

Redesigning Resident Posting Announcement (PA) workflow with automation to achieve data accuracy and work efficiency.



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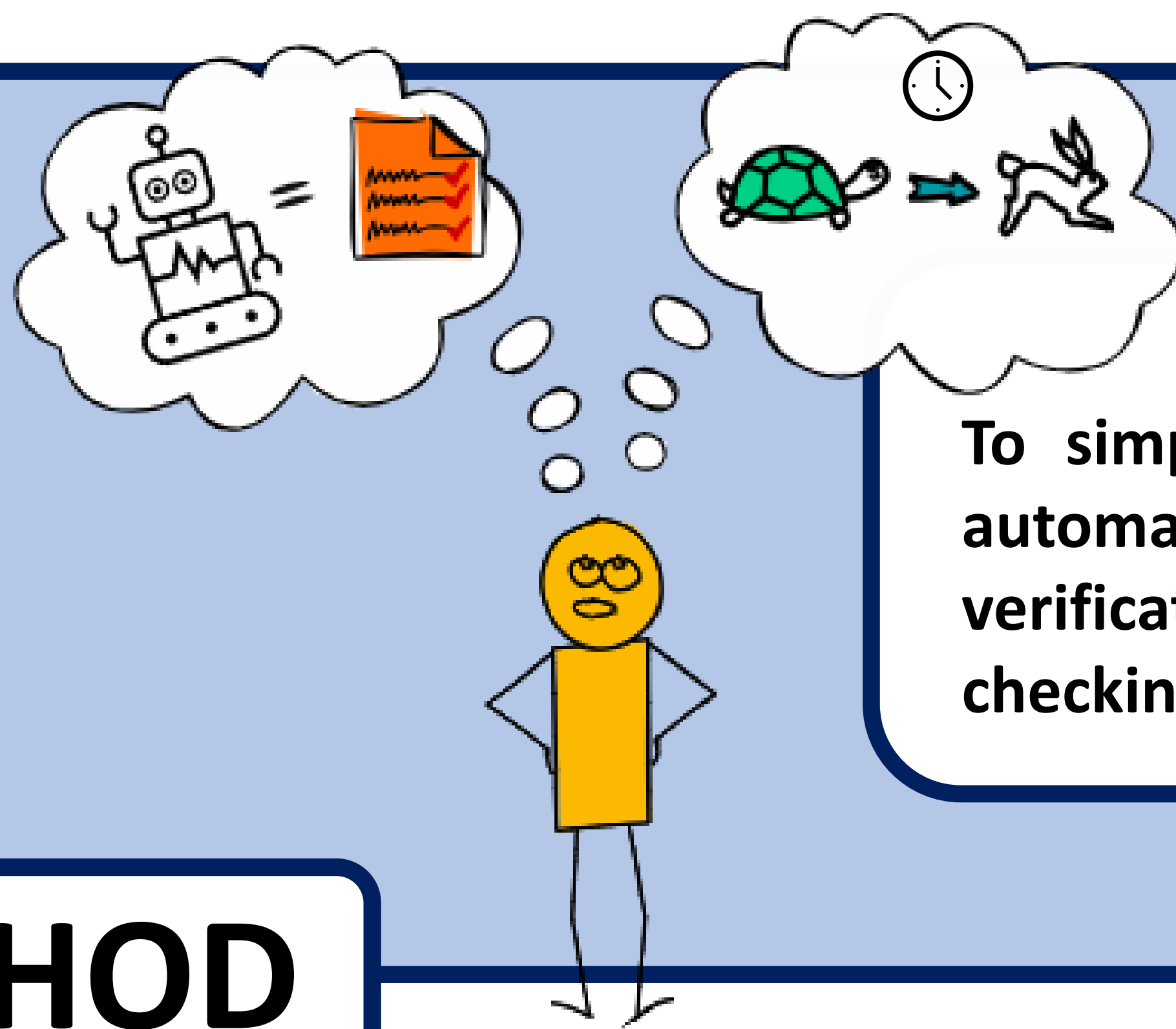


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BACKGROUND

The Graduate Medical Education (GME) Office maintains a Rotation Master File containing demographics, posting and other data of about 1000 SingHealth Residents from 34 Residency Programmes. Every month, data in the Rotation Master File needs to be verified by Programme Administrators, before it is converted into a Posting Announcement (PA) file, that is then sent to the Institution HRs. This allows the Institution HRs to have the details of residents posted to their Institutions.

The current process is laborious, time-consuming and prone to human error as it requires Programme administrators to 'eyeball' the PA file data against programme records and for GME administrators to consolidate verified data from 34 Residency programmes.

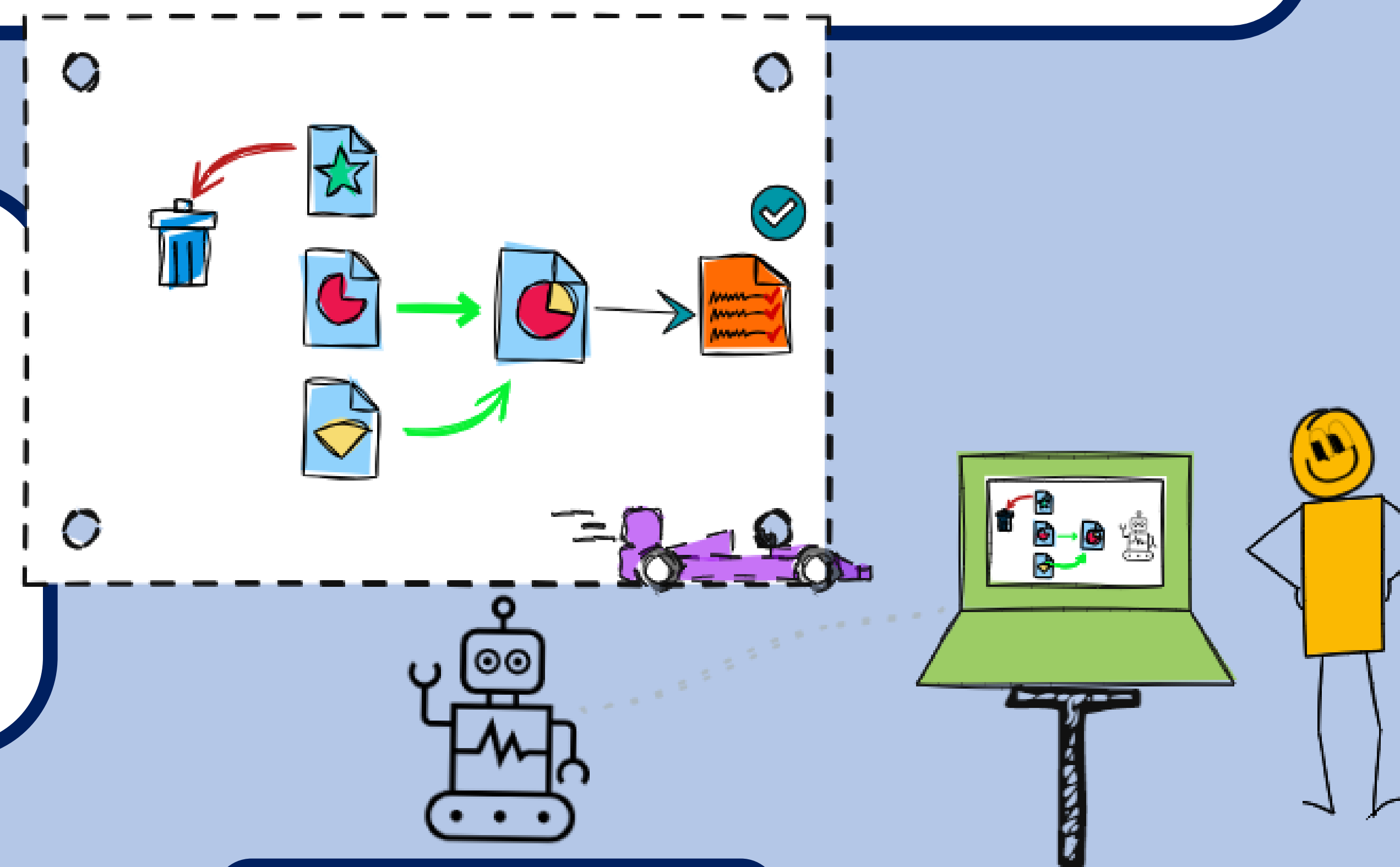


AIM

To simplify and improve the workflow by combining robotic process automation (RPA) tools with Microsoft Excel, for data consolidation and verification, aiming to achieve 100% accuracy & reduced physical data-checking by humans.

METHOD

- I. RPA scripts are used to automate the process of identifying mismatched data between programme data file and GME HQ Rotation master file directly.
- II. GME HQ consolidates the changes in the master rotation file and Posting Announcement file.
- III. Final Posting Announcement file is sent to Institution HRs.



RESULTS

- I. GME reads Programme data files directly, removing need to exchange files between GME and Residency Programmes.
- II. RPA simplifies and automates data consolidation and verification for GME Administrators.
- III. Reduce human errors leading to more accurate PA files sent to iHRs.
- IV. Reduce fatigue for GME and Programme Administrators.
- V. Time saved allows administrators to perform other tasks.

Processing Time. ✓

Then: Several days.

Now: A few hours.

Human Errors ✓

Now: Reduced

Staff Morale & Efficiency ✓

Now: Better Morale & Increased Efficiency

CONCLUSION

The redesigned workflow has been piloted with 3 Residency programmes to study its effectiveness in improving data accuracy and ease of verification process. The team intends to include more residency programmes until all 34 residency programmes are onboard.

