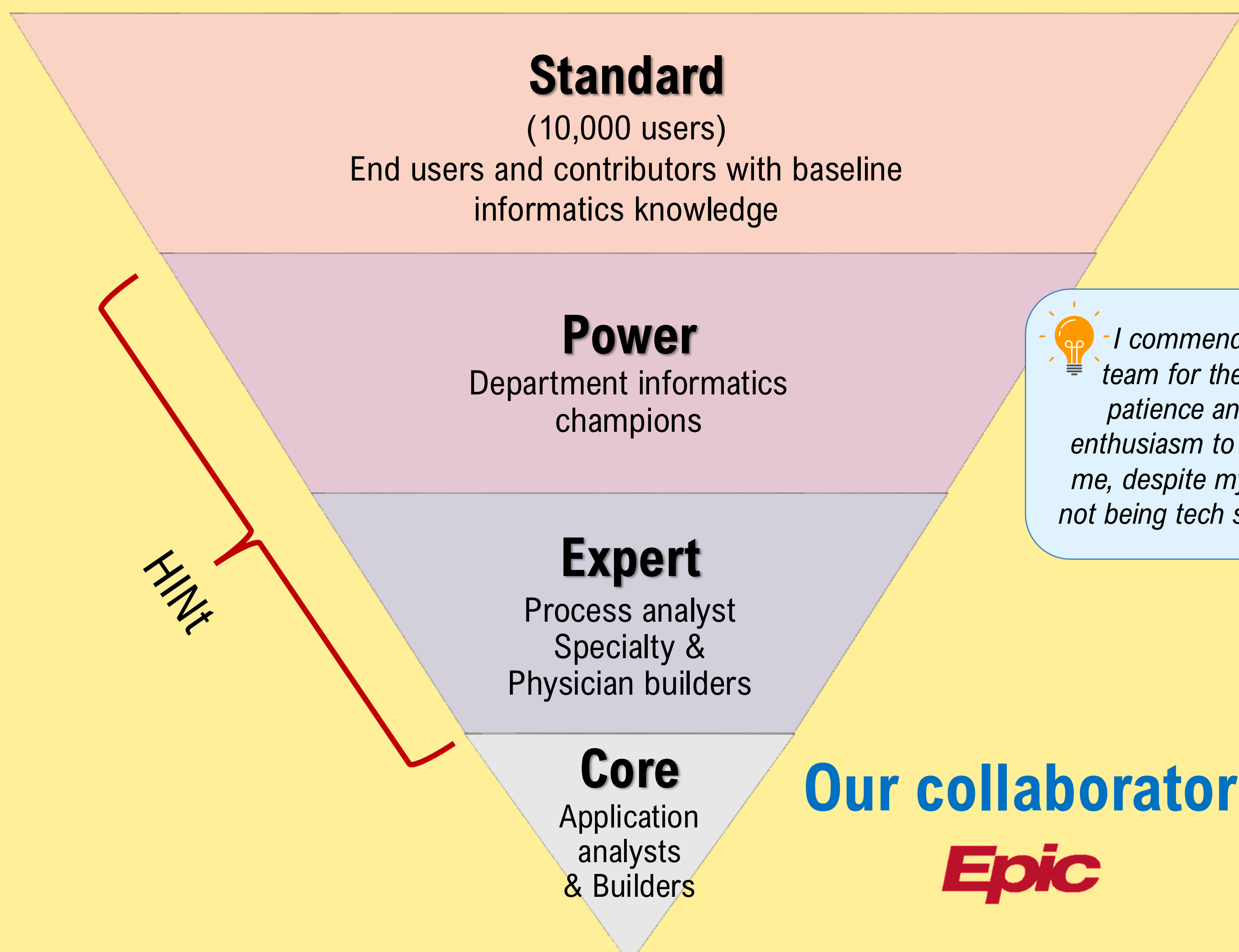


Who are we?

- Network for developing and disseminating informatics-related knowledge & practices
 - Institutional informatics experts across all specialties and family groups
 - Champions of informatics and data-literacy across the institution

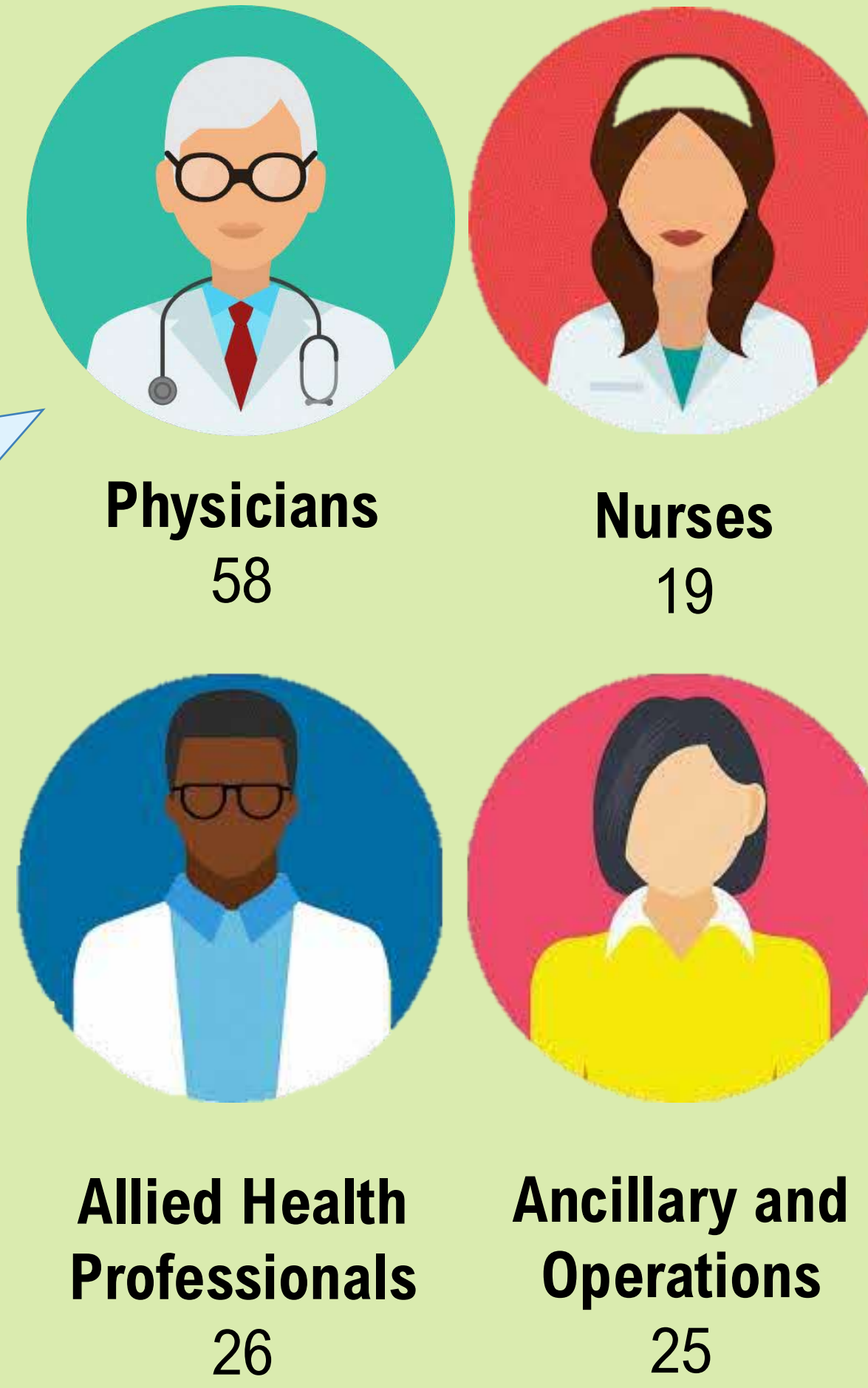
Our structure



I commend the team for their patience and enthusiasm to help me, despite myself not being tech savvy.

Our members

128



Our clinical leads

- Dr Ravi Sachdev (Chief Clinical Informatics Officer)
- Dr Gabriel Siew (Consultant, Psychiatry)
- Dr Mathew Sachin (Senior Resident Physician, RCCM)
- Dr Benjamin Khoo (Consultant, Renal Medicine)
- Dr Chen Kok Pun (Consultant, Gastroenterology & Hepatology)

Training provided me with an overview of how Epic is built for clinicians and showed me what is possible to improve the efficiency in healthcare delivery.

Our admin leads

- Mr Simon Tay (Director, Clinical & Health Informatics Office)
- Ms Ng Shu Ting (Manager, Clinical & Health Informatics Office)

Our approaches and achievements

	HINT sessions	Guardians of TTSH Galaxy (GoTG)	Personalisation labs	Signal	SPRINTs	Informatics Competency and Training framework
Definition	• Community of Practice to share best practices, and collaborate on informatics-related initiatives	• Seminars allowing hands-on experience of Epic features to optimise work efficiency	• 1-to-1 customised training to improve user proficiency in Epic	• Epic reporting tool for quantifying user productivity and areas for improvement	• Agile project management approach to running informatics-based projects	• Framework to enhance informatics expertise and Epic certifications institution-wide
What have we done?	• Monthly sessions • Topics shared: • SlicerDicer models • In Basket results management • Virtual Care • Workflow efficiency etc.	• 5 sessions in 2023 • Topics shared: • Workspace customisation • Clinical documentation and orders • In-basket management	• 12 sessions in 2023 and 2024 • Epic SmartTools: • SmartPhrases • SmartLists • SmartLinks • Orders preference lists • Order panels	• Signal access was granted to Department representatives and efficiency sprints commenced based on Signal findings	• 5 runs completed by Psychiatry, Endoscopy, Tuberculosis Control Unit (TBCU), Speech Therapy and NNI • 60% issues identified were resolved or closed	• Institutional Core members are Epic certified across 10 applications • 7 certified Physician Builders & Clinician Builder as Expert members
Achievements	• Growing institutional informatics awareness • Increased collaboration between disciplines • Plans to adopt approach at other NHG institutions	• Established department-level Epic dictionaries • Promoted adoption of SmartTools • Improved documentation practices	• Improved clinician productivity • Reduced screen time within Epic • Reduced poor documentation practices	• Identified areas of improvements such as documentation compliance and quality • Identified user issues and pain points for solutioning	• Developed and implemented solutions to issues faced by users on the ground. • Generated initiatives and interest among other departments for future SPRINTs	• Enhanced career opportunities for informaticists • Identified Epic and informatics modules requiring further development • Built up institutional informatics expertise

Our future plans.....

- Expand the network with subgroups for Analytics, Telehealth, AI, Physician Builders, etc.
 - Introduce regular **Hintathons** (hackathons) to solve wicked problems.