



Optimising the PGY1 Feedback Collation Workflow Using FormSG, Plumber, and Excel Formulas

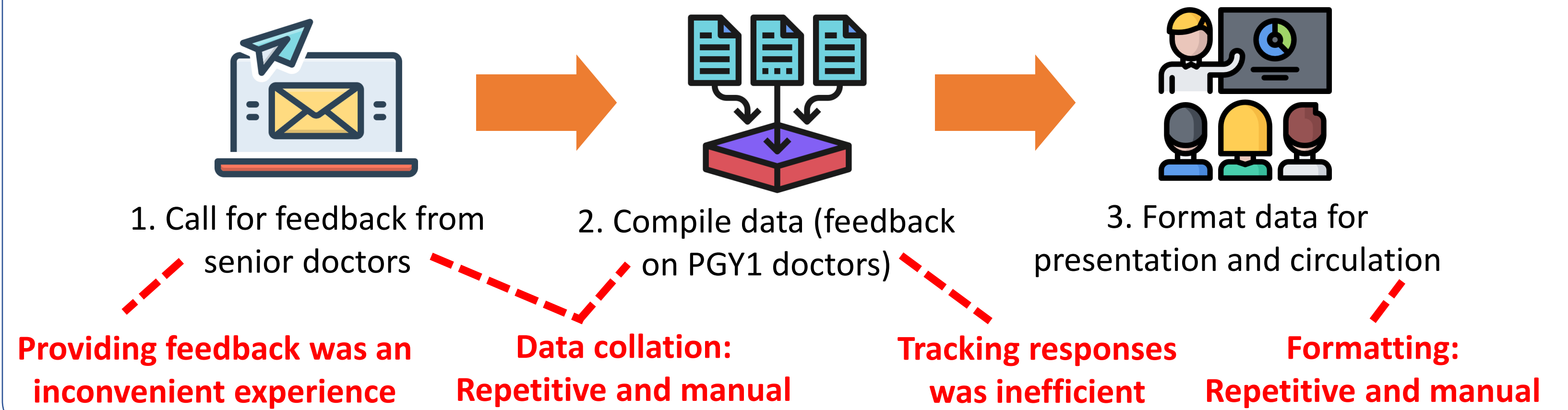
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(1) INTRODUCTION

- The Department of Internal Medicine (DIM) hosts about 50 Post-Graduate Year 1 (PGY1) doctors at any one time.
- Every month, feedback regarding their performance is collated monthly from their team Senior Doctors (Senior Residents, Registrars, Consultants).
- This is an essential part of department operations to ensure early identification and counselling of PGY1s who require performance improvement.

Process Flow & Pain Points



(2) PAIN POINTS

(3) METHODOLOGY

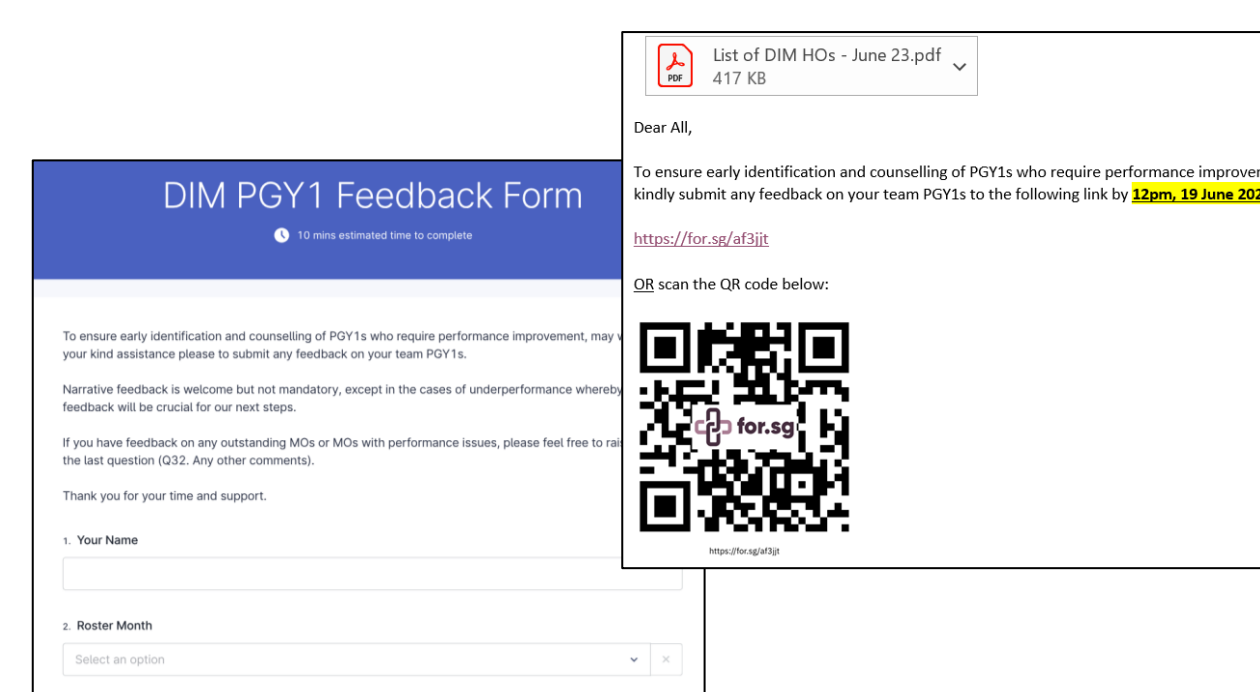
(4) RESULTS

1 Data Collation Process: Repetitive and Manual

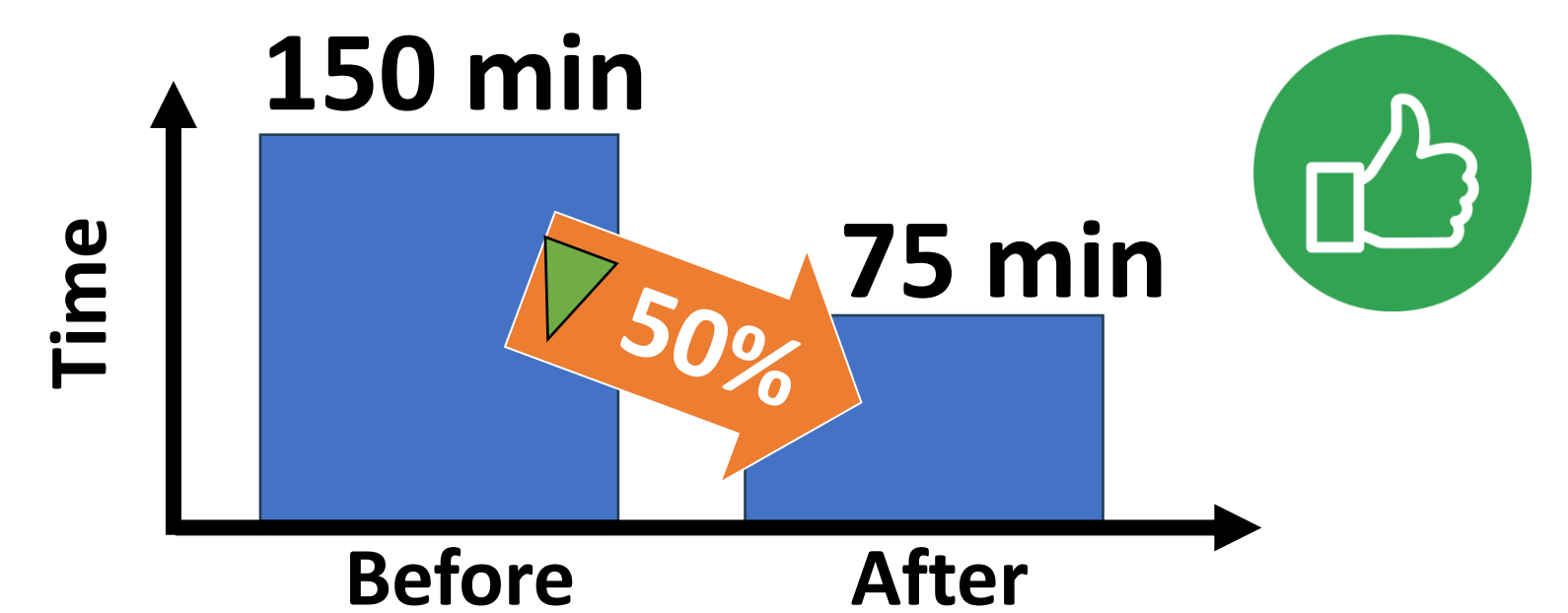
- Individual emails sent to 15-17 teams
- Individual replies received from each team's doctors → 50 email threads to track

Creation of FormSG

For doctors to fill in feedback about their team PGY1s.
FormSG enables automatic collation of responses backend.



Time Taken to Collate Data



2 Formatting Process: Repetitive and Manual

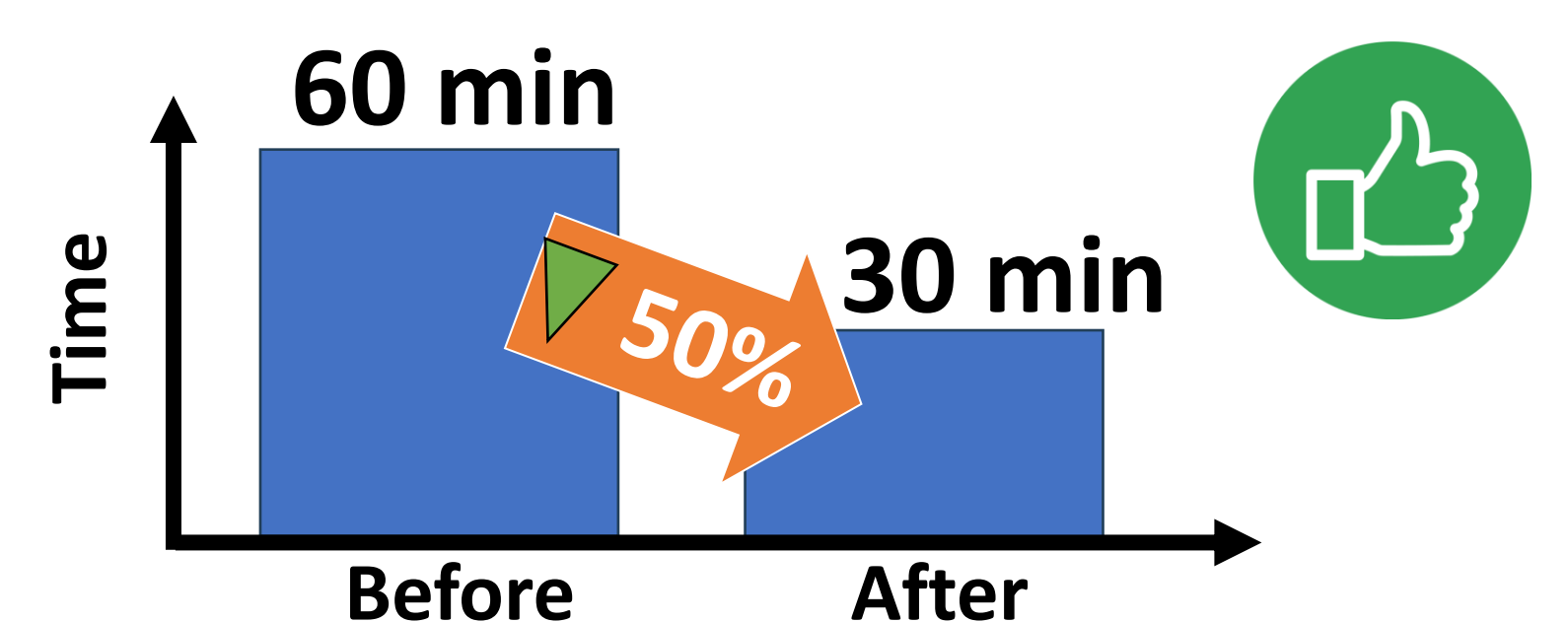
- Responses manually copy-pasted from the 50 threads into an excel document
- PGY1s' supervisors names manually input during formatting of excel document

Usage of Formulas and Macros

Formulas (CONCATENATE & VLOOKUP) and macros speed up process by performing an automatic match of supervisors to PGY1s and compile feedback in ascending order, respectively.

Team	Name	P3 Supervisor, Posting Date, Posting No
1A		=CONCATENATE(E2,CHAR(10),F2,CHAR(10),G2)
		=CONCATENATE(E3,CHAR(10),F3,CHAR(10),G3)
		=CONCATENATE(E4,CHAR(10),F4,CHAR(10),G4)

Time Taken to Format Data

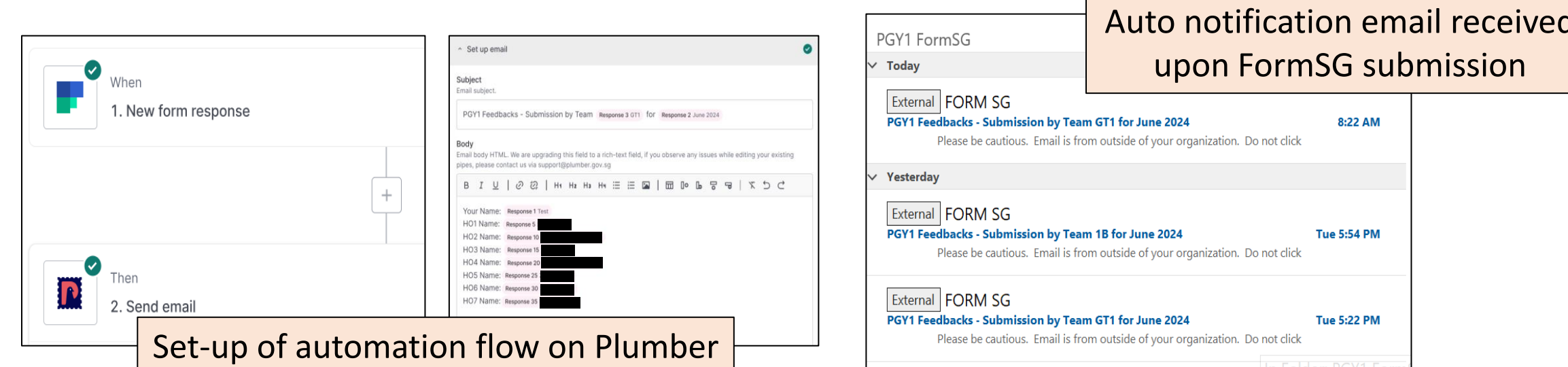


3 Tracking of Responses: Inefficient

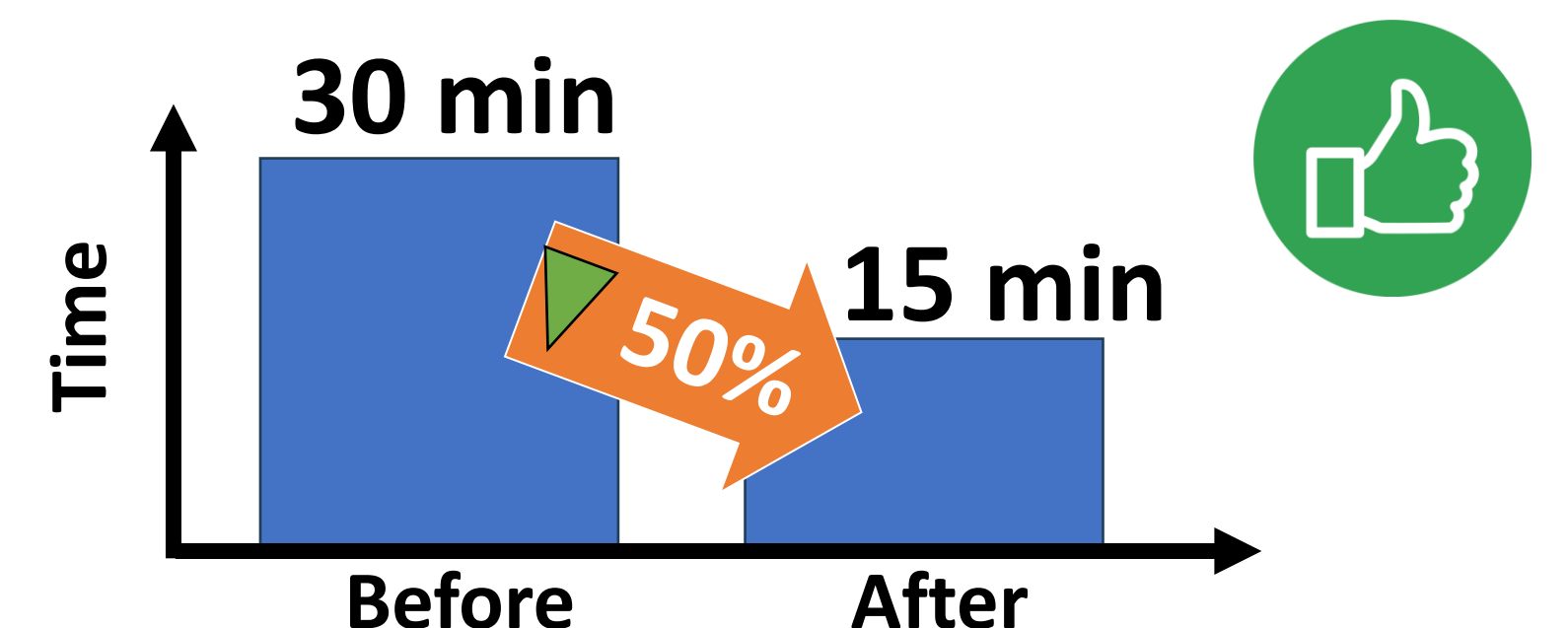
- Need to manually log into FormSG (which requires retrieval of multiple passwords) to check for results

Automation of Tracking with Plumber

Plumber is a platform used to automate FormSG responses directly into Outlook inboxes to track submission progress at a glance.



Time Taken to Track Responses

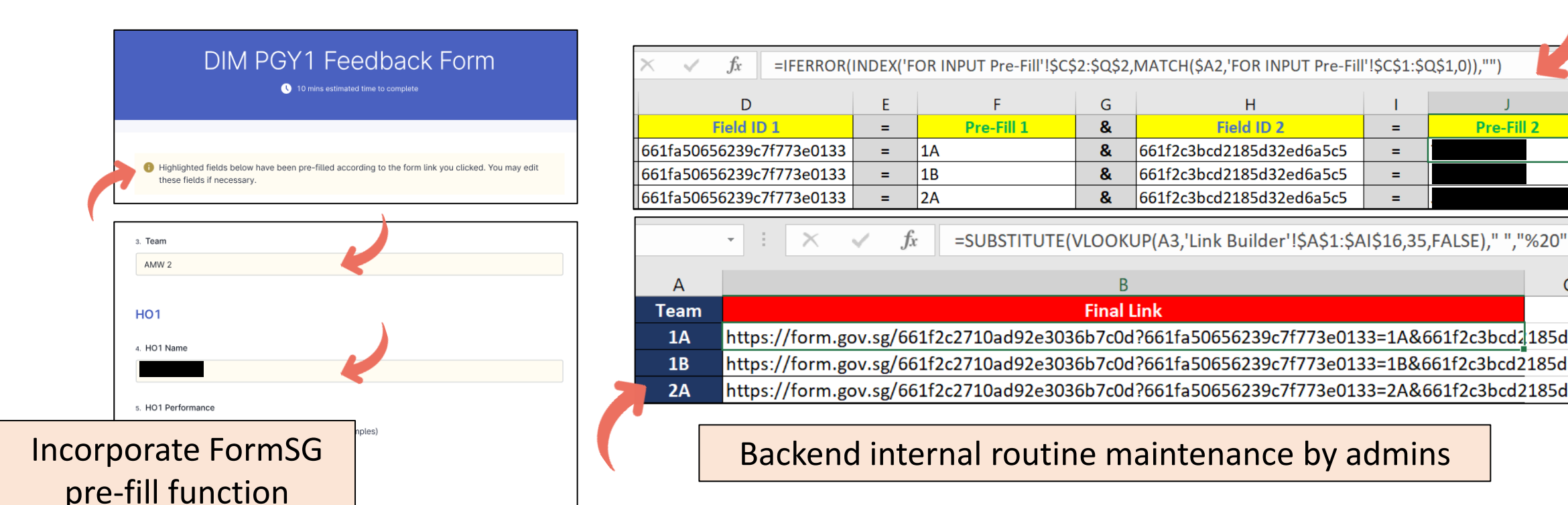


4 Inputting Names in FormSG: Inconvenient

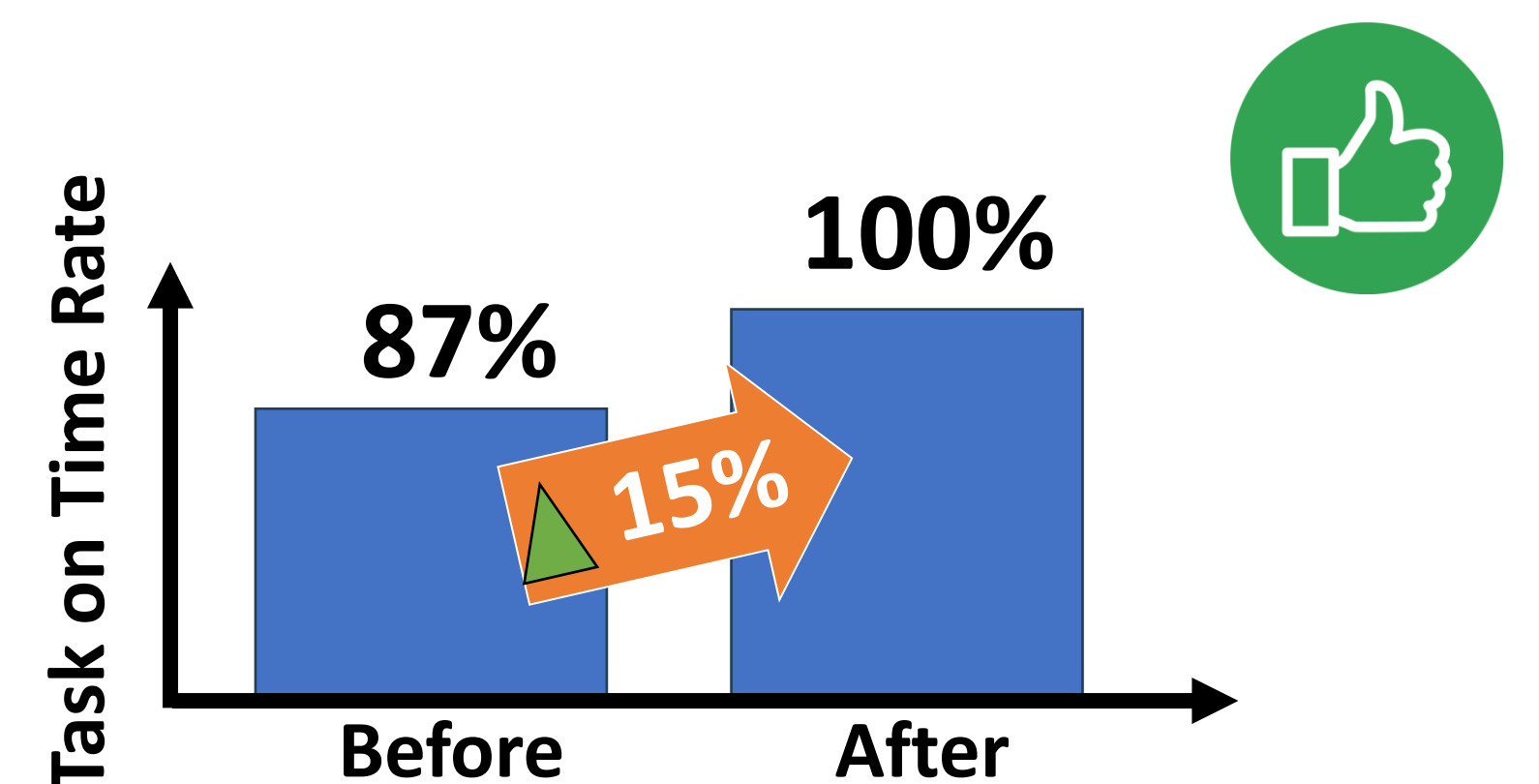
- Doctors need to manually input names of their team PGY1s into the FormSG by referring to the department roster

Usage of Pre-Fill Function

Pre-fill function within FormSG automates name filling. Excel formulas ensure that routine maintenance of unique links to the pre-filled forms is kept efficient for administrators.

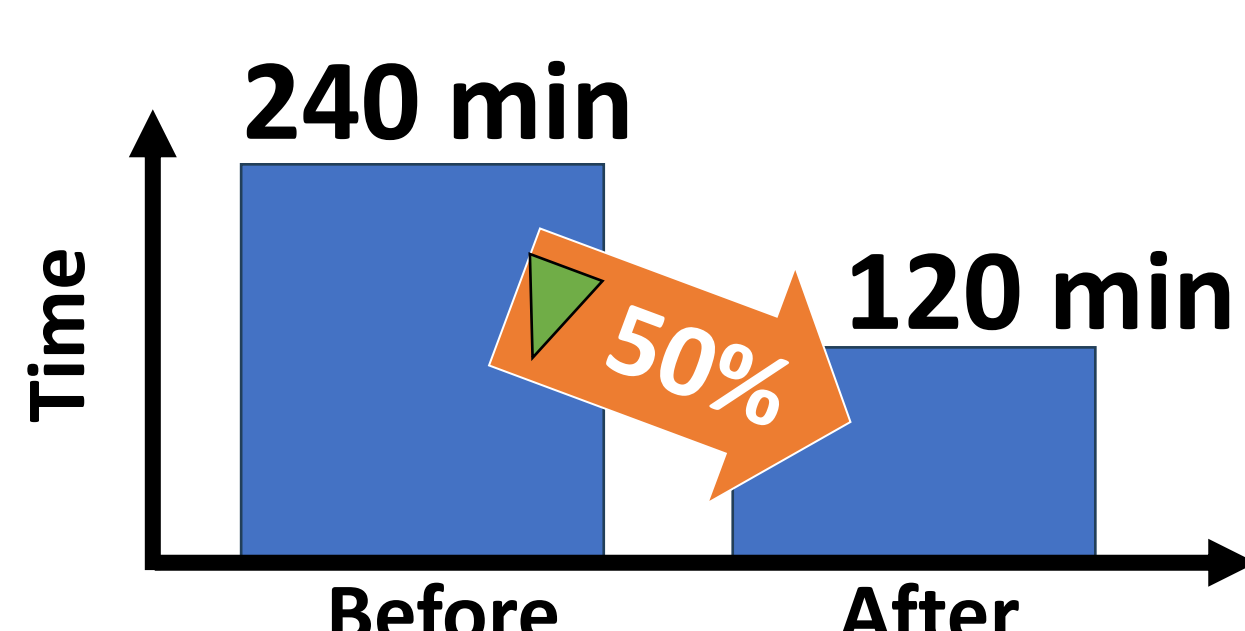


Task on Time Rate



(5) CONCLUSION

Total Time Saved per Month



- Achieved a **reduction by 50% in time taken** to complete the PGY1 feedback collation workflow every month and a **relative increase by 15% in task on time rate**.
- The interventions will continue to be implemented for other administrative processes due to their ability to increase efficiency, reduce human error, and improve user experience.
- The tools used are low to no-code, which can encourage more staff to use them. This may help remove the perception that automation is restricted to technical staff.