

## **Project Title**

CBCIT 2.0: A Revamped Solution for the Aging Population

## **Project Lead and Members**

Project lead: Dr. Alan Wong

Project members: Mr John Wang, Mr Jeffrey Ha, Ms Jennifer Goh, Mr. Darren Lam

## **Organisation(s) Involved**

St Luke's ElderCare Ltd

## **Healthcare Family Group Involved in this Project**

Healthcare Administrator

## **Applicable Specialty or Discipline**

Healthcare Administrators, Patient Service Associate

## **Project Period**

Start date: Nil

Completed date: Nil

## **Aims**

To relook the system's user interface and task flows at a whole and redesign it to optimize user experience and productivity.

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

**Results**

See poster appended/ below

**Conclusion**

See poster appended/ below

**Project Category**

Technology

Digitalisation, System/Digital Platforms, Automation

**Keywords**

Integrated System, User Interface, User Experience, Data Management, Healthcare System

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# CBCIT 2.0: A Revamped Solution for the Aging Population

## Background

St Luke's ElderCare (SLEC) has been using their current healthcare system, CBCIT, for the past six years. CBCIT is the main system that provides client management, CRM, and interface to other services offered by SLEC, including Day Care, Rehab, Fin, and Care & Counselling services. CBCIT manages end-to-end client management, from external referral, attendance taking, appointment scheduling, progress note tracking, billing invoicing, to client discharge. CBCIT is currently being used across 25 centers.

## Project AIM

To relook the system's user interface and task flows at a whole and redesign it to optimize user experience and productivity.

### Key Problems

Below are themes discovered

#### Visibility

Information is not clear current/new users.  
Eg: Reports

#### Complex Work process

Multiple steps to complete a task

#### User interface

Limitation of function in existing tools

### Solutions

Phase 1	Phase 2
<ul style="list-style-type: none"> <li>➤ Guiding Principle : Reduce user clicks to complete task and more intuitive User Interface/User Experience                             <ul style="list-style-type: none"> <li>○ User Interface/User Experience Redesign</li> <li>○ Development of User Interface/User Experience Changes</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Guiding Principle: Client-Centric improvement                             <ul style="list-style-type: none"> <li>○ Task Flow Redesign</li> <li>○ Development of Task Flow Changes</li> </ul> </li> </ul>

## Project Design

- The plan was to implement an integrated system to overcome the issue of inefficient and confusing client care due to fragmented and outdated systems.
- Relevant staff groups, including clinicians, nurses, administrators, and IT personnel, were involved in the planning and design phase to ensure successful implementation.
- The project was innovative as it aimed to transform the way client care is delivered by providing more efficient and coordinated care, enabling real-time data access, and facilitating better communication among care team members.

## Outcome

- Improved user experience and productivity for staff
- Better resource management and reduced waiting times
- Reduced errors in data entry and improved patient safety and outcomes
- Better data management for tracking client progress and improved decision making, leading to increased client satisfaction and enhanced staff satisfaction.

**Current**

Only 1 out of 5 departments use the dashboard. From the interviews conducted, Staff who visit "overview" page often overlook "announcements" and "financial assistant" alerts when "means test alert" list is long. They also find it tiring to scroll through the page.

**New**

In the new redesign, content in dashboard are personalise to the needs of each department.