

Project Title

Strengthen Collaborations in Mammobus Project Management Process Amongst Internal Stakeholders

Project Lead and Members

Project lead: Jocelyn Chia

Project members: Tan Chia Ling, Peggy Tan, Chong Chun Meng, Ong Shu Ting, Catherine Pang, Wong Chui Yuen, Lim Xin Yan, Kong Kum Yin

Organisation(s) Involved

National Healthcare Group Diagnostics

Healthcare Family Group(s) Involved in this Project

Healthcare Administration, Allied Health

Applicable Specialty or Discipline

Healthcare Administrators, Radiology

Project Period

Start date: Mar 2023

Completed date: Nov 2023

Aims

This project team aims to streamline and simplify various aspects of Mammobus management process by tapping on IT tools/ applications to create effective communication amongst different stakeholders, and to equip/ upskill staff to perform their job better.

Background

NHGD's Mammobus is Singapore's first mobile digital mammogram screening centre which is accredited under the national Screen For Life (SFL) Program by Health Promotion board. The mobility of the service allows us to deliver convenient breast screenings to eligible ladies in community and workplace around the island. Mammobus enables delivery of care beyond polyclinics/ hospitals to the doorsteps of community and workplaces.

Methods

See poster appended/below

Results

See poster appended/below

Conclusion

1. Involve all stakeholders in the root cause analysis and solutions implementation – learning from different perspectives of an issue enable us to develop a more tangible solutions for long run and simplified communication and info sharing via tapping on Teams.
2. Constantly look out for improvement opportunities and tap on IT tools/ applications to improve productivity - there is potential to further reinvent our processes with enhanced features from Teams. We are expanding this workflow model to rest of mobile fleets, namely Mobile X-ray (completed) and Mobile BMD (by May 24).

Project Category

Technology

Digital Health, Telehealth, Tele-Mobility

Keywords

Communication, Mobile Digital Mammogram Screening, Screen for Life, Breast Screening, Automated Billing, Project Tracking Process

Name and Email of Project Contact Person(s)

Name: Ms Jocelyn Chia Huey Yen

Email: Jocelyn_Hy_Chia@diagnostics.nhg.com.sg

Strengthen Collaborations in Mammobus Project Management Process Amongst Internal Stakeholders

Mission Statement

This project team aims to streamline and simplify various aspects of Mammobus management process by tapping on IT tools/ applications to create effective communication amongst different stakeholders, and to equip/ upskill staff to perform their job better.

Team Members

	Name	Designation	Department
Team Leader	Jocelyn Chia	Senior Executive	Business Development
Team Member	Tan Chia Ling Peggy Tan Chong Chun Meng Ong Shu Ting Catherine Pang Wong Chui Yuen Lim Xin Yan	Assistant Director Principal Radiographer Principal Radiographer Manager Senior Accountant Accountant Executive	Radiography Radiography Radiography Patient Service Finance Finance Radiography
Facilitator	Kong Kum Yin	Assistant Director	Business Development

What is Mammobus

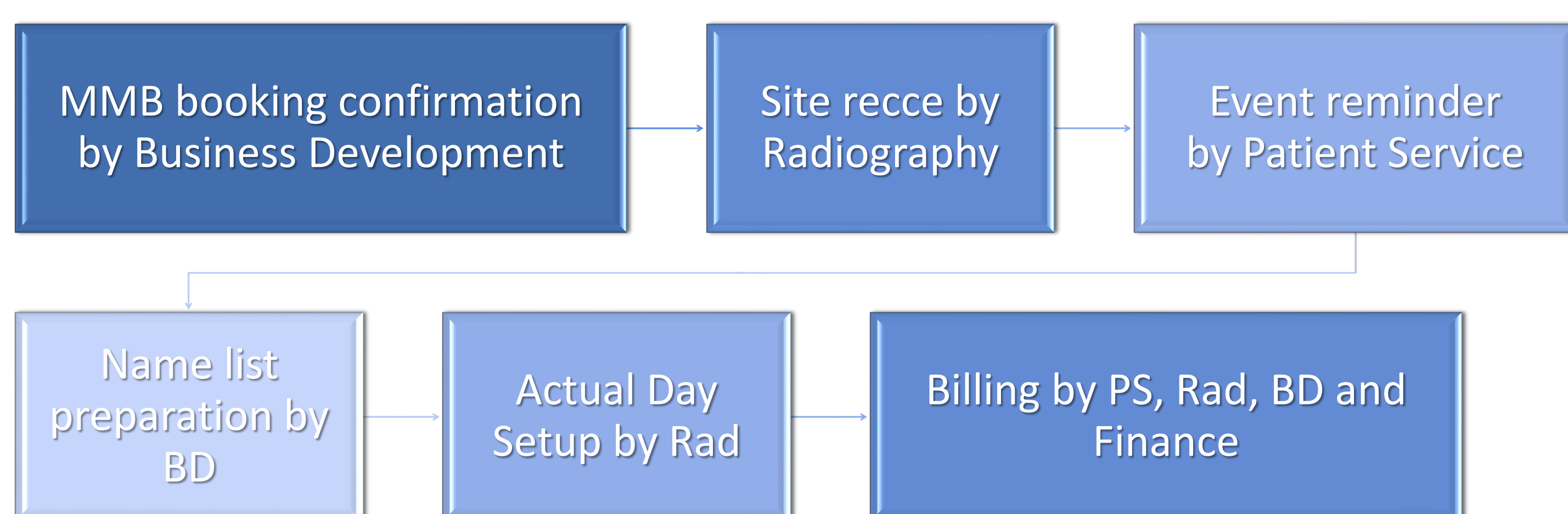
NHGD's Mammobus is Singapore's first mobile digital mammogram screening centre which is accredited under the national Screen For Life (SFL) Program by Health Promotion board. The mobility of the service allows us to delivers convenient breast screenings to eligible ladies in community and workplace around the island. Mammobus enables delivery of care beyond polyclinics/ hospitals to the doorsteps of community and workplaces.



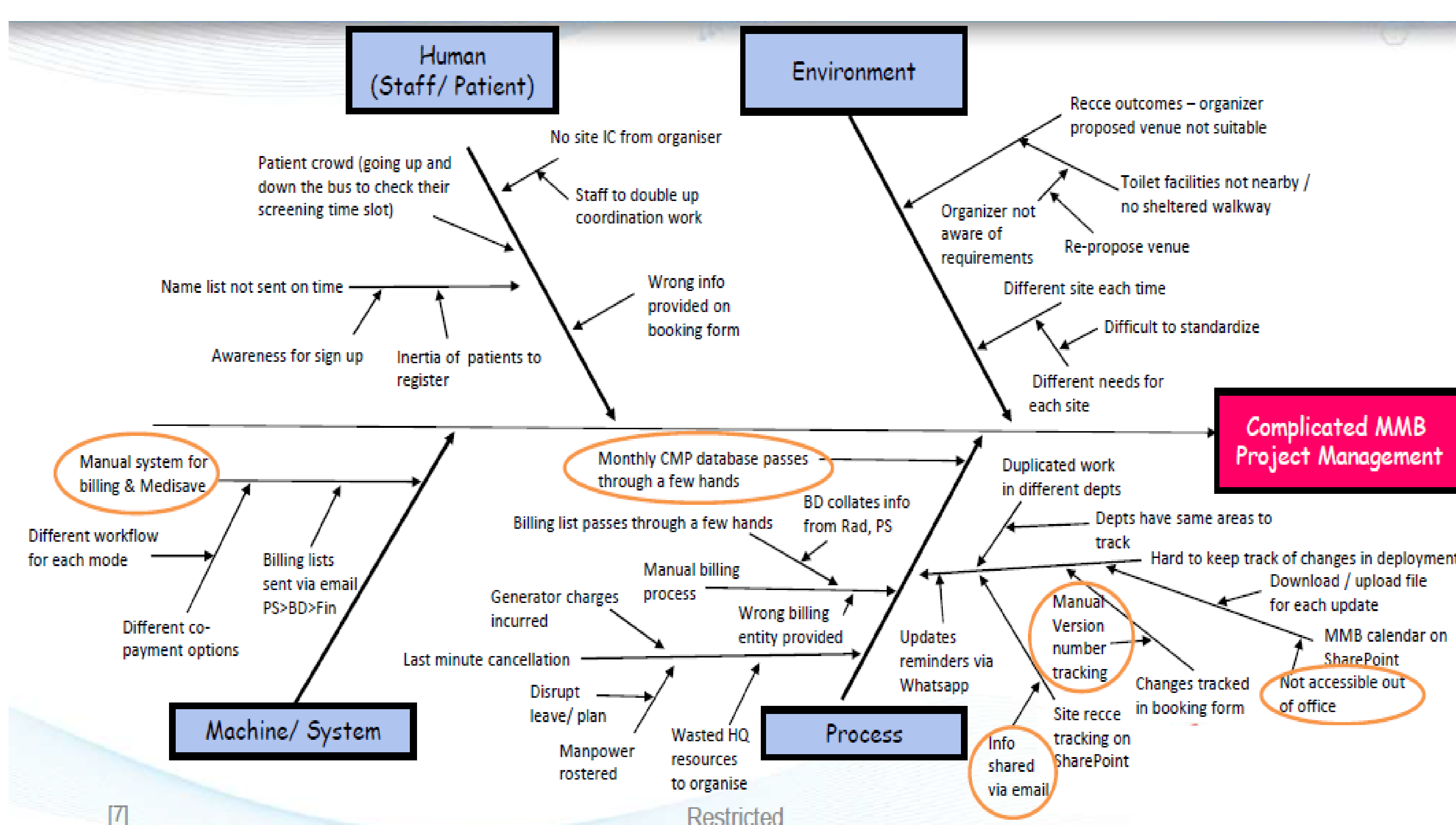
Problem Statement

Internal stakeholder departments work closely together to deliver each successful Mammobus deployment. From pre deployment to post deployment, at least 3 departments were involved. There were noticeable delays in work and at times create unhappiness at workplace from the chaser and follow up manually/ via different platforms

Flow Chart of Mammobus Deployment



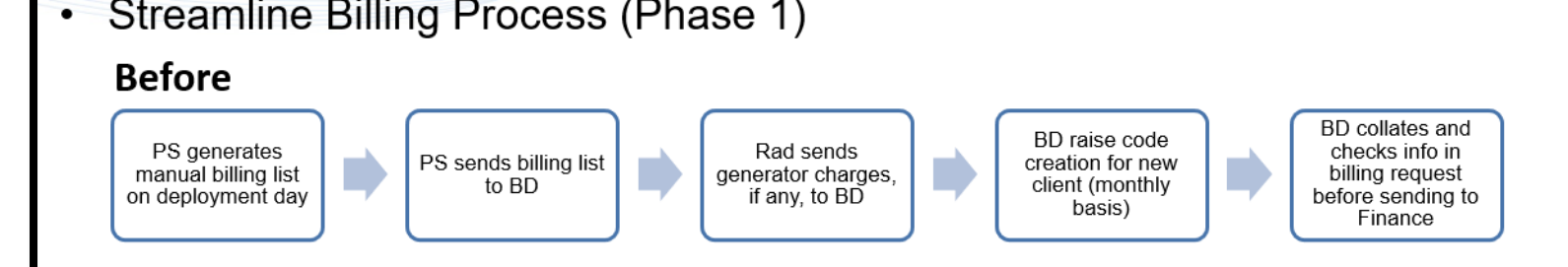
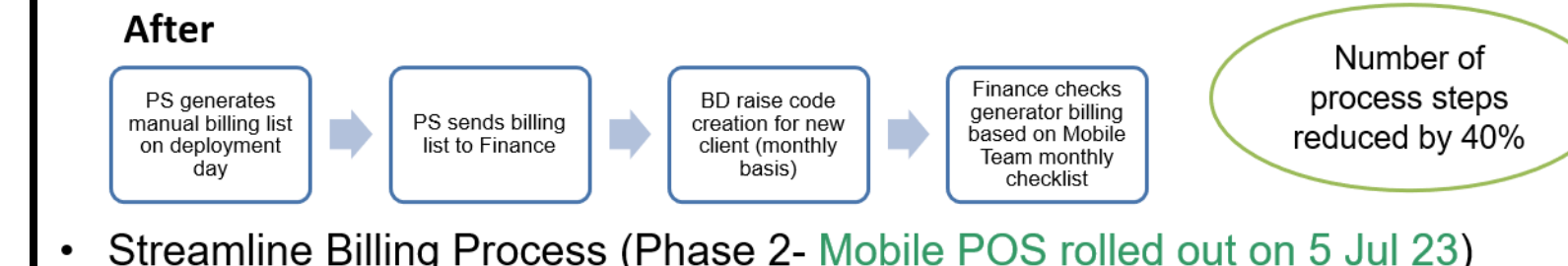
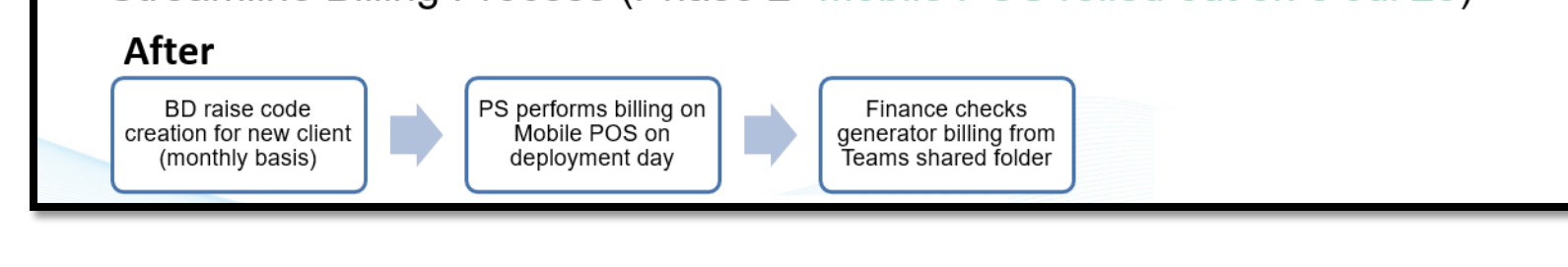
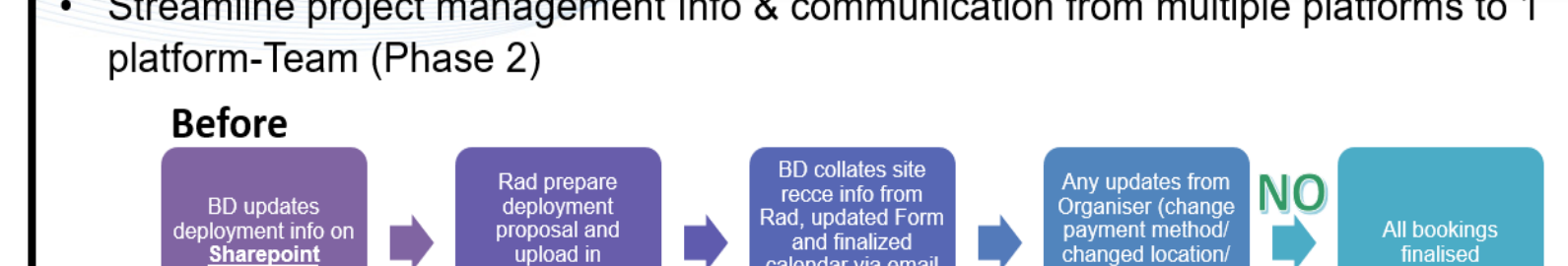
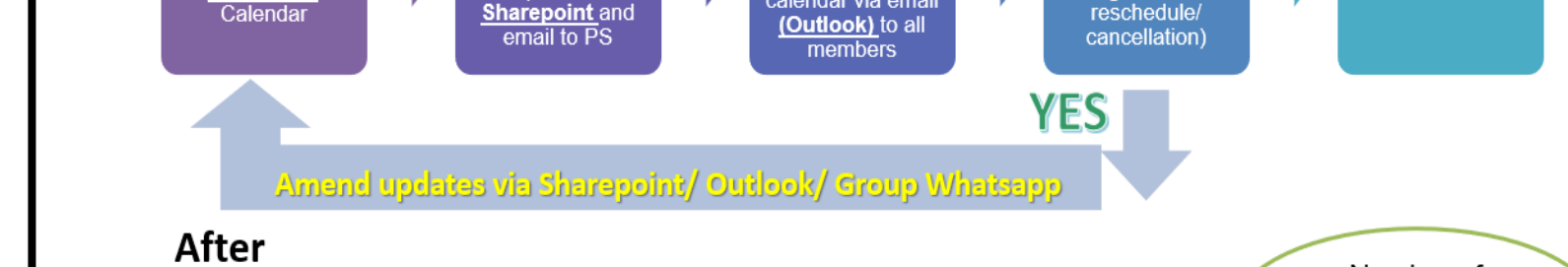

Cause and Effect Diagram



Implementation

PROBLEM	INTERVENTION	DATE OF IMPLEMENTATION
Manual billing Billing request (including billing info and personal data) passed through a few hands for verifications prior to billing.	a) PS sends billing lists directly to Finance. b) Finance checks generator billing based on Mobile Team monthly checklist. c) Implement mobile POS to transform manual billing to automated billing system which can cut down on processing time, reduced invoice processing errors and lead to time savings	<u>Phase 1</u> (a) & (b) Mar 2023 <u>Phase 2</u> (c) Jul 2023
Complicated Project Tracking Process Fragmented info disseminated in different modes and platforms (Sharepoint, Outlook, WhatsApp) amongst stakeholders resulted in inaccuracy in information at times. Staff were not able to access info on SharePoint outside of office	Adopt Microsoft Teams for Project Collaboration <ul style="list-style-type: none"> Streamline project management info & communication from multiple platforms to Microsoft Teams New master project tracking file with key info updated real time by stakeholders, replacing Booking Form requiring manual version tracking and forwarding Enabled real-time updates for all documents to avoid any miscommunication Accessible in and out of office 	Sep- Nov 2023

Results and Key Outcomes

	NEW PROCESS	TANGIBLE RESULTS
Billing Process	<ul style="list-style-type: none"> Streamline Billing Process (Phase 1) <p>Before</p>  <p>After</p>  Streamline Billing Process (Phase 2- Mobile POS rolled out on 5 Jul 23) <p>After</p>  	<ul style="list-style-type: none"> Steps reduced by 40% Savings 550 mins/ month
Project Tracking Process	<ul style="list-style-type: none"> Streamline project management Info & communication from multiple platforms to 1 platform-Team (Phase 2) <p>Before</p>  <p>After</p>  	<ul style="list-style-type: none"> Steps reduced by 67% Savings 850 mins/ month
INTANGIBLE RESULT		
 <p>Legend: —Pre, —End of Phase 1, —End of Phase 2 (Post)</p>		<p>Joy-In-Work self assessment before and after implementation has significantly improved. Staff feel happier at work with the new implementations and processes in place.</p>

Insights and Strategies to Sustain

- Involve all stakeholders in the root cause analysis and solutions implementation – learning from different perspectives of an issue enable us to develop a more tangible solutions for long run and simplified communication and info sharing via tapping on Teams.
- Constantly look out for improvement opportunities and tap on IT tools/ applications to improve productivity - there is potential to further reinvent our processes with enhanced features from Teams. We are expanding this workflow model to rest of mobile fleets, namely Mobile X-ray (completed) and Mobile BMD (by May 24).