



# Singapore Healthcare Management 2024



# Smart Dashboard ALPS Pyramid

## Authors:

Diana Ong Bee Leng  
Jasper Tang Muar Choon  
[Abstract Code: SHM\_SCM003]

ALPS CIO Office

## INTRODUCTION



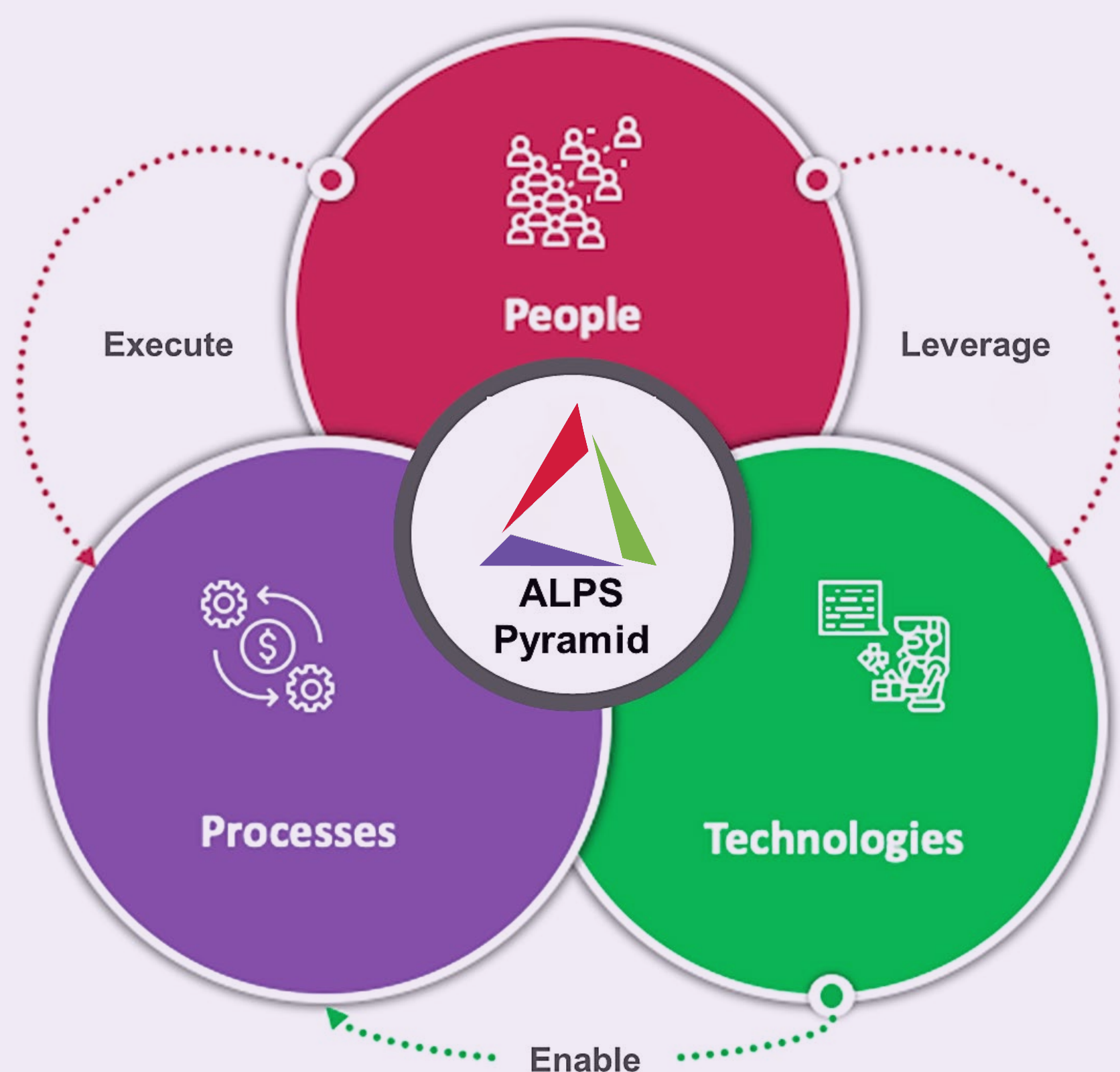
Designed & Built to achieve

## MAC4 Capabilities

Monitor | Analyse | Command | Control | Coordinate | Communicate

MAC4 capabilities are designed to offer near real-time monitoring, analysis, and visualization by gathering and integrating data from different sources. These dashboards were created to help ALPS Businesses keep track of Key Performance Indicators (KPIs), metrics, and other important information that align with the organization's goals.

## METHODOLOGY



### People



Instilling a data culture across the organisation by collaborating with the business to build dashboards for decision-making and KPI monitoring, and to perform self-service analyses.

### Technology



Create a scalable Enterprise Data Warehouse (EDW) on the Cloud for data storage, preparation, and analysis.



Leverage cloud BI and Data Visualisation tools to transform and share insights.

### Process



Collaborate with the business to enhance data literacy through training and workshops, enabling the business to leverage data assets to meet their needs.

Develop data management processes with data governance policies to ensure appropriate data access for the relevant individuals.

## RESULT



163+ Data Tables



34+ Dashboards



135+ Users



4,107+ Logins



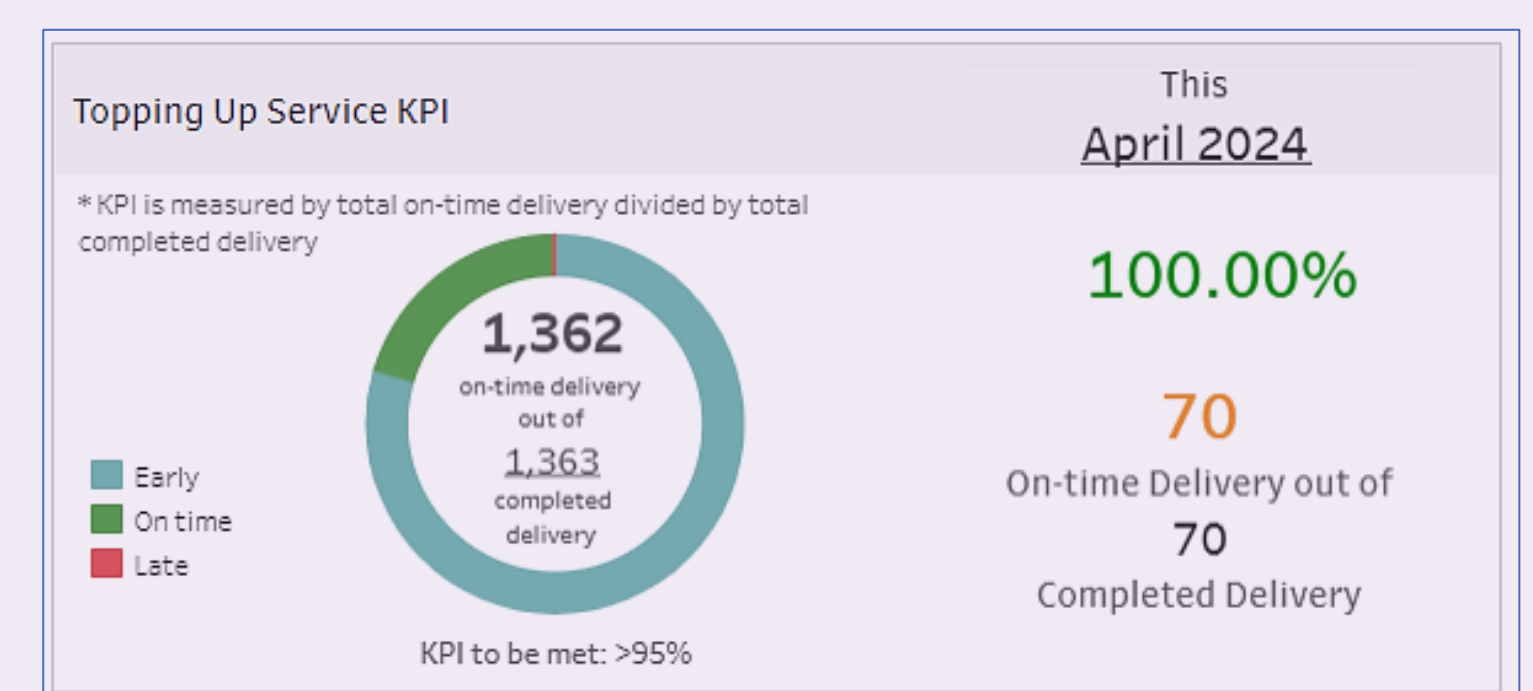
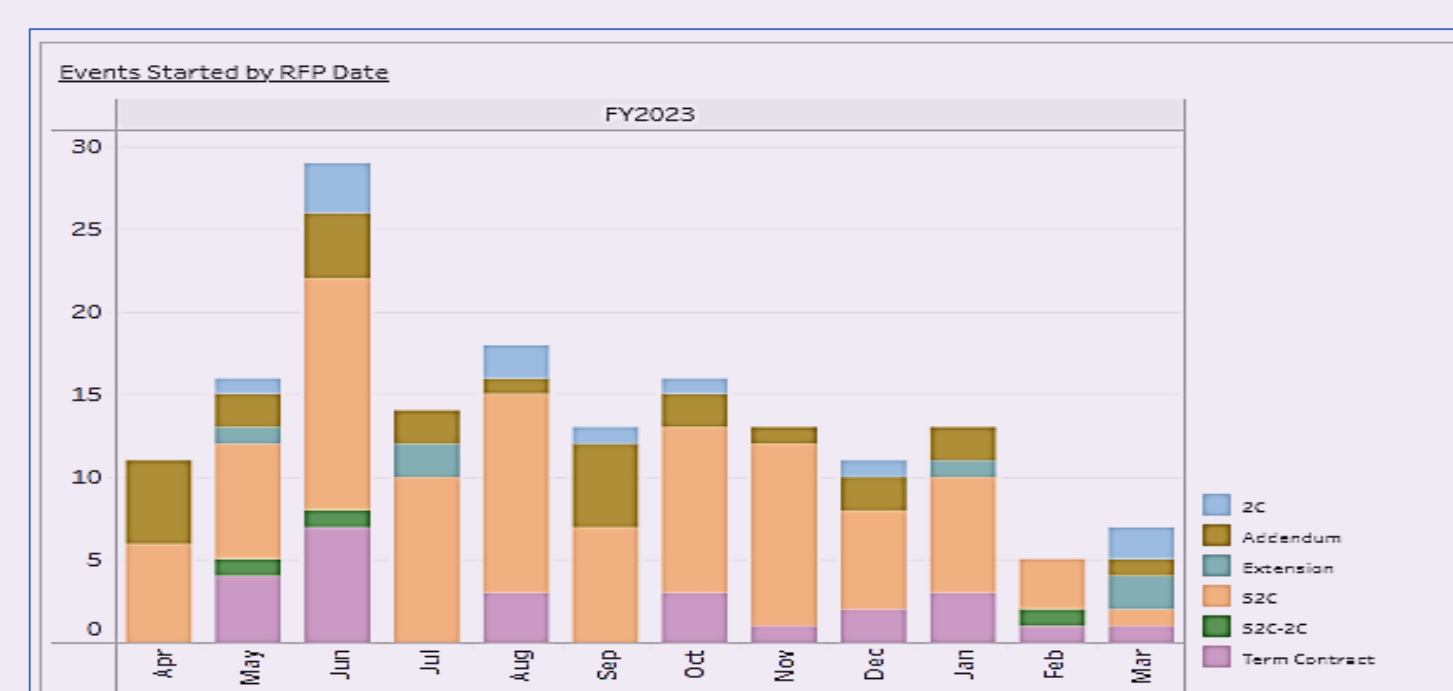
15,946+ Views

Select Top N Percentage (over All Clinic with at least an order)

Top 20% of Clinic Contributed 65.85% Orders

Select Top N Percentage (over All Drug with at least an order)

Top 20% of Drug Contributed 86.98% Drug Orders



### Business Value

### Monitor / Analysis

Enhance operational efficiency by monitoring operations and identifying bottlenecks for prompt response to issues with near real-time insights. Identify cost-saving opportunities across businesses by monitoring inventory to minimize stockouts and conducting procurement cost reduction analyses.

### Command / Control

Proactive decision-making and risk mitigation – forecast demands, identify potential disruptions and use Predictive Analytics to optimise inventory levels.

### Coordinate / Communicate

Data alerts to notify users of critical metrics and anomalies, ensuring timely and informed responses

## CONCLUSION