide for patients to self-help on accessing the eNewspaper

eNewspaper seit-help on accessing the





THE STRAITS TIMES

thesundaytimes

THE BUSINESS TIMES

THE BUSINESS TIMES

联合导报

Lianhe Zaobao

如新城市

Shin Min Daily News (next day delivery)

Berita Harian Berita Minggu

தமிழ் உழரசு

Tamil Murasu Daily

Bringing the hospital home







RESULTS!

100%

reduction of physical newspaper orders

Achieved 100% Joy @ Work due to significant time savings

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

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

dollar savings!

savings!

Savings Nurse 2.2/mth **Porter** 0.22/mth

NEWS UPDATE

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!