# Implementation of SingHealth Residents' and Partners' Relationship Management (RPRM) System for SingHealth Healthier SG (HSG) Teams Singapore Healthcare Management 2024

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## 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

Identify Key Stakeholders

Key stakeholders from 3 SingHealth RHS regions identified as User Champions

Workflow Analysis

Engagement with SingHealth Community Nurses, Wellbeing Coordinators (WBCs) and Administrative staff to understand existing workflows and processes

Streamlining and Harmonisation

Streamline and harmonise clinical and operational workflows and processes across regions

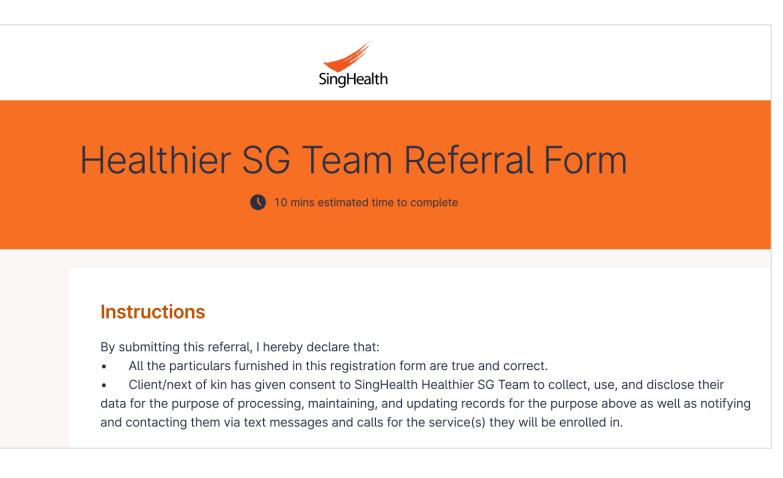
Develop and Test

Prototype development and testing Continual engagement with stakeholders to ensure the functionalities meet the user requirements

Launch

 Provision of training to all users Project team's support to users through the initial launch phase

#### Streamlined Workflows through RPRM



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Reports	○ Resident ➤	Case Number >	Referral Source Y	Stratification <b>Y</b> ~	Does cli Y	Does cli Y	Are 1
HSG Referral	Ee Piah Liang	HSGTeam-240527-5362	Walk-In/Self-Referral	Simple Stabl	Yes		,
Cases	1Jonna Naga Nikhil	HSGTeam-240517-5353	Primary Care Provider (	Simple Stabl	Yes	Yes	,
ึึ Follow Up Case M	1Jonna Naga Nikhil	HSGTeam-240507-5318	Primary Care Provider (	Complex Ch	Yes	No	1
Case Staging Imp	Alice Yong	HSGTeam-240404-5186	Walk-In/Self-Referral	●Well/ At-Risk	No		
窗 Case Assignment ————————————————————————————————————	AH BEE	HSGTeam-240404-5183	Walk-In/Self-Referral	●Well/ At-Risk	No		
₩ HSG Case Notifica	Admin POC 2 - Missing R	HSGTeam-240404-5182	Walk-In/Self-Referral	●Well/ At-Risk	No		
Residents	1Jonna Naga Nikhil	HSGTeam-240404-5181	Walk-In/Self-Referral	Well/ At-Risk	No		
Residents	ASZLINDA RAMLI	HSGTeam-240404-5180	Walk-In/Self-Referral	●Well/ At-Risk	No		
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# **HSG Team Lead Dashboard** 2983 2608

#### 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 roundrobin algorithm

#### **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.

Users reported some Users use RPRM daily/weekly time savings per week 53% 41% 34% 16% 6% 3% Daily Weekly Monthly <1 hour 1-2 hours 2-5 hours

> 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

The process to manage one case is faster as there are step by step guide and reminders on what to follow up next

While it has helped to streamline processes, it takes longer to navigate RPRM with the ongoing enhancements

It is easier to extract data from RPRM for our monthly reports and track which cases have been closed or rescheduled

RPRM has been helpful to direct referrals into 1 system. However, it is time-consuming to toggle through many tabs for various functions

# **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 functionalities dashboards. strengthen and new to 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