



# RPA of SMC's CME Points Submission Process with Potential Scalability Across Clusters



Singapore General Hospital  
SingHealth

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SGH DIVISION OF MEDICINE

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## Introduction

Aim to improve efficiency in attendance tracking for Continuing Medical Education (CME) points submission to Singapore Medical Council (SMC).



Implement automation to reduce administrative workload and enhance accuracy.



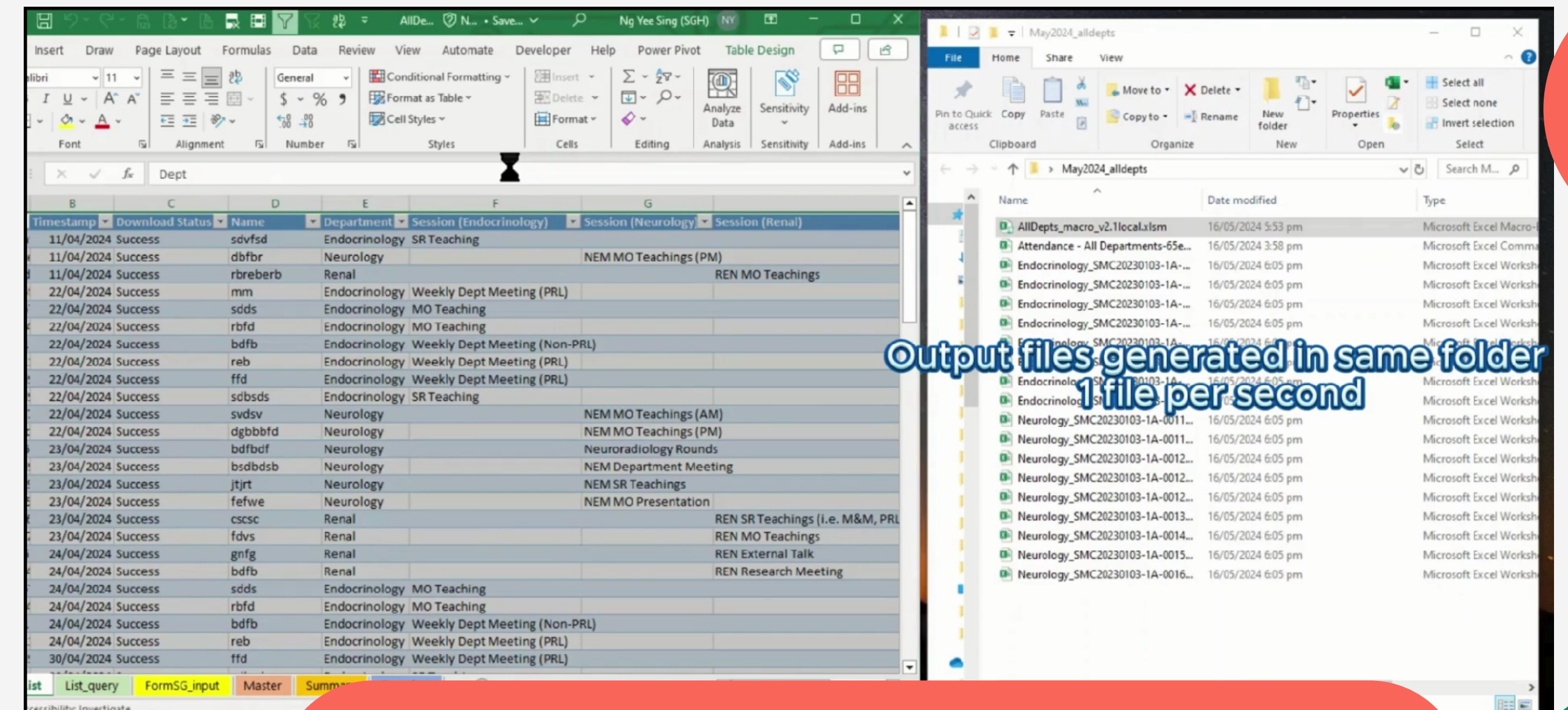
Applicable across departments at Singapore General Hospital (SGH) Division of Medicine, with potential scalability across other divisions and clusters.



## Conclusion

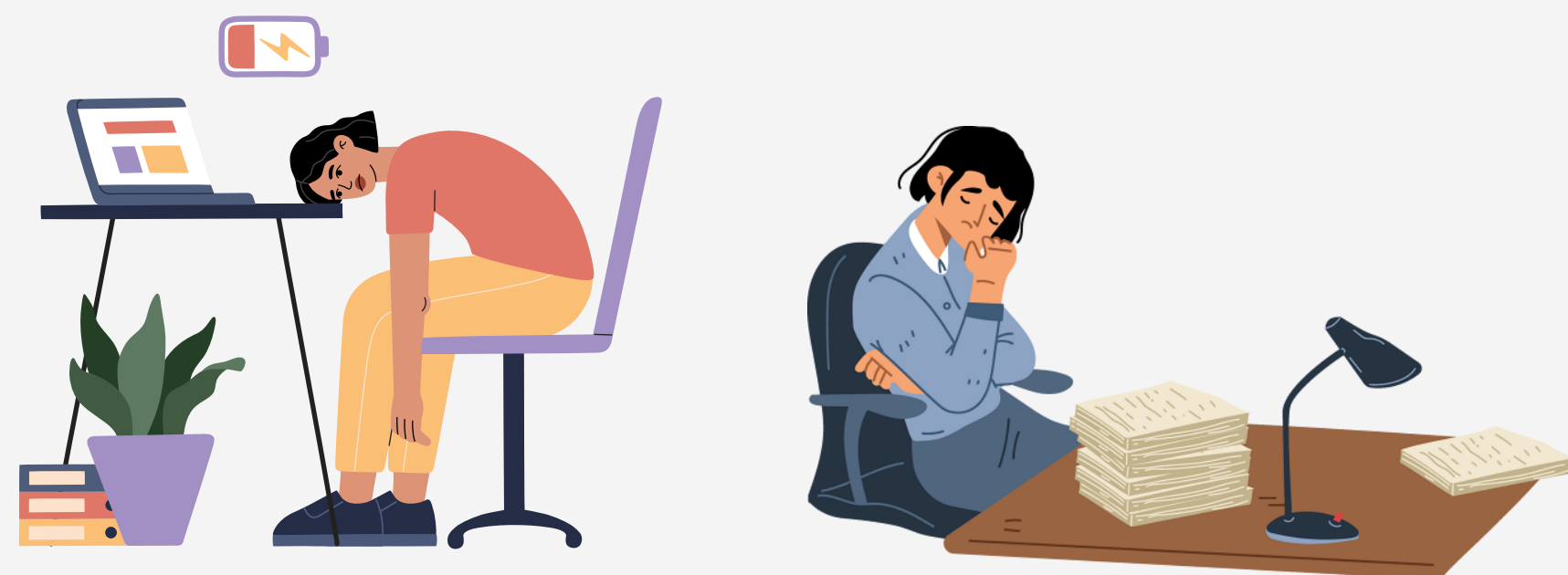
- Significant time-savings: One week's worth of time saved per department annually.
- Demonstrated potential for expansion to other departments and clusters.
- Sets a new standard for efficiency in CME points submission at SGH.

### SCREENSHOT OF MACRO AND OUTPUT



## Problem Statement

- Non-streamlined attendance-taking processes across departments.
- Manual monthly collation of attendances from FormSG and Zoom/Teams
- Low efficiency and wastage of man-hours for department administrators.

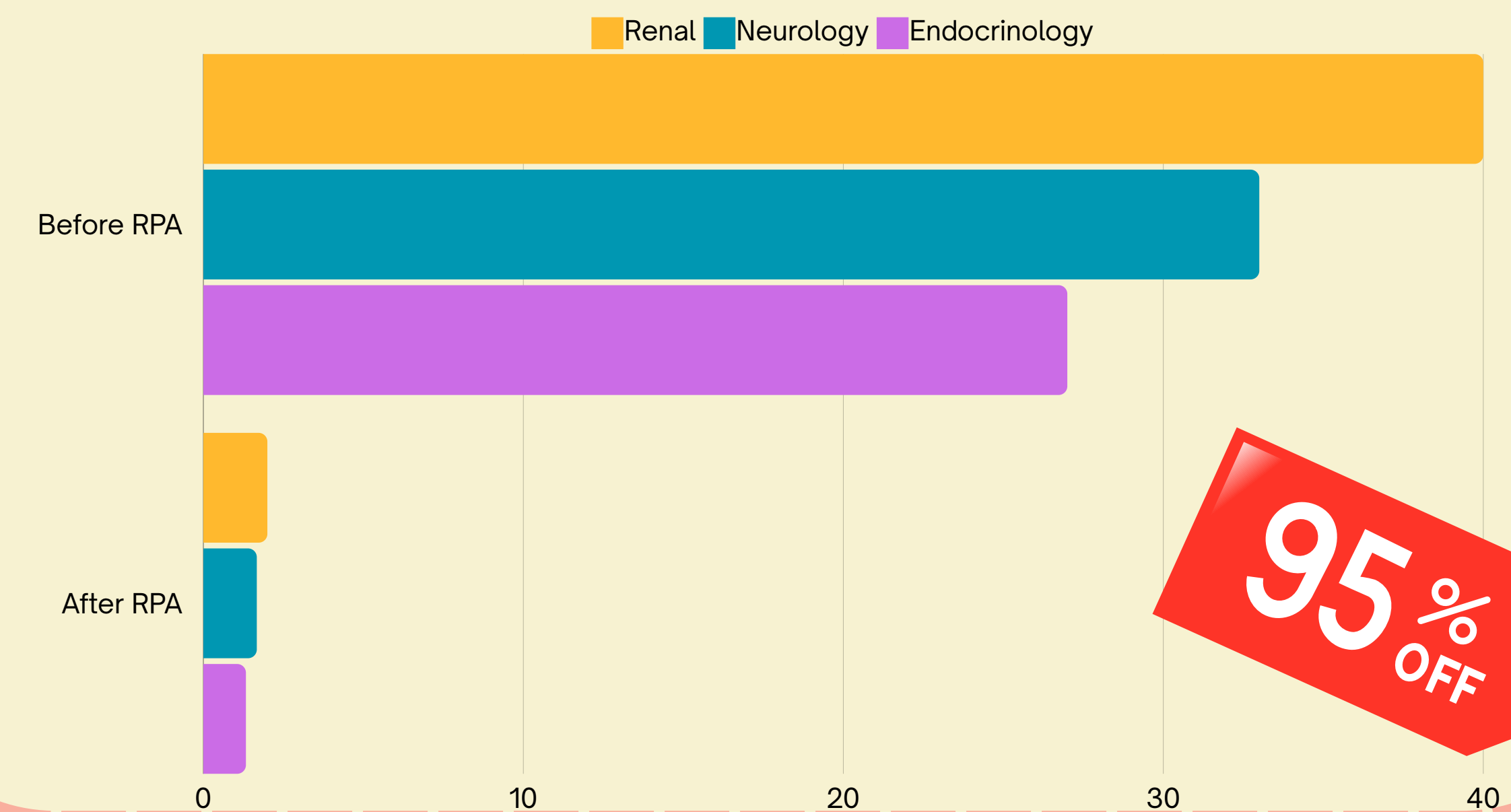


## Results

- 95% reduction in time spent, from 100 hrs to a mere 5 hrs annually.
- Successful implementation in Endocrinology, Renal, and Neurology departments.



### NUMBER OF HOURS TAKEN PER YEAR



## Methodology

1

### FORMSG - STREAMLINED FORM

Streamlined form for collection of attendances across departments for physical, online, and hybrid sessions.

2

### VBA MACRO - AUTOMATED OUTPUT

Excel Visual Basic for Applications for rapid generation of output files for all departments (1 second per file).

3

### UIPATH - AUTOMATED UPLOADING

Automated uploading of output files to SMC website using UiPath.

### SUSTAINABILITY AND SCALABILITY

- Create awareness such as through Admin Forums to get more buy-ins.
- Estimated cost savings amount to approximately \$219,133 when scaled to 10,000 doctors in public institutions in Singapore.

**\$219,133 SAVINGS PER YEAR!**

### INTANGIBLE BENEFITS FOR DOCTORS

- Greater flexibility in login device/account
- Greater convenience in recording online attendances for colleagues without hassle of individual logins
- Greater accuracy in capturing attendance