

IS447

MIDTERM

PRESENTATION

Smart Healthcare in Asia

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IHH Healthcare Berhad



SINGAPORE
MANAGEMENT
UNIVERSITY



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OUR TEAM

NADIYA



Project Manager

SHERMIN



Client/Product Manager

SHAZARIFAH



Business/UX Analyst

ROYSTON



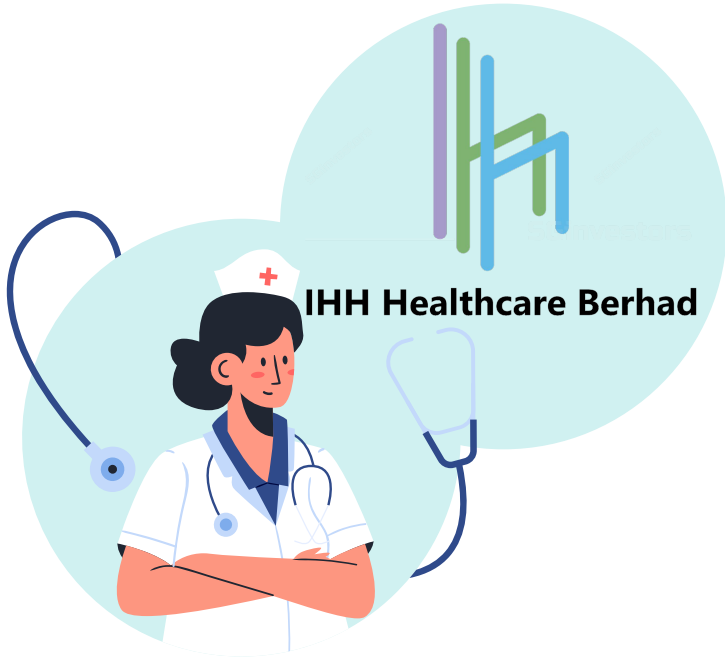
Product Developer

NICOLE



QA/Testing Manager

INTRODUCTION



Patient Experience (PX) Dept

Quality of Care and Patient Satisfaction

Continuously reviews, monitors, reports hospital patient experience performance, and supports hospital improvement processes.

Critical aspects of the patient's journey *from the time they arrive to when they exit the hospital.*



Mount Elizabeth
Hospital



Mount Elizabeth
Novena Hospital



Gleneagles
Hospital



Parkway East
Hospital



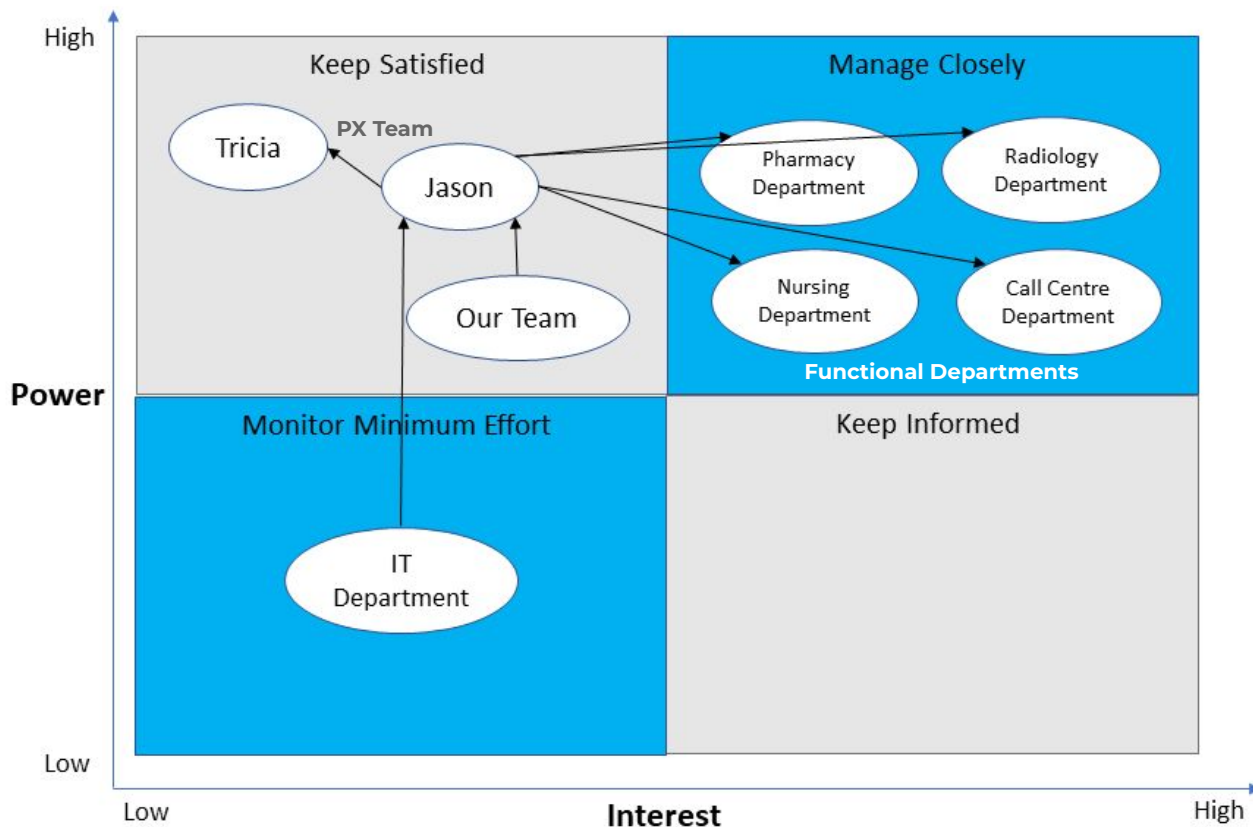
Services: outpatient, inpatient and emergency services, etc.

PROBLEM STATEMENT

Various functional departments within the 4 hospitals are experiencing manual, unproductive data consolidation and report generation without a **real time overview of their relative performance**.



STAKEHOLDER MAPPING



USER JOURNEY - FUNCTIONAL DEPT

Functional Dept /
PX Team Moments

Patients interact
with Functional
Dept

Unstructured data is
recorded into Excel Sheet
throughout patient's
touchpoints

Extra columns are
added into Excel
Sheet
unexpectedly

Patient submit
satisfaction survey

Higher management
request for Patient
Satisfaction of past
quarter

Goals

Standardized format for recording of Patients' details

A survey form that collects results at one place
that provides knowledge and wisdom based on
data collected

Feelings

Jovial

Desperate, Confused

Pain Points

Unstandardised with previous records, unable to
make comparison

A collection of raw
data that does not
present any
wisdom

No sentiment analysis

Opportunities

Hyper aware of
areas of
improvement

Standardize the header & format of records (monthly)

Create a
centralised storage
space to store the
survey results

USER JOURNEY - FUNCTIONAL DEPT/PX TEAM

Functional Dept / PX Team Moments

PX Team request for
performance
indicators

provide unstructured data
and raw satisfaction survey
results

PX Team request for
higher patient
satisfaction

Attempt to pinpoint areas of
improvement throughout
patient's touchpoints

Goals

Develop an analytical tool

Meaningful information
knowledge and wisdom from
data collected

Feelings

Frustrating

Uncertainty

Pain Points

No analytical tools to
generate KPI
repository

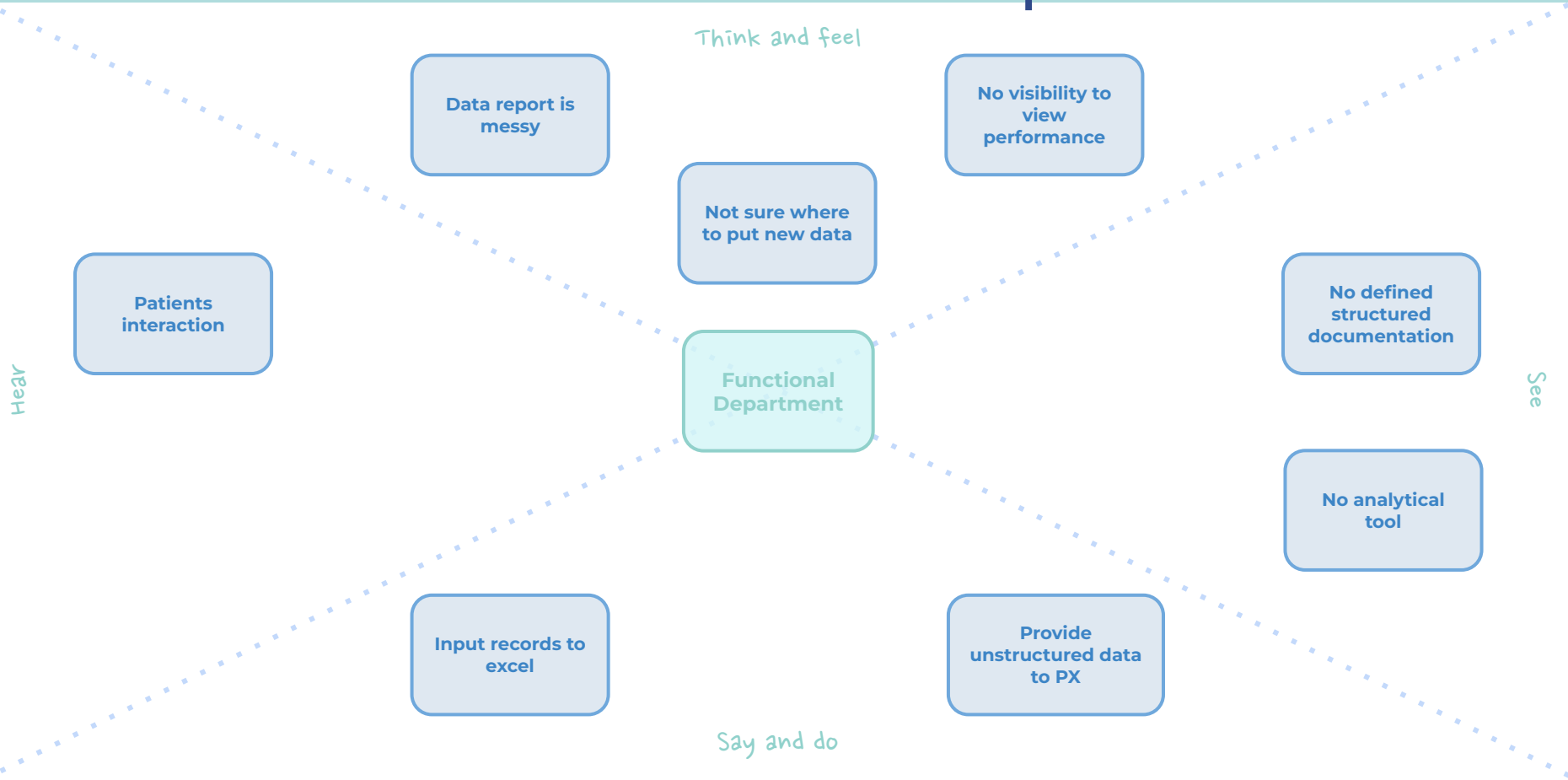
Unclear sentiment analysis and team performance

Unable to find the
weakest/problem areas from
patient's touchpoints

Opportunities

Provide structured data

EMPATHY MAP - Functional Department



EMPATHY MAP - PX TEAM

Hear

Different department / hospital different template

Data is recorded in excel

No visibility of overall performance

Think and feel

No analytical tools

Messy data
(Different formats/
Additional columns)

Patient Experience Team

Central repository to gather data

See

Dashboard to view overall performance

Request for patient satisfaction Survey

Pinpoint areas/suggestion for area of improvement

Collate performance indicator from different departments

Say and do

EXISTING SOLUTIONS

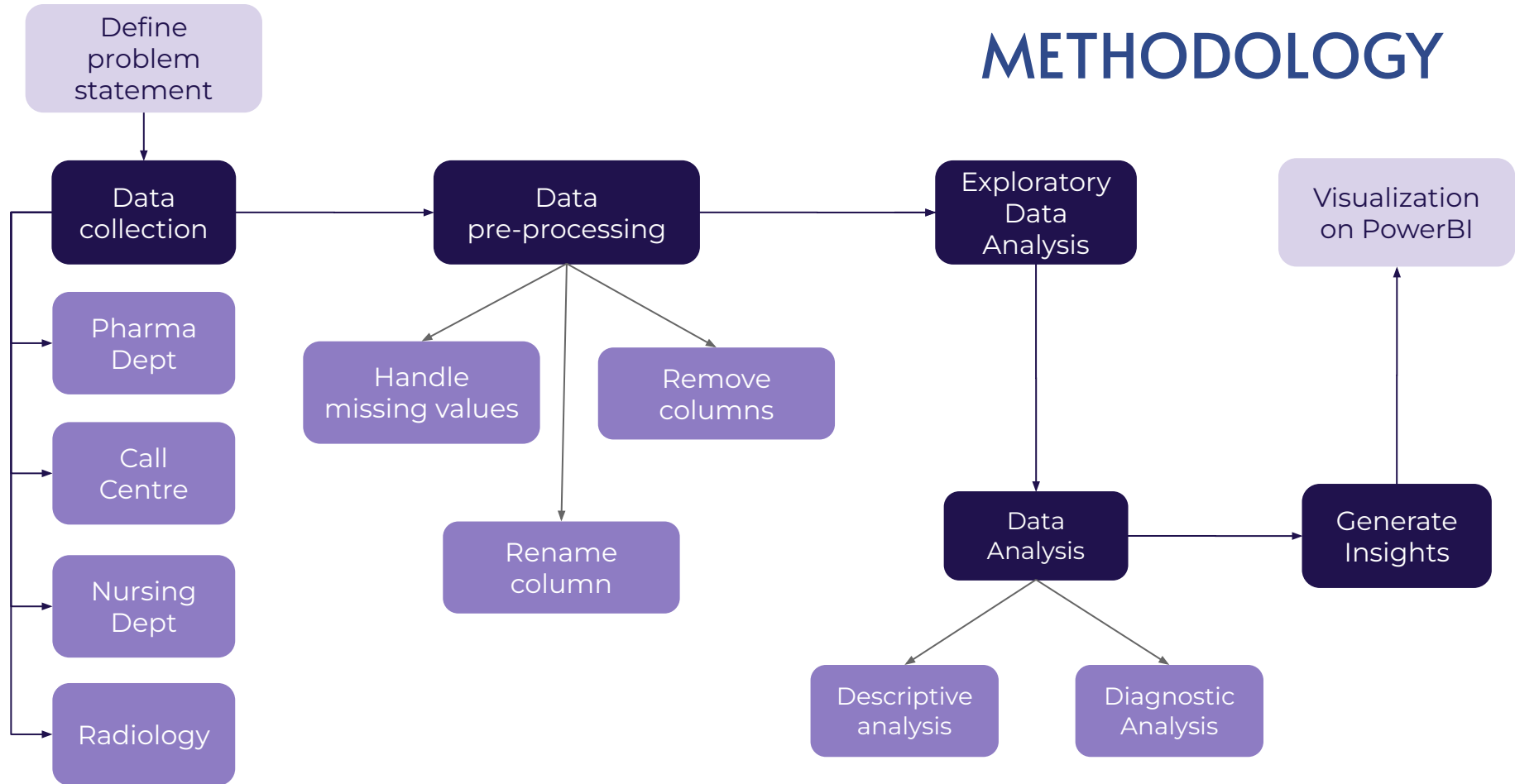


Singapore Operation Division Dashboard

- Departments and patient touchpoint:
 - A&E wait time analysis
 - Ward discharge analysis
 - A&E Reg-to-Consult analysis
- Consistent dashboard design and color scheme
- No existing analysis for KPI



METHODOLOGY



SOLUTION OUTLINE



Dashboard

Consolidated data from multiple sources/data-sets, analyses and visualises the outputs meaningfully

MVP

User friendly, efficient, cost effective (low maintenance set up) prototype

Reporting

Customizable analysis and automated reporting of performance overview for management

DATA & ANALYSIS

Dashboard

Consolidated data from multiple sources/data-sets, analyses and visualises the outputs meaningfully

● Pharmacy Dept Data

- Metrics related to time taken in each step of the process
- Time TTO verified, checked, dispensed

● Call Distribution Data

- KPIs: # of calls answered, abandonment rate, average speed of answer, average talk time
- Descriptive analysis and visualization on calls by month, days, functional groups

● Nursing Dept & Radiology Data

- Dataset TBC

THE WAY FORWARD



Week 5-6

IHH Introduction

- Industry and Patient Experience Team introduction
- Project brief

Pharmacy Department

- Analyse patient walk through and user needs
- Clean raw data and ideate dashboard



Week 7-8

Midterm Presentation

- Empathise
- Define
- Ideate

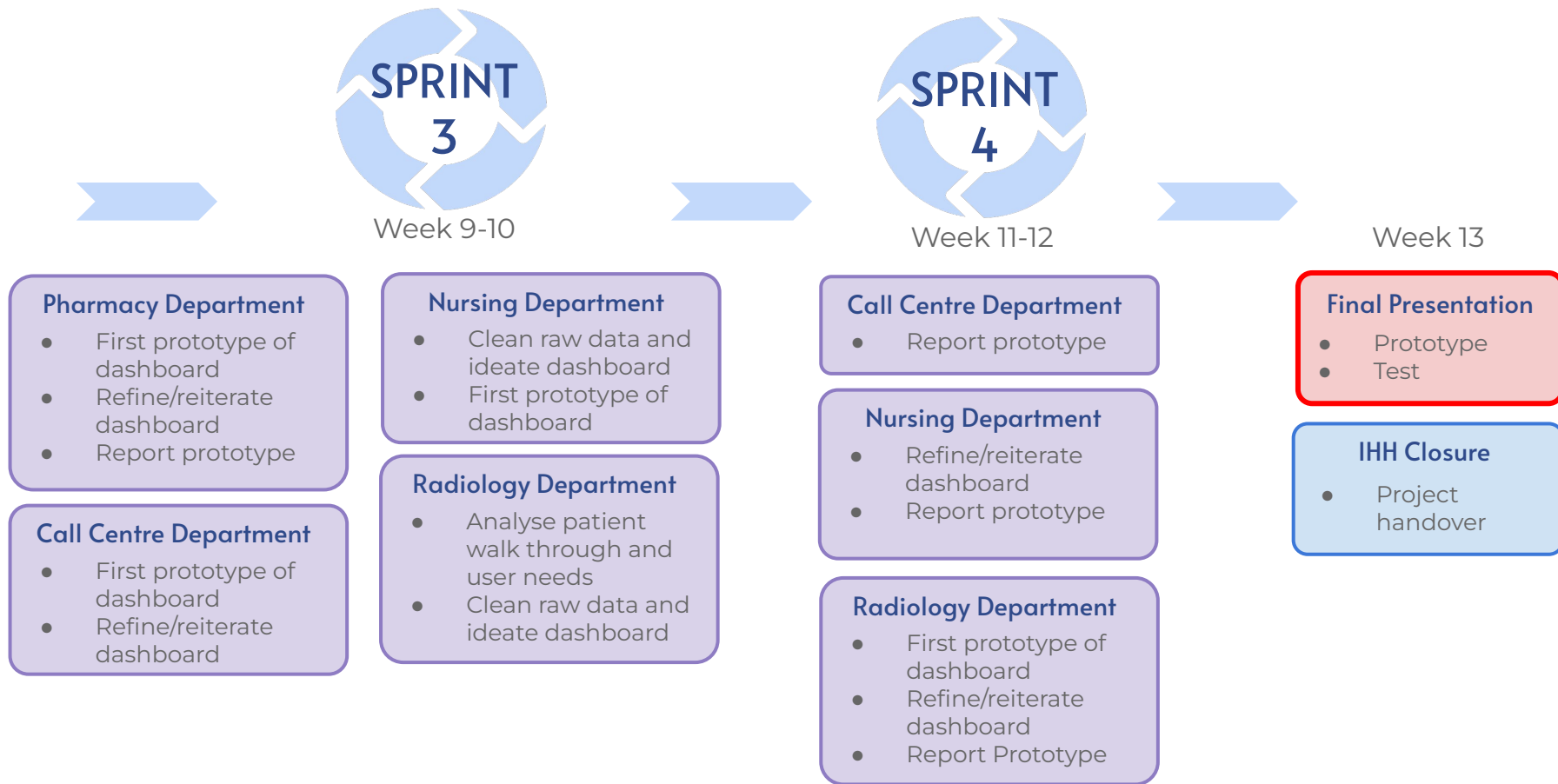
Nursing Department

- Analyse patient walk through and user needs

Call Centre Department

- Analyse patient walk through and user needs
- Clean raw data and ideate dashboard
- First prototype of dashboard

THE WAY FORWARD



THANKS!

Do you have any questions?

