



Implementation of SingHealth Residents' and Partners' Relationship Management (RPRM) System for SingHealth Healthier SG (HSG) Teams

Singapore Healthcare Management 2024

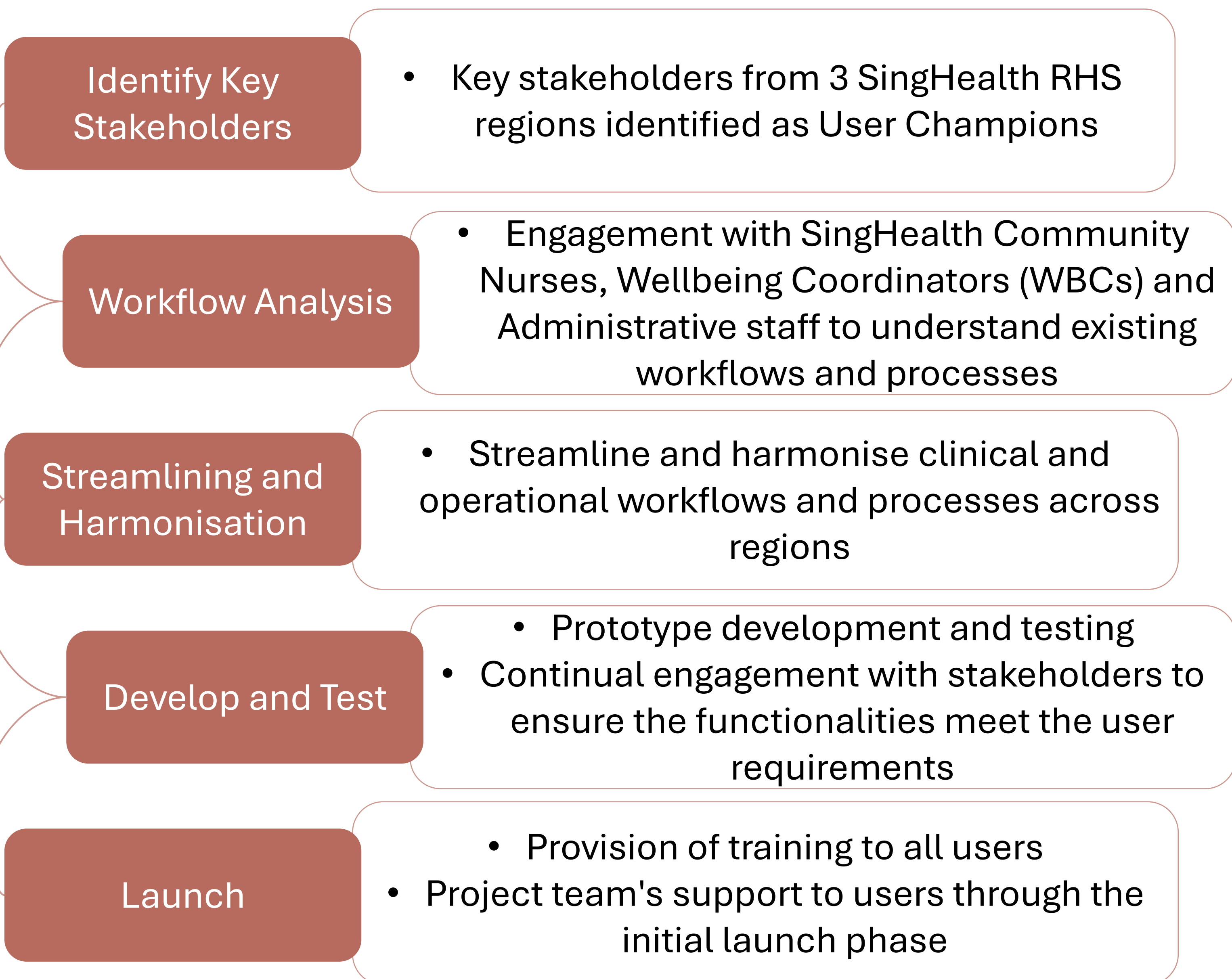
Tan Zhi Xiang, SHHQ | Zhang Jin, SKH | Raden Wydiariny Binte Shaharudin, CGH | Lee Liang Huey May, SGH | Jane Chua Yee Rong, SHHQ | Marilvyn Loo Hui Min, SHHQ | Wong Wai Yan, SHHQ | Lim Yee Kee Shannon, SHHQ

Background

Residents' and Partners' Relationship Management (RPRM) system is SingHealth Customer Relationship Management (CRM) system which stores the 1.51 million residents' records assigned to SingHealth. The system is a key enabler in supporting the cluster residents' and partners' management and has also been developed to support and streamline the operations of SingHealth HSG Teams, particularly referral management, case stratification and assignment.

Methodology

Development



Streamlined Workflows through RPRM



Referral Form

- Harmonised across the 3 regions which brings convenience to referrers, so that they do not use multiple forms

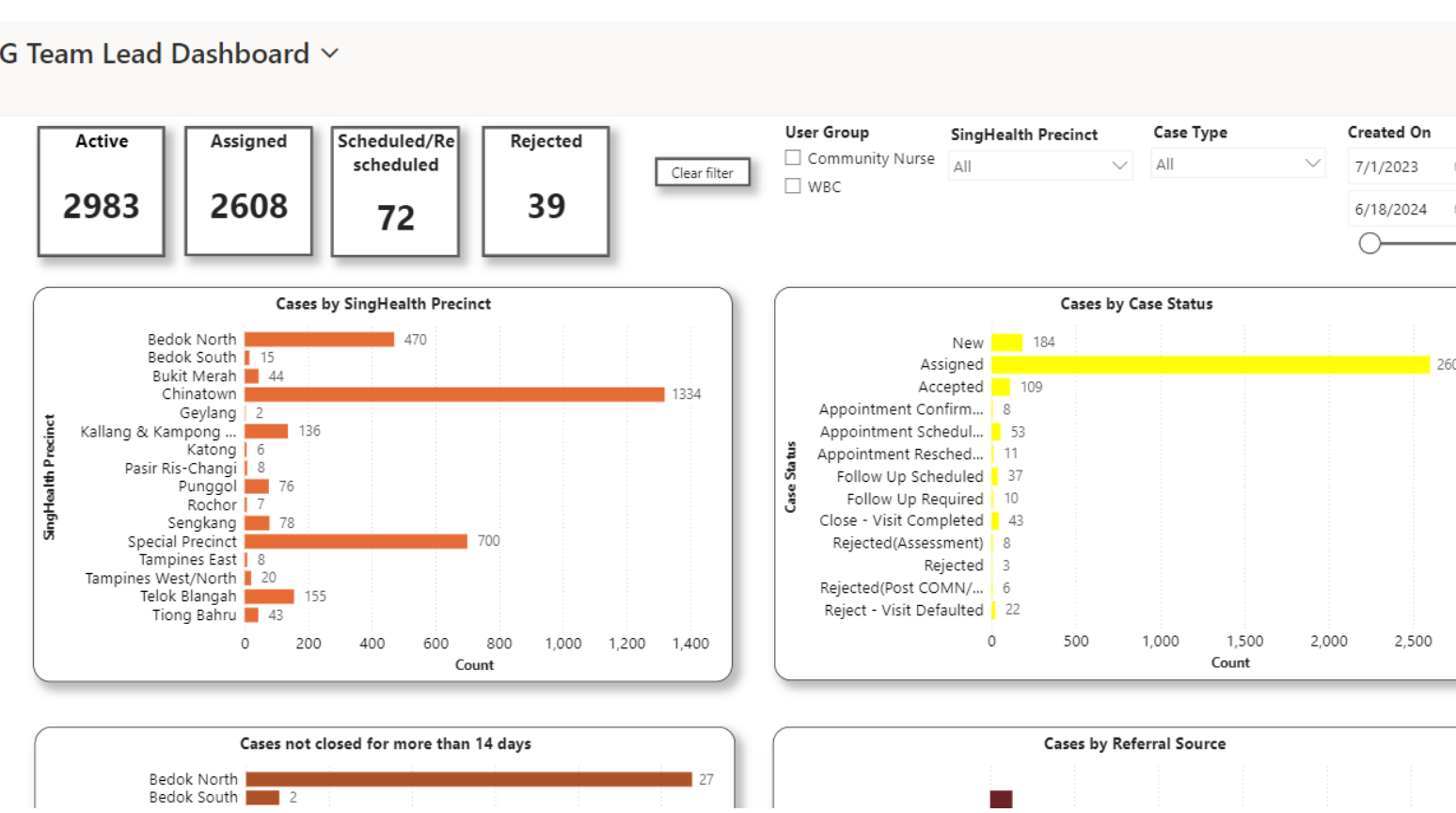
Case and Care Management

- Automated email to referrer to update referral status
- Stratification of cases
- Case assignment via round-robin algorithm

Resident	Case Number	Referral Source	Stratification	Does CL	Does CL
Ev-Pah Liang	HSGTeam-240527-5362	Walk-In/Self-Referral	Simple Stabl.	Yes	Yes
Loonna Ngay NNN	HSGTeam-240517-5353	Primary Care Provider L.	Simple Stabl.	Yes	Yes
Loonna Ngay NNN	HSGTeam-240507-5338	Primary Care Provider L.	Complex Ch.	Yes	No
Alice Yong	HSGTeam-240404-5196	Walk-In/Self-Referral	WAVE At-Risk	Yes	No
JAYBEE	HSGTeam-240404-5183	Walk-In/Self-Referral	WAVE At-Risk	Yes	No
Adnan POC 2 - Misking L.	HSGTeam-240404-5182	Walk-In/Self-Referral	WAVE At-Risk	Yes	No
Loonna Ngay NNN	HSGTeam-240404-5181	Walk-In/Self-Referral	WAVE At-Risk	Yes	No
REZLEKHA SAKRI	HSGTeam-240404-5180	Walk-In/Self-Referral	WAVE At-Risk	Yes	No

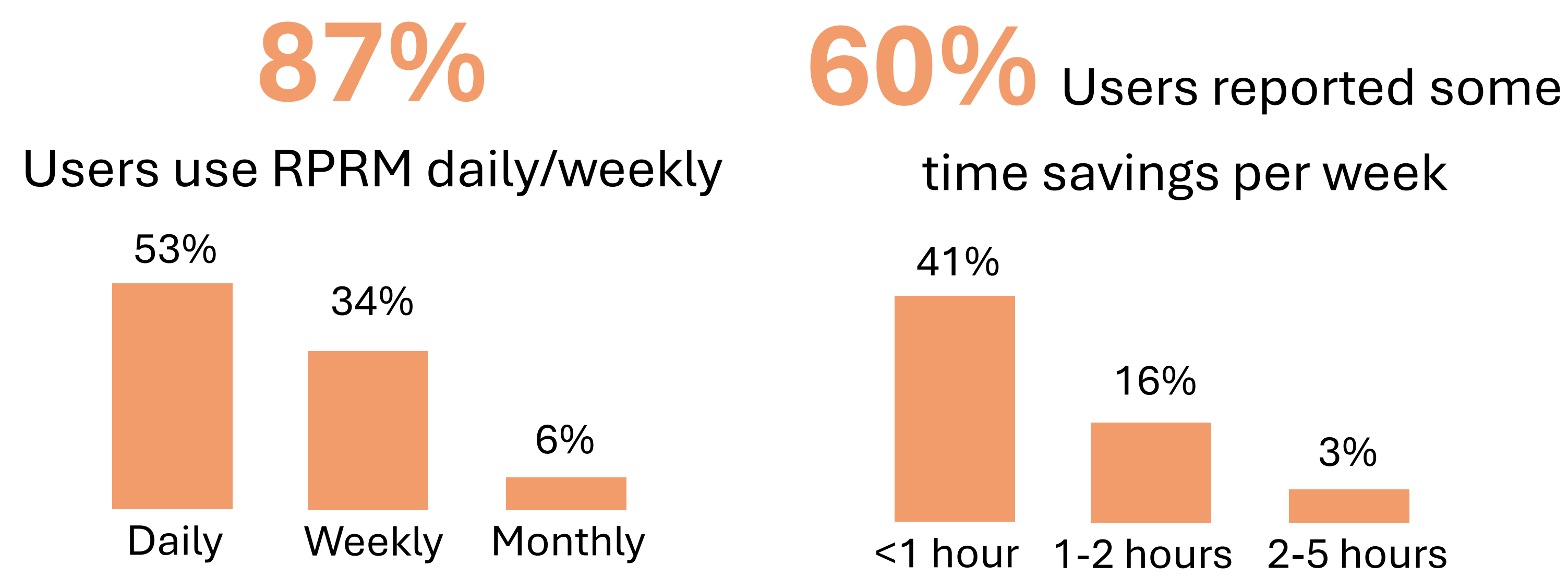
Dashboard

- Key data and metrics are displayed in dashboards for workload and case status monitoring



Results

A survey was conducted with a sample of 32 users consisting of Community Nurses, Wellbeing Coordinators and Admin POCs to find out their experience of using RPRM.



Translate to **~8,237** manhours saved a year (extrapolated based on current 288 users)

Key Feedbacks Shared By Users

- Once case is uploaded/created in RPRM, it auto generates the proposed case assignment based on information given
- It is easier to extract data from RPRM for our monthly reports and track which cases have been closed or rescheduled
- The process to manage one case is faster as there are step by step guide and reminders on what to follow up next
- RPRM has been helpful to direct referrals into 1 system. However, it is time-consuming to toggle through many tabs for various functions
- While it has helped to streamline processes, it takes longer to navigate RPRM with the ongoing enhancements

Future Plans

The project team will continue to work with RPRM User Champions to further simplify and improve the functionalities within RPRM including integrations with SingHealth systems, further enhancements to the round robin algorithm and dashboards, and new functionalities to strengthen the expansion of SingHealth HSG Teams.

Acknowledgement

We would like to express our heartfelt appreciation to the following individuals and teams for their unwavering commitment and invaluable support for the project:

- Community Nursing and WBC Leads, user champions and users from CGH, SGH and SKH
- SingHealth RHS senior management, RHS Operations and SORH staff
- Synapxe RPRM project team