



Moving Towards Digitalization of Mutual Exchange of Duties Through e-Request: Fast and hassle free, Neuroradiology Success Story

Singapore Healthcare Management 2024

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Introduction

National Neuroscience Institute (NNI) Neuroradiology department provides 24 hours stroke imaging services to patients. Therefore, managing roster and manpower deployment can be quite daunting especially ad hoc request for mutual exchange of duties after the roster has been finalized.

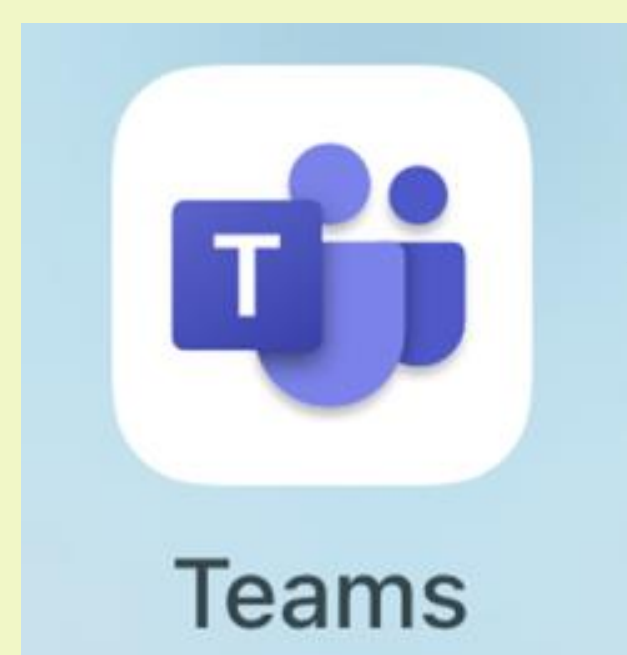
Objective

Digitalization of mutual exchange of duties and leave request using electronic request (e-request) for staff and manpower deployment in-charge (MDI).

✓Efficient ✓Fast and easy ✓Convenient ✓Paperless

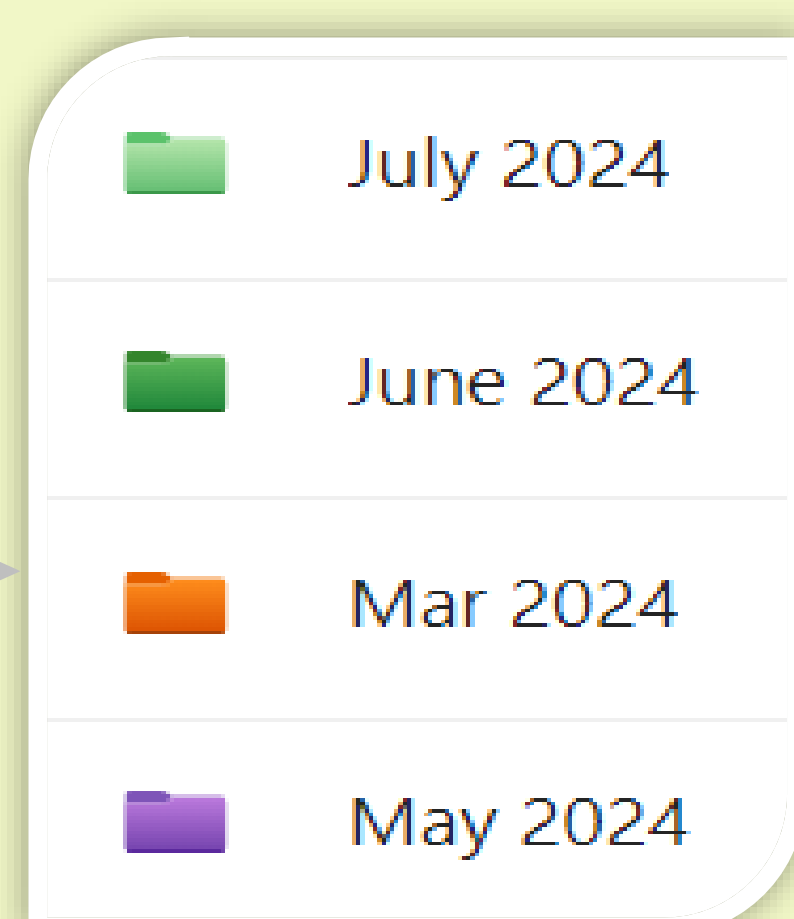
Method

TEAMS were tapped on to embark on this ideation of digitalization and paperless system since January 2024. A channel was created within TEAMS for staff to submit their e-request.

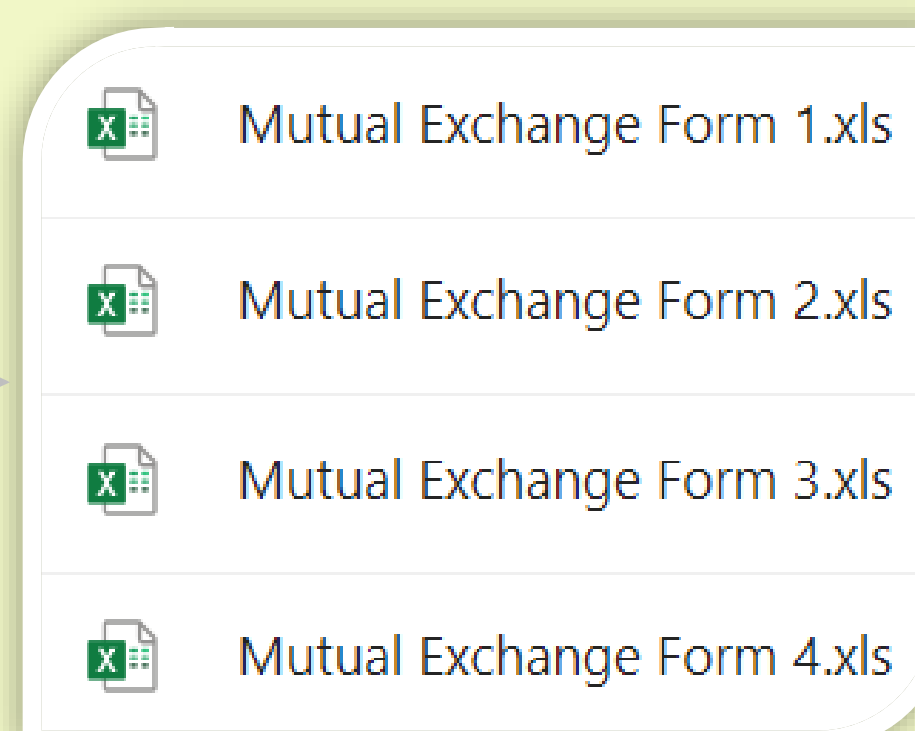


TEAMS app accessible through Mobile devices and corporate PC

Monthly folders created in TEAMS



Multiple request created in each monthly folder

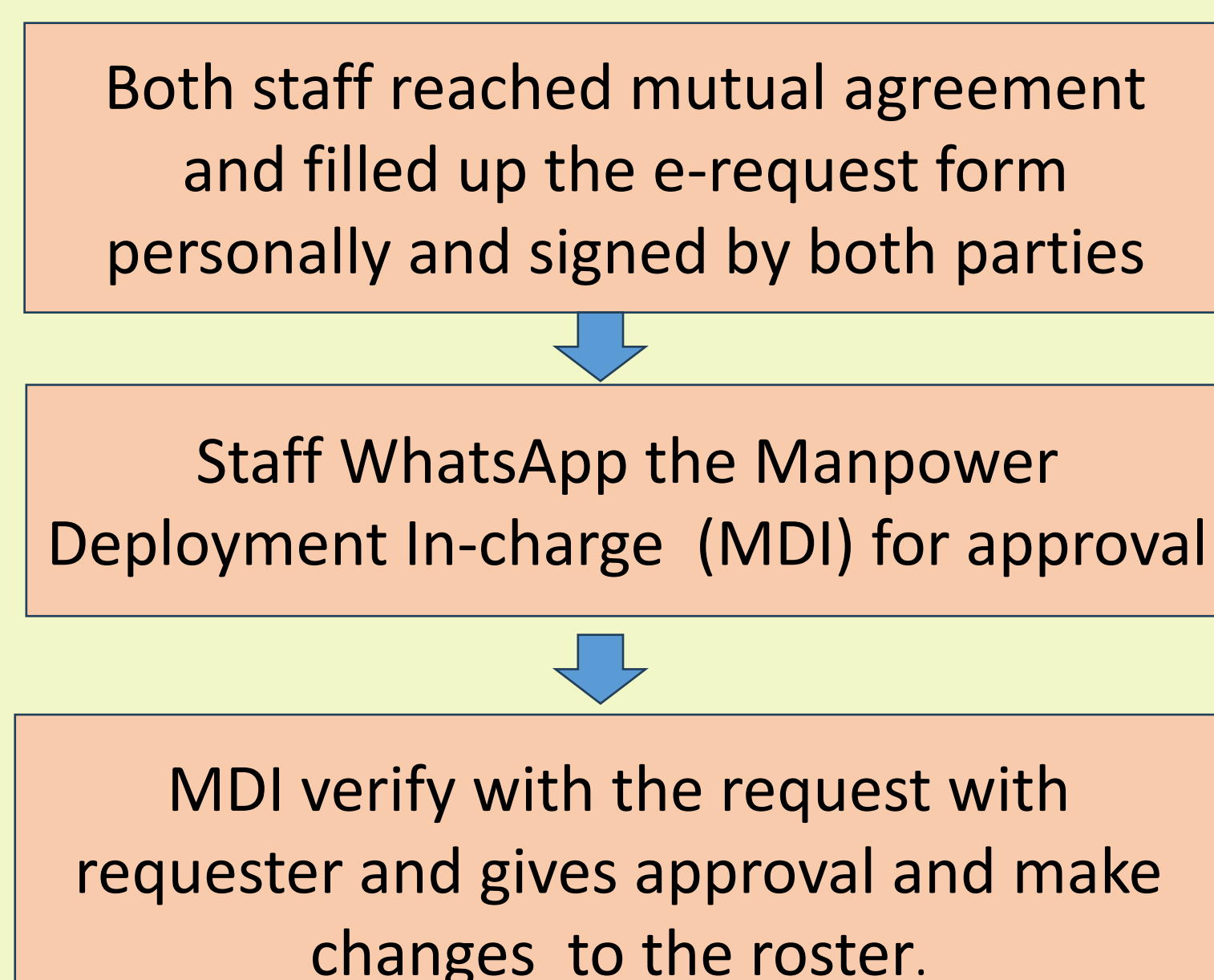


e-Request Slip for single use

S/No	Name	Original Duty	Date	New Duty	Date	Initial
1						
2						
3						
4						
5						

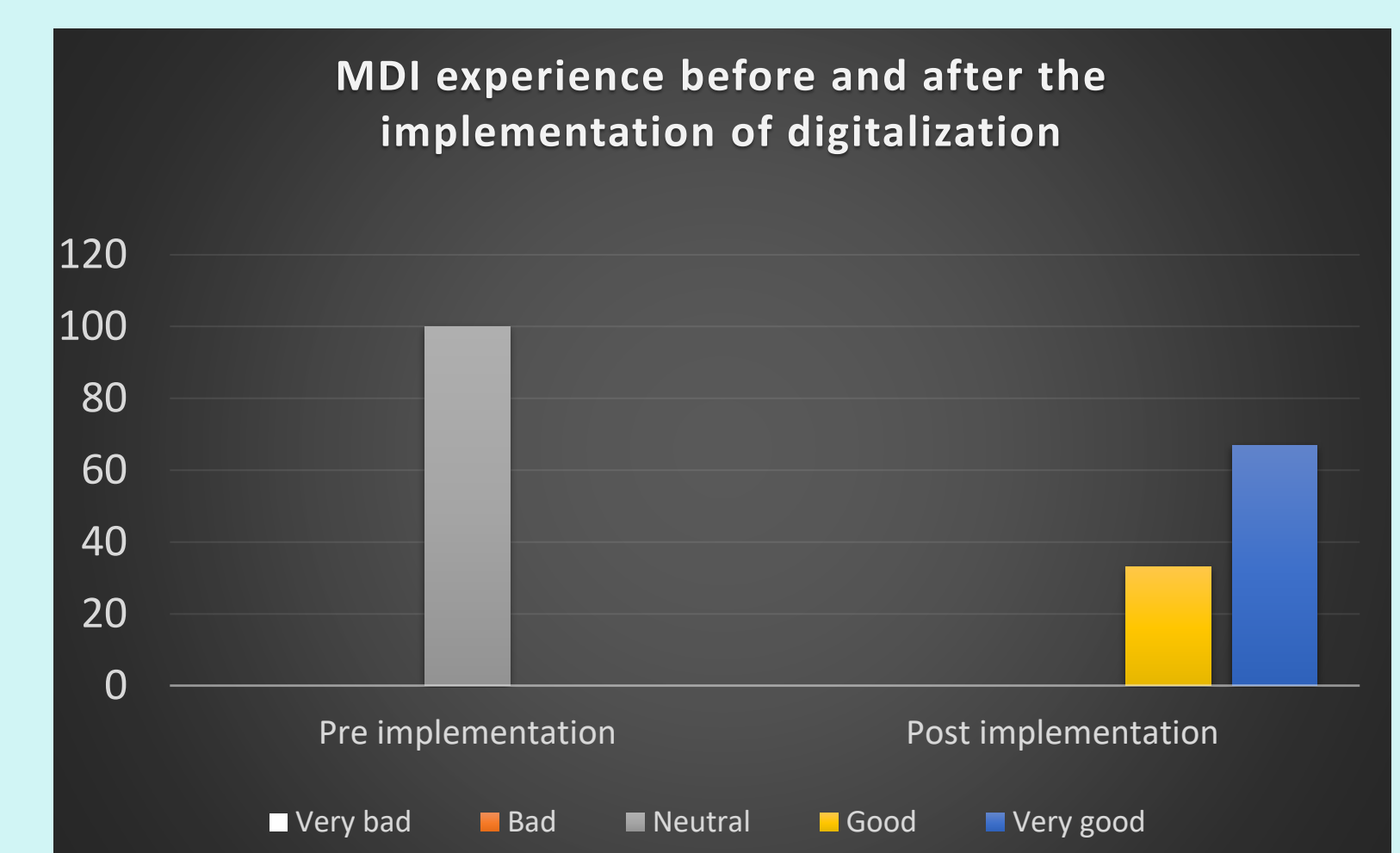
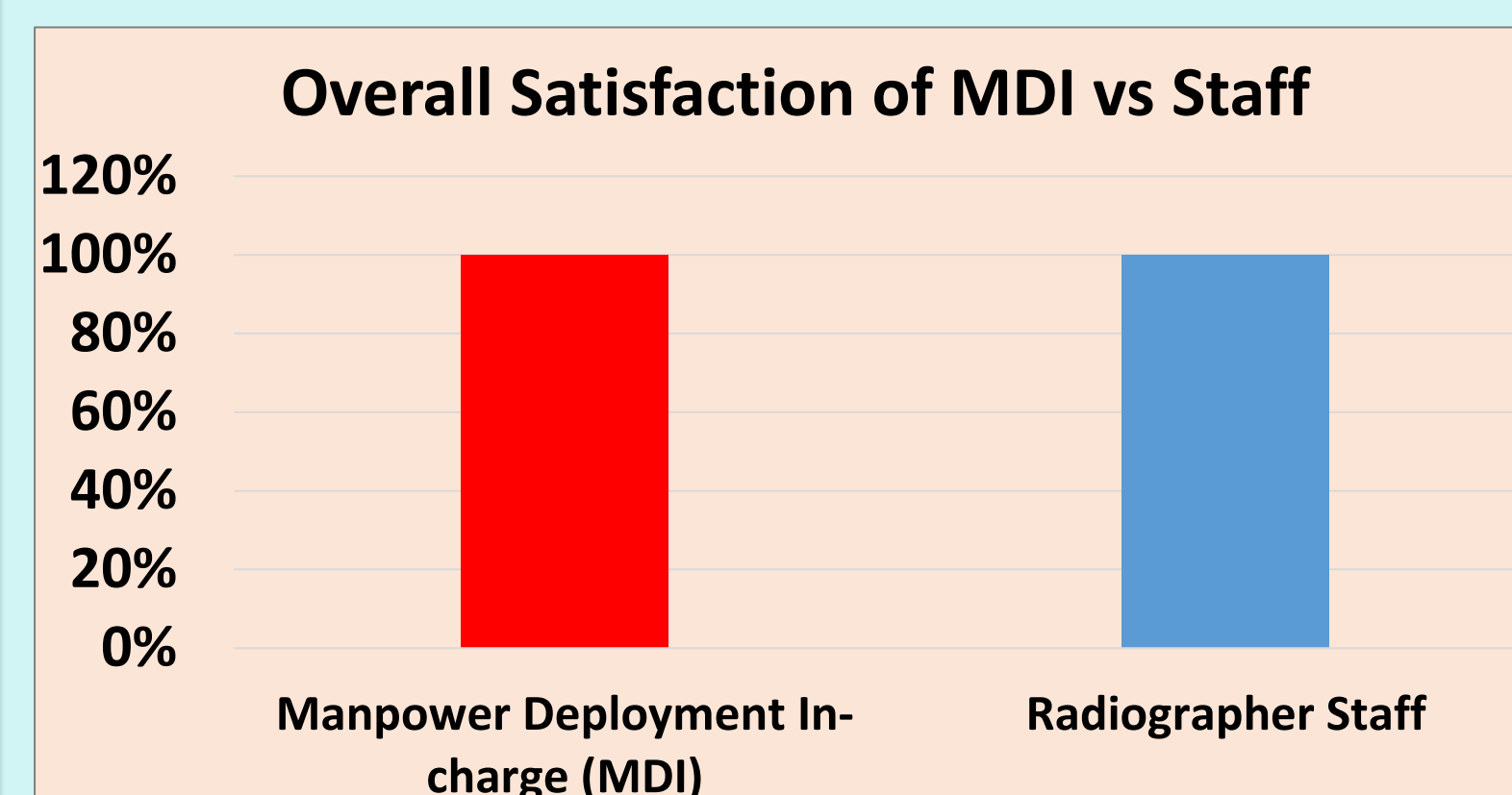
Approved by: _____ Name: _____ Date: _____

Workflow for e-request mutual exchange of duties and approval



Results

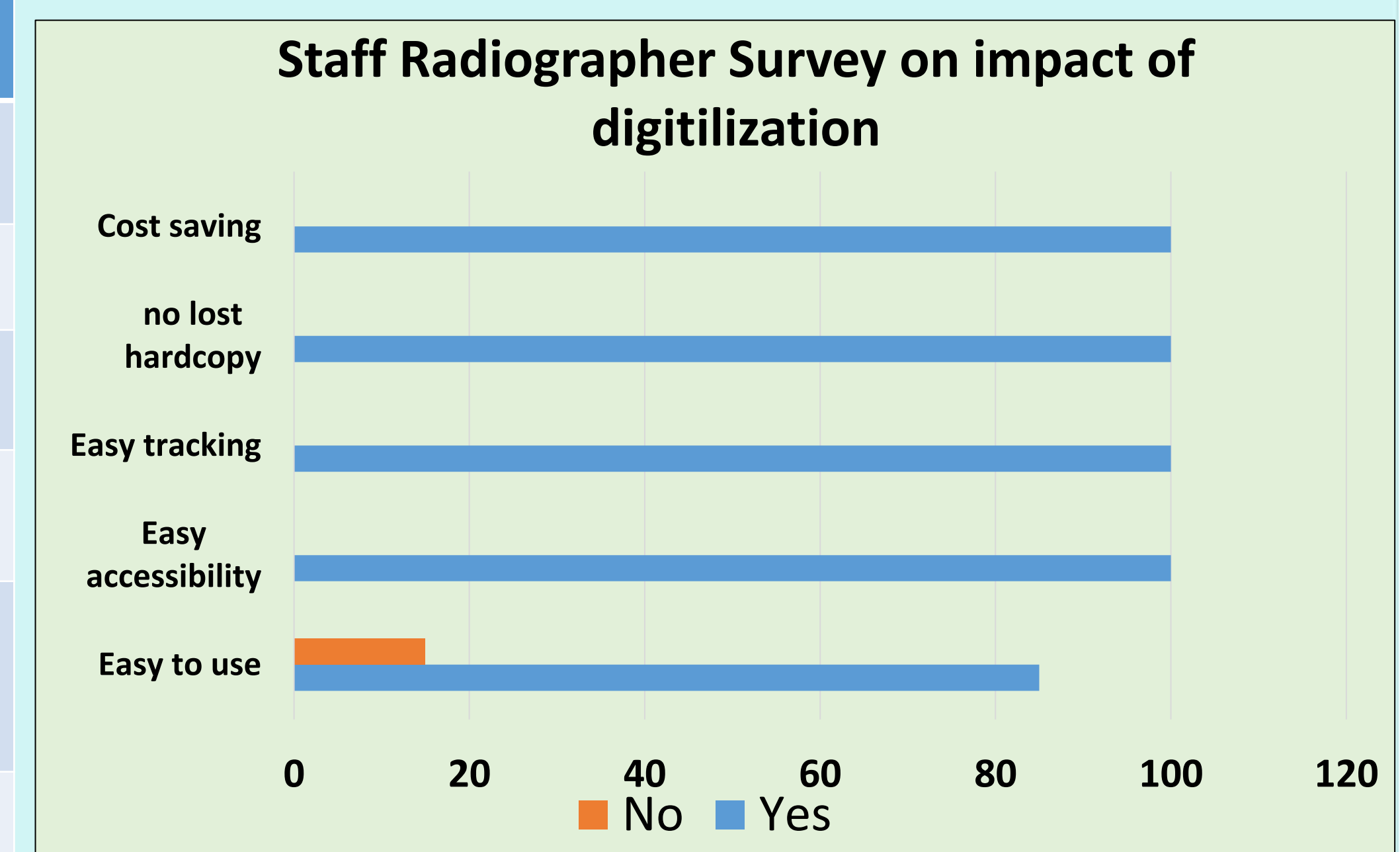
These new work around affects 2 group of Radiographers: Manpower Deployment In-charge (MDI) and staff. A poll conducted to assess the overall satisfaction in these 2 groups, on the transition towards digitalization. Poll gathered from staff radiographers, all in favour of digitalization transition (100%). The MDI also echoed the same positive feedback with 100% overall satisfaction.



A survey was also collected to gather the feedback on the experience that the MDI had in doing deployment before and after the implementation of the digitalization. The positive result is as shown in the graph above, MDI reported as Good (33%) and Very good (67%) experience as compared to pre implementation (100% says neutral).

Impact of Digitalization

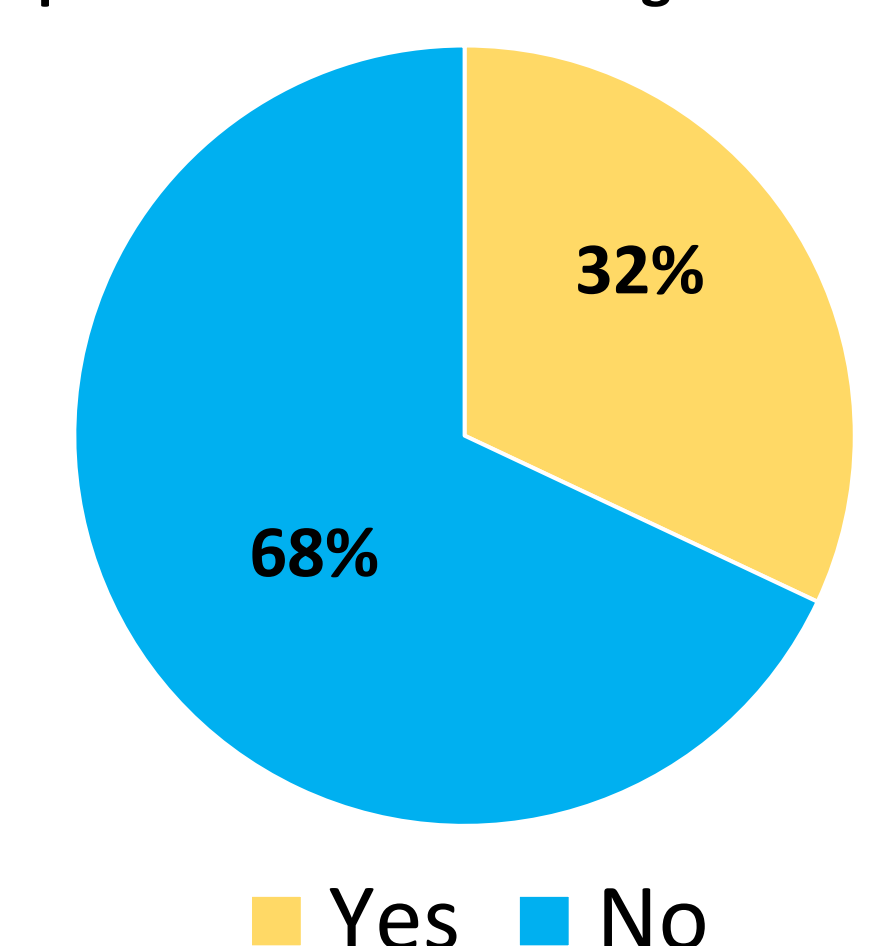
- Easy to use, fast and hassle free
- Easy accessibility
- Easy tracking of mutual exchange
- No issues of misplaced or lost hardcopy slip
- Cost saving and environmentally friendly (paperless system)
- Transparency (can be viewed by everyone)



20 staff radiographers took part in a survey on the impacts of digitalization (listed in the table above). The survey yielded 100% of staff in agreement of all the positive impacts, as shown in the graph above except for the impact on 'easy to use, fast and hassle free'. 85% of staff finds it easy to use as opposed to 15% who thinks otherwise. The 15% of staff who do not find it easy to use can be explained mainly due to their first time use, rarely use or have not used it before.

Staff were also surveyed on issues of privacy and confidentiality, 32% staff expressed that they are not comfortable with the open system. However, 68% of staff has no issues regarding privacy and confidentiality.

Survey on Privacy and Confidentiality with e-request of mutual exchange of duties



Conclusion

Staff feels more empowered as they are able to take charge of their own well-being in the ease and flexibility of changing their shift duties to fit in with their personal and family commitment. Transition towards digitalization of the e-request mutual change of duties resulted in positive impacts to both staff and MDI. Up to date there is no major setbacks or issues arises brought about by these transition using TEAMS.