



Care.  
For good.

# PATIENT EXPERIENCE (PX) PERFORMANCE DASHBOARD

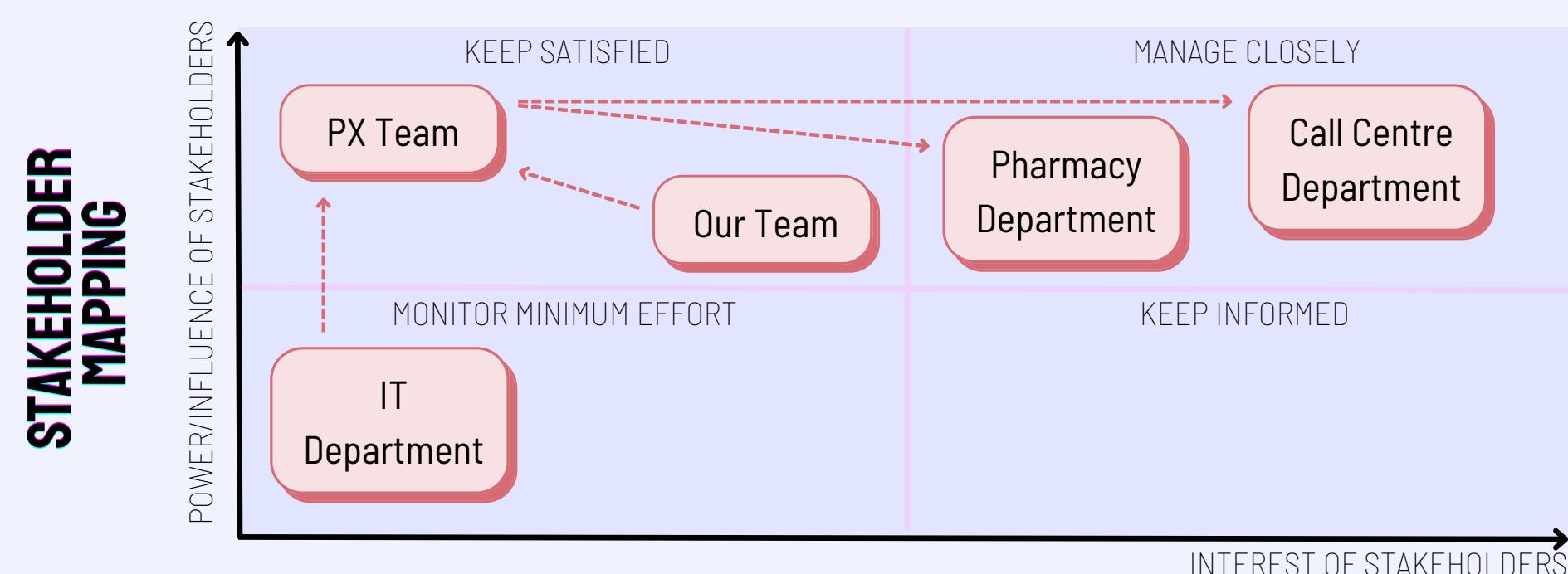
TEAM 3

## OUR CLIENT

**IHH Healthcare**, one of the world's largest healthcare networks, with 80 hospitals in 10 countries. Their business model is built on delivering exemplary care for their patients and creating sustainable value for their stakeholders.

### IHH Patient Experience Department

Continuously reviews, monitors, reports hospital patient experience performance from critical aspects of the patient's journey from the time they arrive to when they exit the hospital, and supports hospital improvement processes.

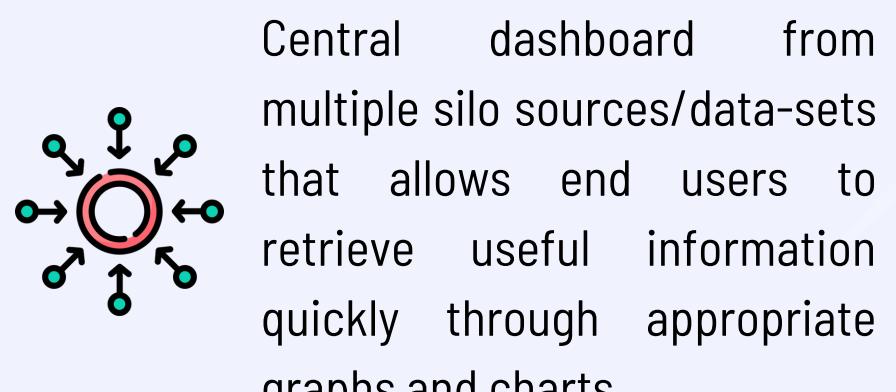


## PROBLEM STATEMENT



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.

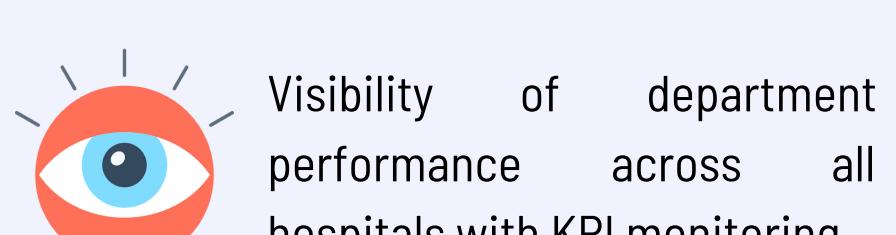
## KEY OBJECTIVES



Central dashboard from multiple silo sources/data-sets that allows end users to retrieve useful information quickly through appropriate graphs and charts.



Data-driven insights and visualisations to influence users in making smarter decisions.

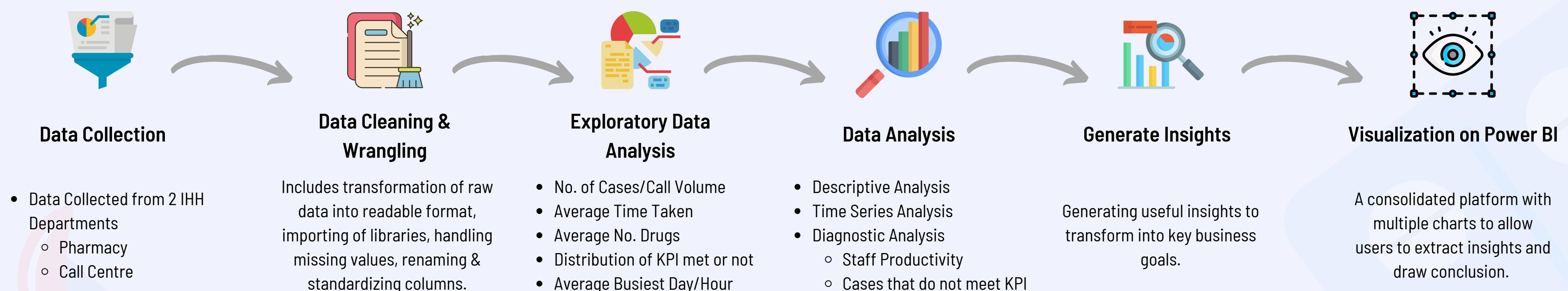


Visibility of department performance across all hospitals with KPI monitoring.

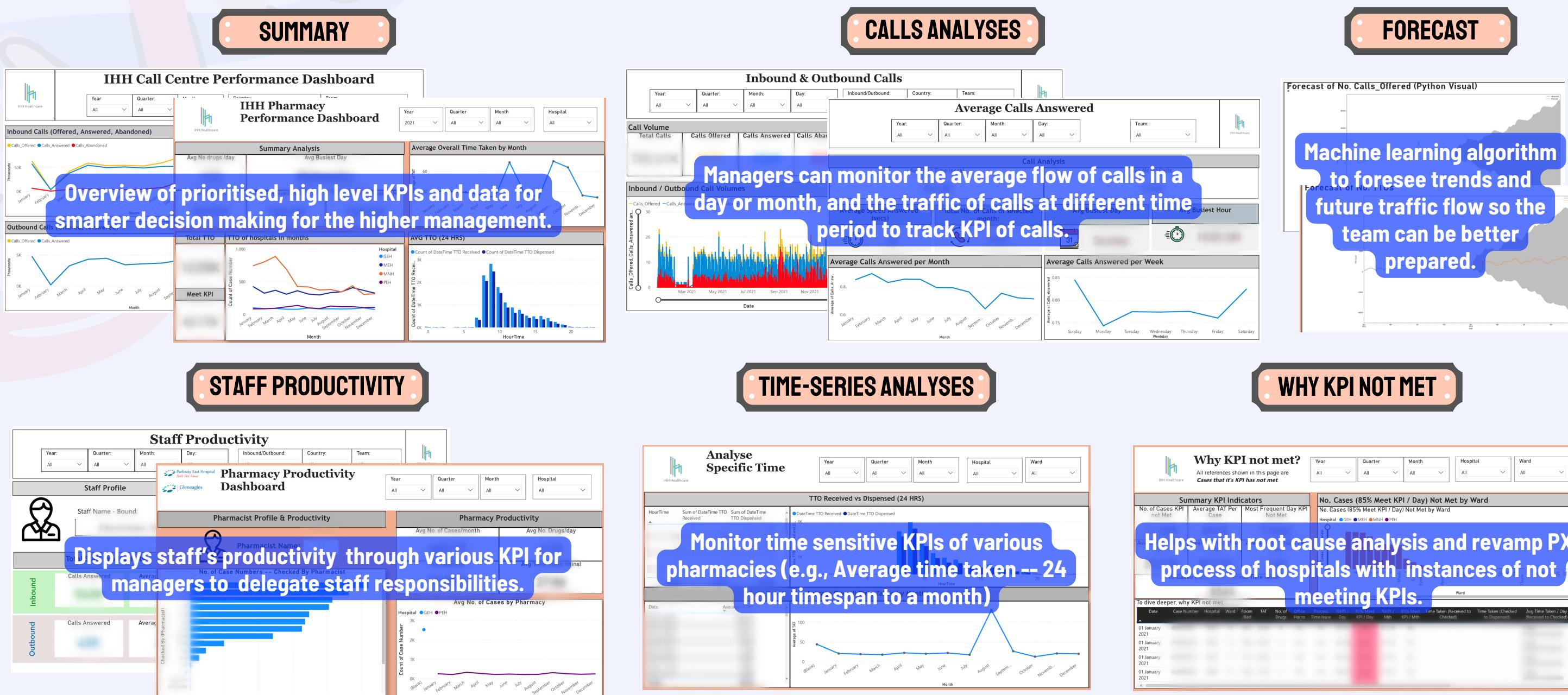


User friendly, efficient, cost effective (low maintenance set up) prototype.

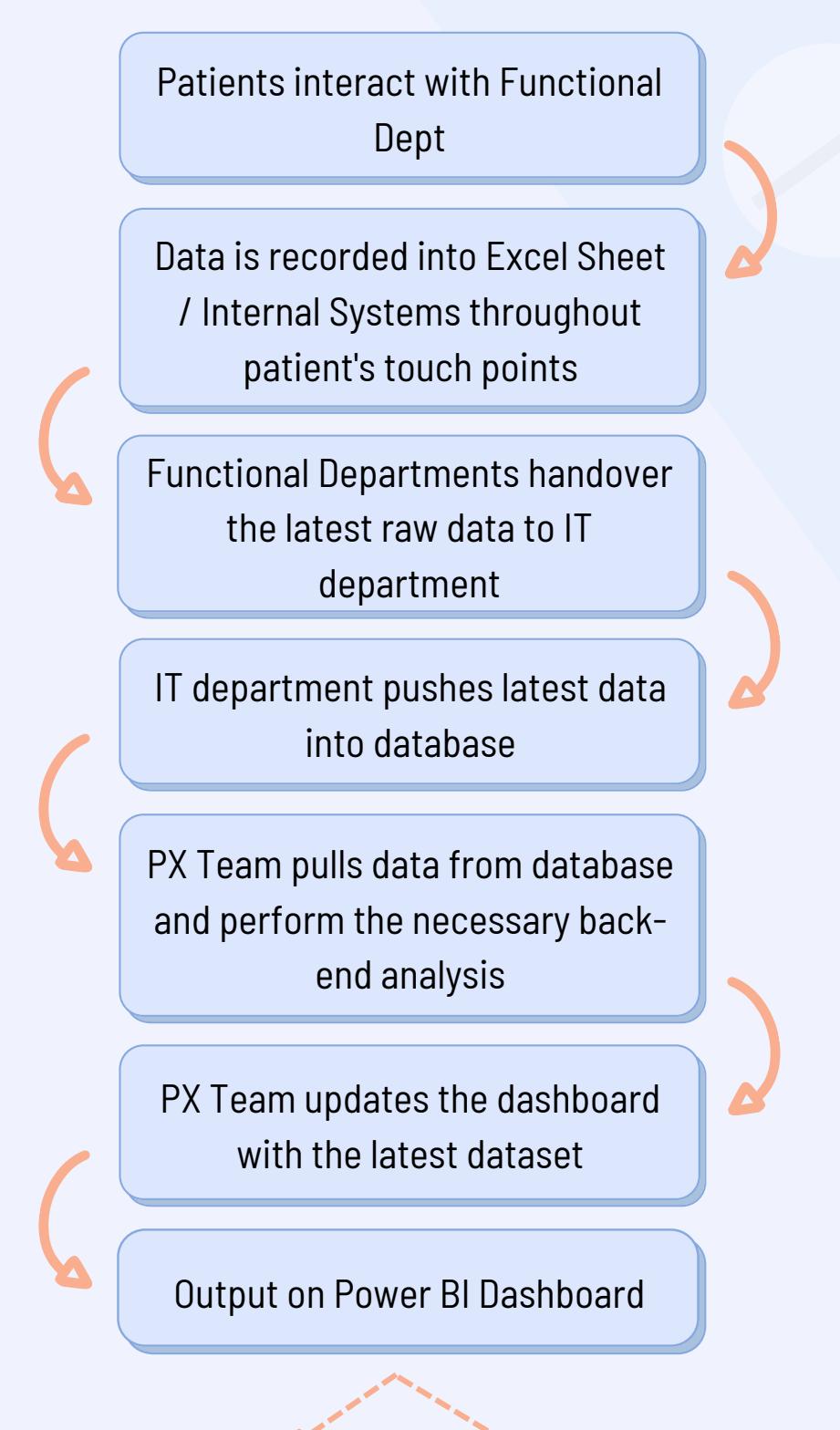
## APPROACH



## MAIN DASHBOARD FEATURES



## USER JOURNEY



Functional Team access dashboard for KPIs and insights to improve patient satisfaction

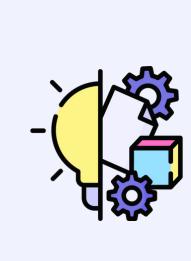
Higher management access dashboard for Patient Satisfaction of past quarter

## TECHNOLOGY AND TOOLS



### SOLUTION LIMITATION

Due to the nature of industry being confidential with their data and process, data received were filtered. Hence, data was not raw.



### PROJECT LIMITATION

Project re-scope due to time constraint (~8 Weeks).



### FUTURE WORK

Forecast Analysis for both Call Centre and Pharmacy dashboards with added extensive data to better train Machine Learning algorithm.

## OUR PROFESSORS



DR SEAN LAM



DR ANG BOON YEW

## IHH PATIENT EXPERIENCE TEAM



TRICIA KAT  
HEAD



JASON LING  
DEPUTY MANAGER

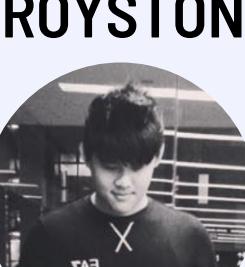
## OUR TEAM



NADIYA  
PROJECT MANAGER



SHERMIN  
CLIENT/PRODUCT  
MANAGER



ROYSTON  
PRODUCT  
DEVELOPER



NICOLE  
QA/TESTING  
MANAGER



SHAZA  
BUSINESS/UX  
ANALYST



SCAN ME

FOR OUR  
SOLUTION DEMO