

INNOVATING PGY1 ASSESSMENT DATA ANALYSIS AND WORKFLOW WITH ROBOTIC PROCESS AUTOMATION AND DATABASE APPLICATION

Singapore Healthcare Management 2024

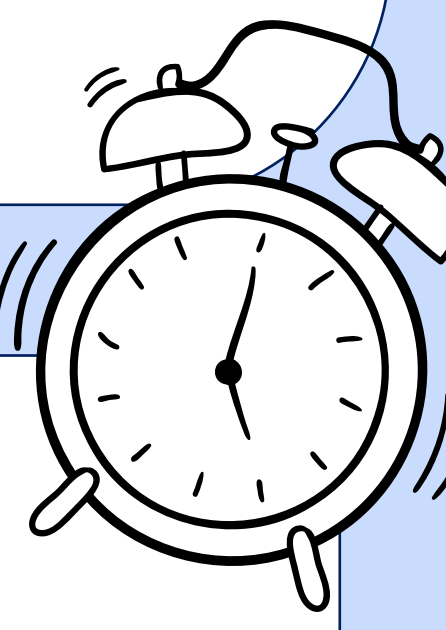
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? BACKGROUND

The Postgraduate Year One (PGY1) junior doctors undergo rigorous training through a series of 4 monthly postings, to which the Programme Executives (PE) play a crucial role in the assessment and evaluation of their clinical performance.

The assessment and evaluation framework requires each PGY1s to complete 24 evaluation forms. With 600 PGY1s in SingHealth institutions annually, the volume of forms to process is over 14,000, which placed a significant workload on the PEs. They must ensure that the evaluations are completed, responses are scrutinised, and completed data are being transcribed to a master tracking list. This manual and inefficient data handling process has led to a drop in morale and productivity among the PEs.



It took us **16** hours to complete this tracking!!

OBJECTIVES

- Automate time-consuming tasks such as evaluation completion checks and response scrutiny.
- Timely and Accurate reflect the PGY1s' performance.
- Improve staff morale and productivity by automating manual and repetitive processes
- Enhance overall efficiency of the evaluation process .



16 administrators eyeball evaluation results from the different completed evaluation forms and transcribe the data into a master tracking list.

BEFORE

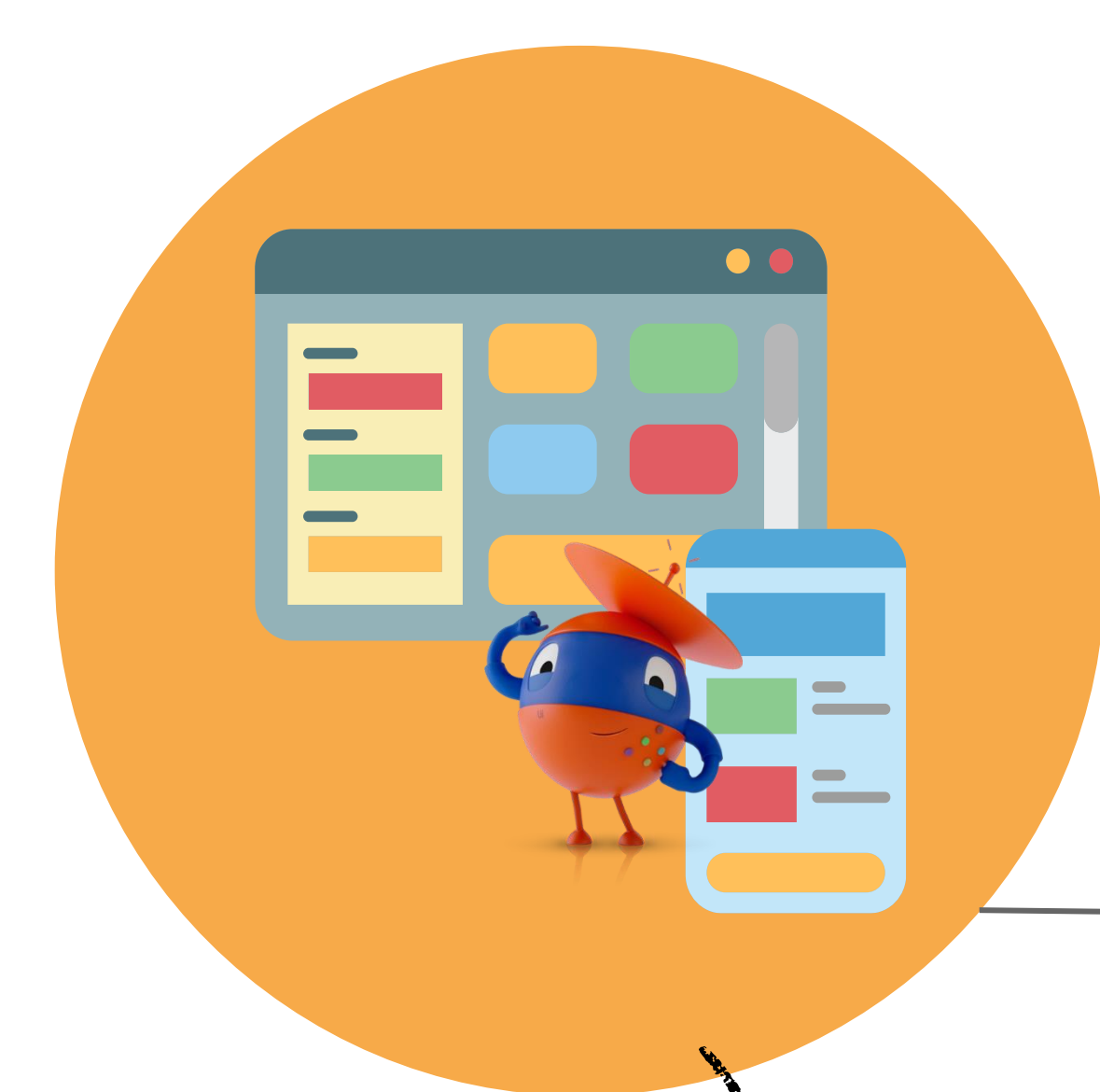
It only takes me **45mins** to complete this task now!!



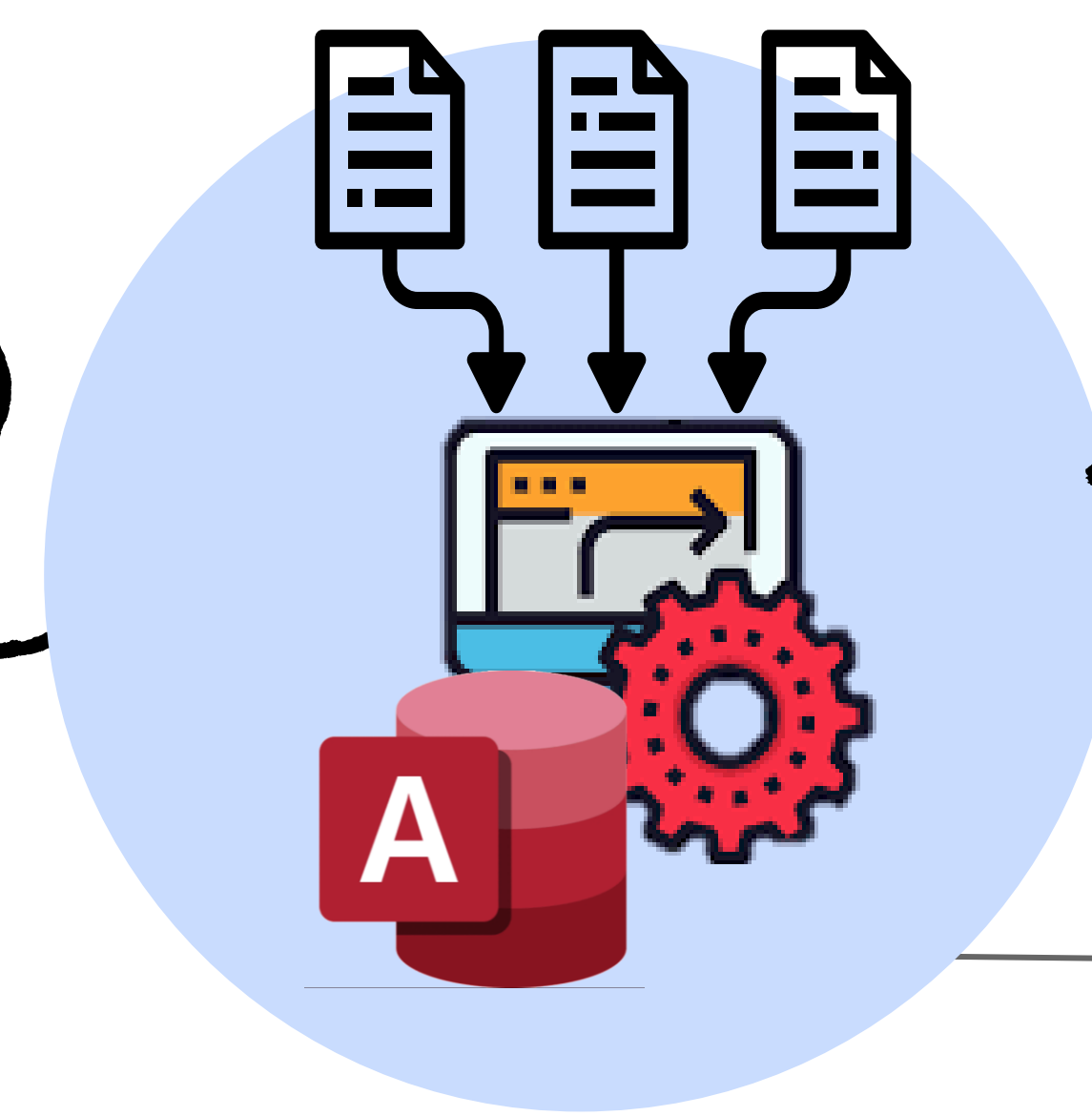
Only **1** administrator needed to start the process

AFTER

METHODOLOGY



1. RPA bot downloads all the completed evaluation data



2. Database consolidates data and generates individual PGY1 report.

RESULTS & CONCLUSION

This initiative has demonstrated the effectiveness of utilising automation tools like RPA and database applications to automate the PGY1 assessment tracking.

Key benefits observed:

- ✓ No. of man-hours saved from 16 hours to 45 mins daily to complete the processes.
- ✓ Increased efficiency in tracking the results.
- ✓ Reduction of errors from the manual processes.
- ✓ Minimising administrators' cognitive workload by eliminating manual processes.

