

National Quality Improvement Conference

Promote Joy-In-Work by Strengthening Internal Stakeholder Collaborations in Mammobus Projects

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Problem Statement

Internal stakeholder departments, namely Business Development, Radiography, Patient Services & Finance work closely together to deliver each successful Mammobus deployment. There were noticeable delays in work, communication breakdown, frequent reminders, billing errors leading to rework and frustrations.



Potential Solutions

| PROBLEM | INTERVENTION |
|---|--|
| Manual billing Billing request passed through a few hands for verification prior to billing. | Adopt Mobile POS (Point Of Sales) solution (Implemented 5 Jul 23) <ul style="list-style-type: none"> Cut down processing time Reduce errors |
| Complicated Project Tracking Process Fragmented info shared in different modes and platforms (Outlook, WhatsApp, Sharepoint) amongst stakeholders resulted in inaccuracy of information at times. Staff were not able to access info on SharePoint outside of office. | Adopt Microsoft Teams for Project Collaboration (Started 18 Sep 23) <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 |

Project Aim

- Our team's aim
- Streamline and reduce process steps in Mammobus project management **by 50%**
 - Strengthen collaboration amongst internal stakeholders
 - Achieve Joy-In-Work by equipping staff to perform their job better

Project Time frame
• June to Oct 2023

Lessons Learnt

- Involve all stakeholders** in root cause analysis and solutions implementation – seeing different perspectives of an issue enabled us to co-create a holistic solution
- Tap on IT tools for quality improvement

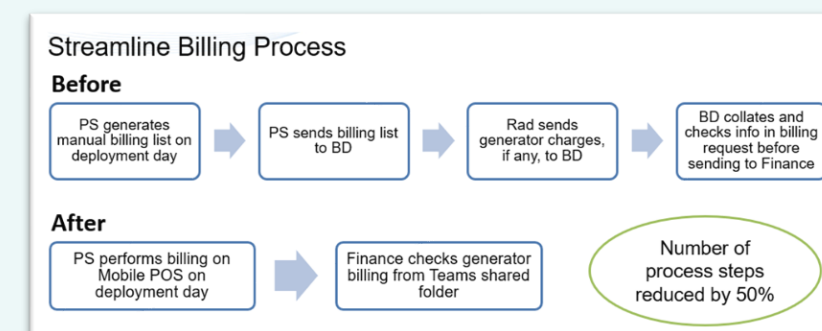


Caption: Happy Joy-In-Work Team with our Cause-and-Effect diagram

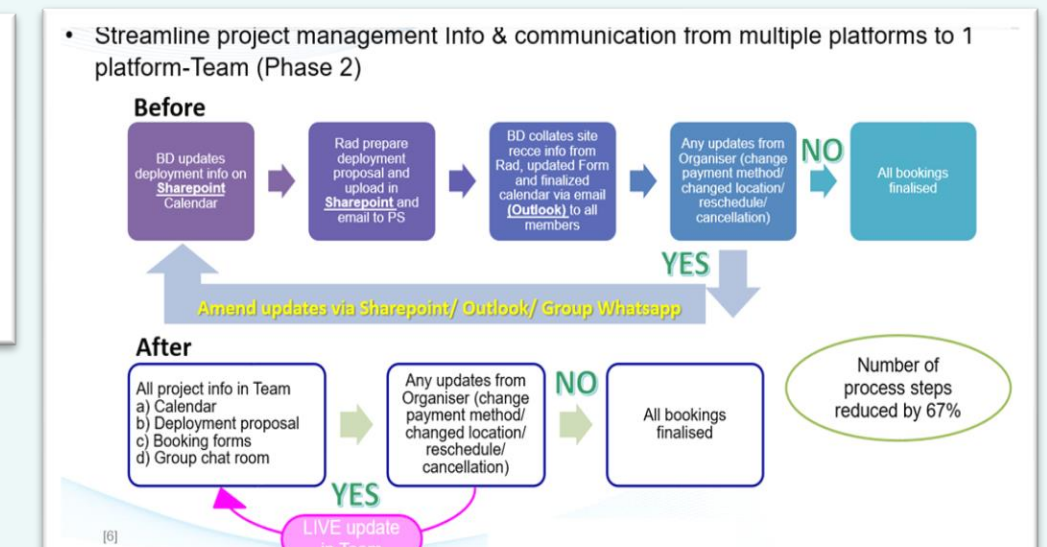
Outcomes & Impacts

- Achieved overall 50% reduction in process steps
- Saved 16 man-hour/ month

Billing:
Reduced steps by 40%



Project tracking:
Reduced steps by 67%



- Joy In Work self-assessment showed big improvement in all areas (see Radar Chart)



Quote from member:

"It was very informative to learn about the entire process flow, from the booking of clients to backend processing after deployment. We also consolidated the requirements that each department needs to complete their part in the workflow."

-Xin Yan, Executive (Mobile Services)-