Project Title

Appreciation Messages for Staff Appreciation Month (SAM)

Project Lead and Members

Project lead: Natassha Kaur Golan

Project members: Rachel Teo Yuting

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Healthcare Administrators

Project Period

Start date: Not indicated

Completed date: Not indicated

Aims

To address the time-consuming and error-prone manual handling of staff appreciation messages during Staff Appreciation Month (SAM), Robotics Process Automation (RPA) was implemented, ensuring efficient creation and distribution of e-cards while mitigating security risks associated with external internet solutions

Background

In the first year of the initiative, Worklife Unit managed the entire process manually, which proved to be labor-intensive and time-consuming. The idea of engaging an external vendor to develop a system to streamline manual efforts was discouraged

by IHIS due to security concerns, as the proposed system could potentially expose sensitive staff information if hosted on the internet. Additionally, exploring free online generators was deemed impractical due to the private nature of the messages. The challenge now is to automate the process while maintaining identity confidentiality and reducing the significant time investment required.

Methods

See poster appended/below

Results

See poster appended/below

Conclusion

- Reduction in feedback regarding errors and delays in message delivery
- Most staff feedback that one of their top three favorite aspects of Staff Appreciation Month was the e-messaging feature and receiving messages

Project Category

Care & Process Redesign

Productivity, Quality Improvement, Environmental Sustainability, Time Saving, Job Effectiveness

Organisational Leadership

Human Resource, Staff Wellbeing

Keywords

Digital workflow, Scan, Automatic Design, 3D printing, Denture Design, Intral-oral digital scan, Production

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Appreciation Messages for Staff Appreciation Month (SAM)

Natassha Kaur Golan, Rachel Teo Yuting
Human Resource Division

Objective

To address the time-consuming and error-prone manual handling of staff appreciation messages during Staff Appreciation Month (SAM), Robotics Process Automation (RPA) was implemented, ensuring efficient creation and distribution of e-cards while mitigating security risks associated with external internet solutions.

Challenges

In the first year of the initiative, Worklife Unit managed the entire process manually, which proved to be labor-intensive and time-consuming. The idea of engaging an external vendor to develop a system to streamline manual efforts was discouraged by IHIS due to security concerns, as the proposed system could potentially expose sensitive staff information if hosted on the internet. Additionally, exploring free online generators was deemed impractical due to the private nature of the messages. The challenge now is to automate the process while maintaining identity confidentiality and reducing the significant time investment required.

Solution

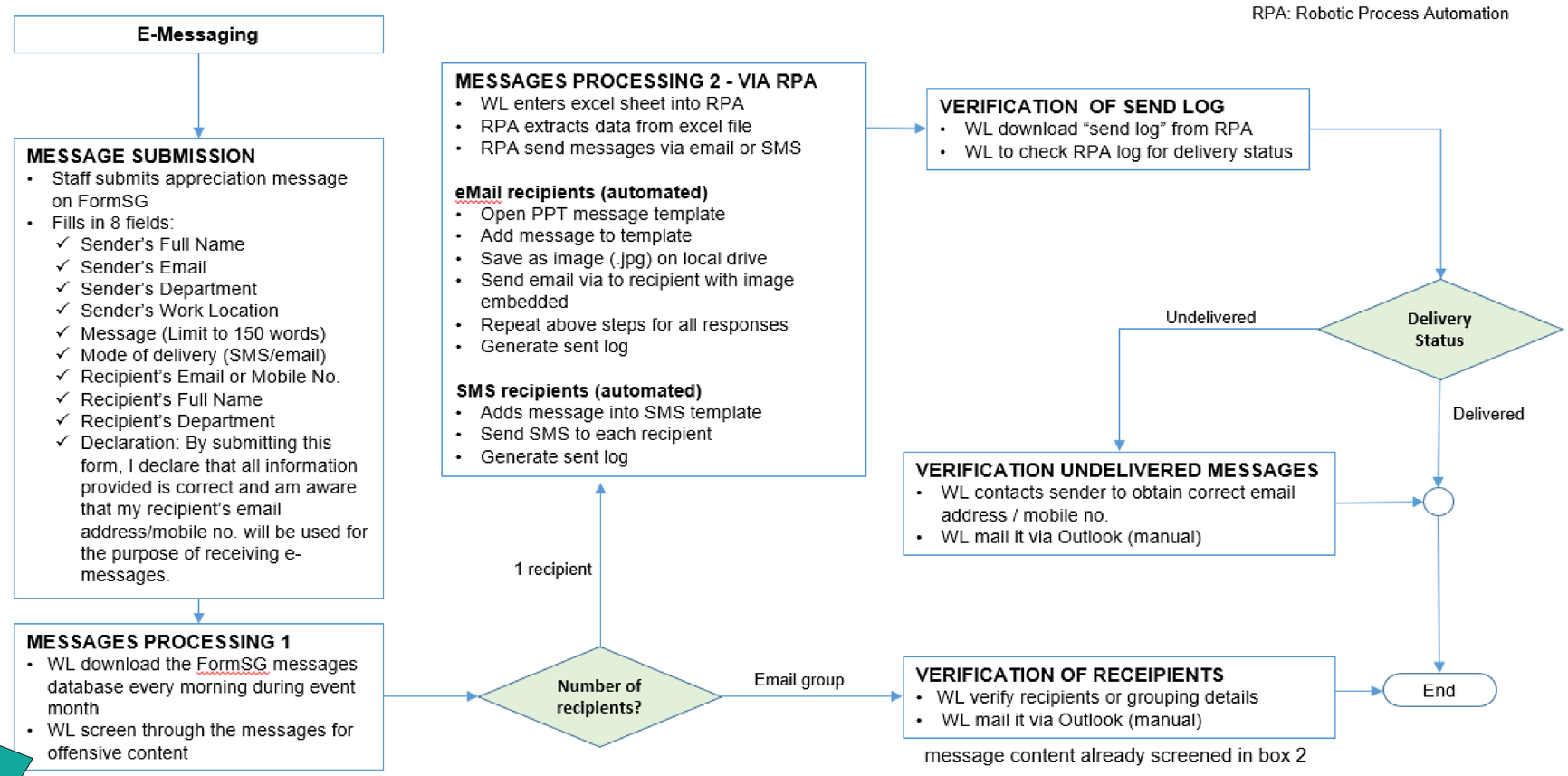
RPA's capabilities in accurate, efficient, and timely task execution were highlighted, along with its local hosting that ensures data remains within the intranet, thus mitigating potential security risks.

Outcomes

- Reduction in feedback regarding errors and delays in message delivery
- Most staff feedback that one of their top three favorite aspects of Staff Appreciation Month was the e-messaging feature and receiving messages

E-messaging System Main Process Flow

Abbreviations used
WL: Work-Life Unit
RPA: Robotic Process Automation



Robot	Human
33.63 hours to send 4,833 messages	**493.3 hours** to send 4,833 messages

Savings
93%
Saved **459.67 hours**

Sustainability

- **Resource Efficiency –** Automated systems can reduce the need for human labor, thereby conserving workforce resources for other tasks.
- **Employee Well-being –** By streamlining communication processes, automated systems can reduce employee stress associated with managing large volumes of messages manually. This can contribute to improved employee well-being and productivity.
- **Reusability –** This project methodology was adopted and implemented by another event committee (Long Service Award)