

Project Title

Prospective Analysis on the Use of IT System in COVID-19 Vaccination Operations

Project Lead and Members

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Organisation(s) Involved

Sengkang General Hospital

Healthcare Family Group Involved in this Project

Medical, Nursing, Hospital Administration

Applicable Specialty or Discipline

Crisis Planning & Operations

Aims

To plan and prepare the facilities, logistics and processes for the vaccination site to be in operations

To utilize the IT system to ensure the efficiency of the operations

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Operations Category)

Project Category

Technology, Care & Process Redesign, Quality Improvement, Workflow Redesign,
Value Based Care, Productivity, Time Saving, Manhour Saving, Safe Care, Operational
Management

Keywords

COVID-19, Vaccination, FormSG, Auto-Script, Auto-Generated Email

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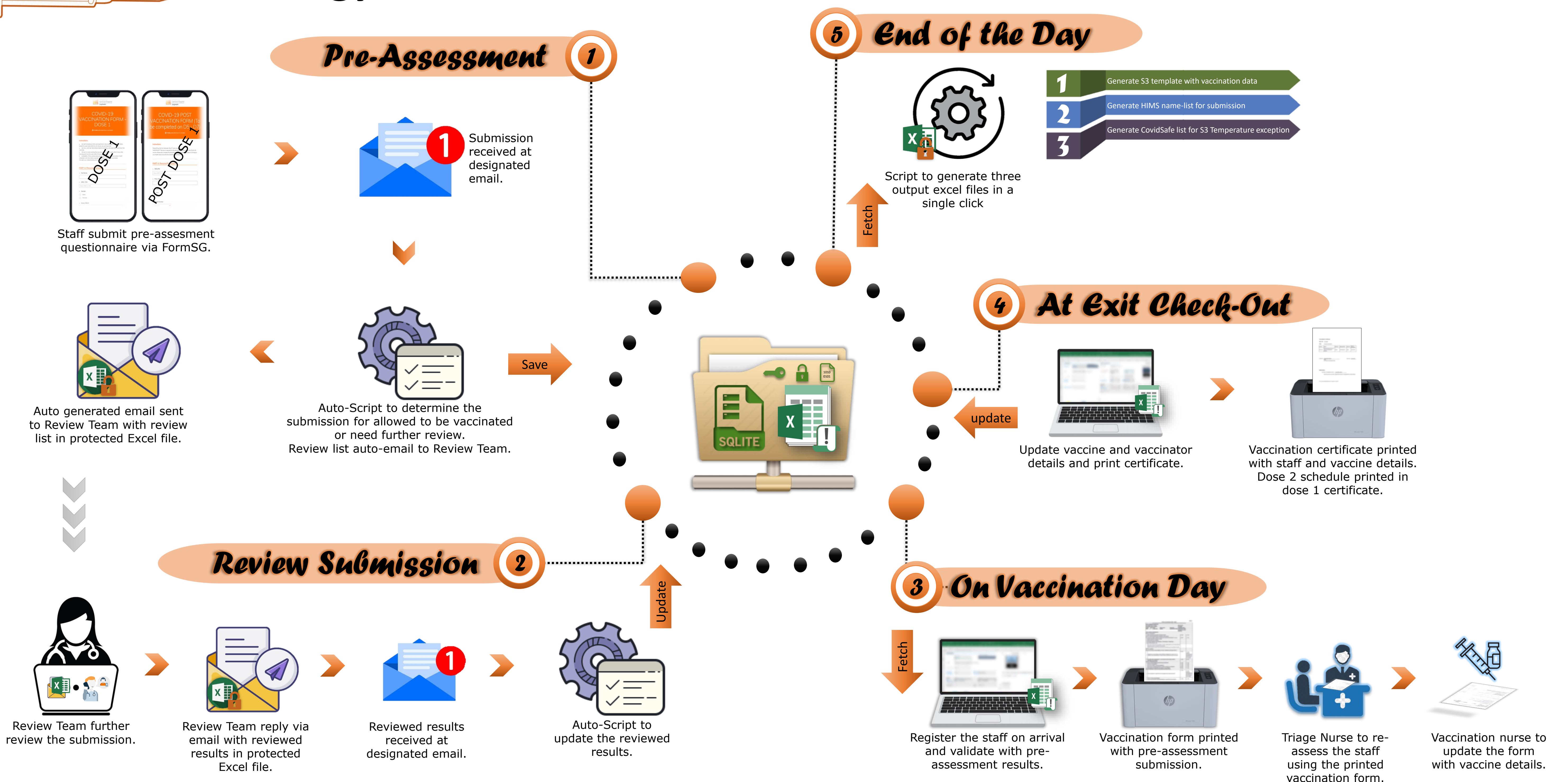
Singapore Healthcare Management 2021

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Introduction

With less than one (1) month to plan and prepare the facilities, logistics and processes for the vaccination site to be in operations, the use of the IT system was critical to ensure the efficiency of the operations.

Methodology



Results



Time saving from manual processes and saved the staff from unnecessary waste of time and frustrations.



Reduced Human Error in transcribing data



Eliminated the possibility of staff taking 2nd dose earlier than recommended with the system prompting an alert & restricting to proceed with the registration.



Reduced the manpower required to screen and reject staff that is automated by the algorithm based on the responses received on the predetermined questionnaire.



Enhanced vaccine safety with the reduction of cancellation on arrival to prevent wastage of doses.

Conclusion

The use of the IT system & scripts have streamlined the process from pre-screening to registration, enhancing staff safety that complies with the vaccination guidelines, effectively reducing human error as well as man-hours needed to populate and disseminate the information required.