



Enhancing ePorter Functions to Improve User Experience

1. Introduction

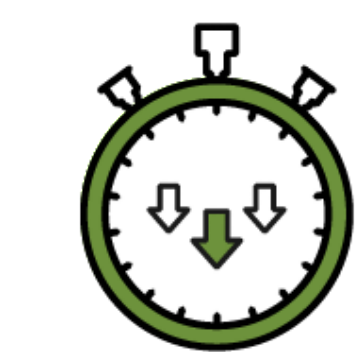
Everyday, the Transportation Department controllers handle an average of 2,400 central pool cases and manage two 24-hour hotlines which cater to hospital staff and porters.

Specifically, staff were required to call the extremely busy hotlines to request (1) *Fetch-Back* inpatients who had completed their procedures at the departments or clinics, (2.1) *Cancel* a submitted ePorter request due to a need to amend task details and (2.2) *Re-create* that cancelled task with updated details. Upon completing specimen or bed-transfer tasks, porters were also required to contact controller to activate (3) *Return Trip* to send back document (e.g., despatch book) or equipment (e.g., trolley-bed).

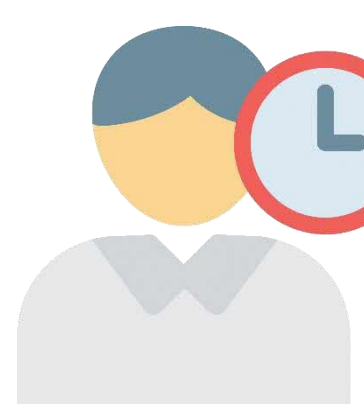
To improve the workflows and user experiences, the ePorter Nursing Module and Mobile App on issued smartphone (SP) were enhanced to empower the users to execute the functions fully by themselves, without the hassle of repeatedly trying to get through the engaged hotlines.

2. Aims

The objectives of the improvement project are:



- To reduce the time taken by Staff to fetch-back and cancel cases by 30%.



- To shorten Porters' time in completing their round-trip cases by 30%.

- To provide Controllers with 30% more quality time for delivery of services.

3. Methodology

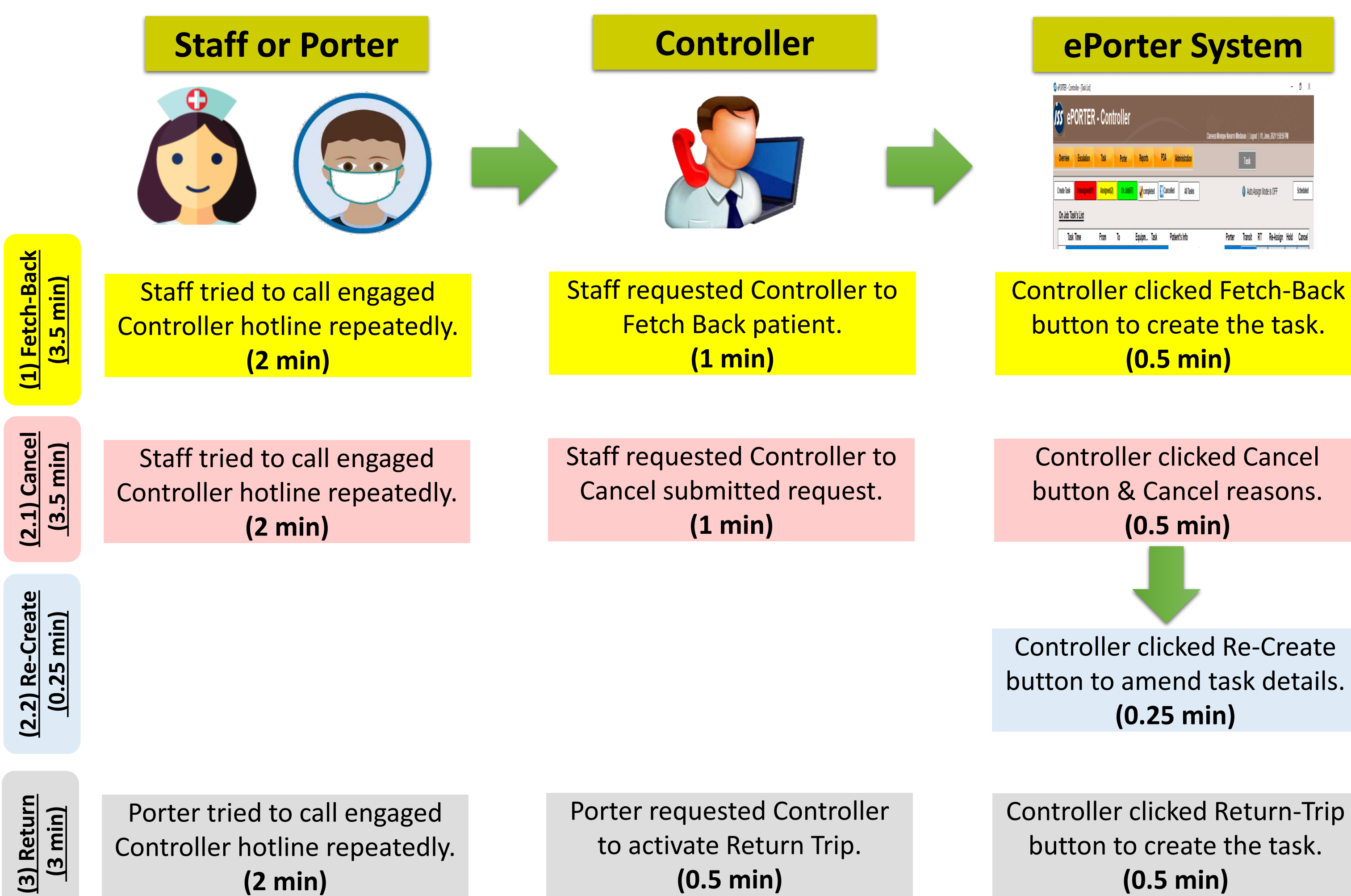
The PDCA methodology was utilized to improve ePorter user experience.

Representatives from the Transportation Department set up a project team to study the workflows, enhance ePorter Nursing Module & ePorter App on SP to streamline the workflows, execute the measures in August 2021 and review their effectiveness.

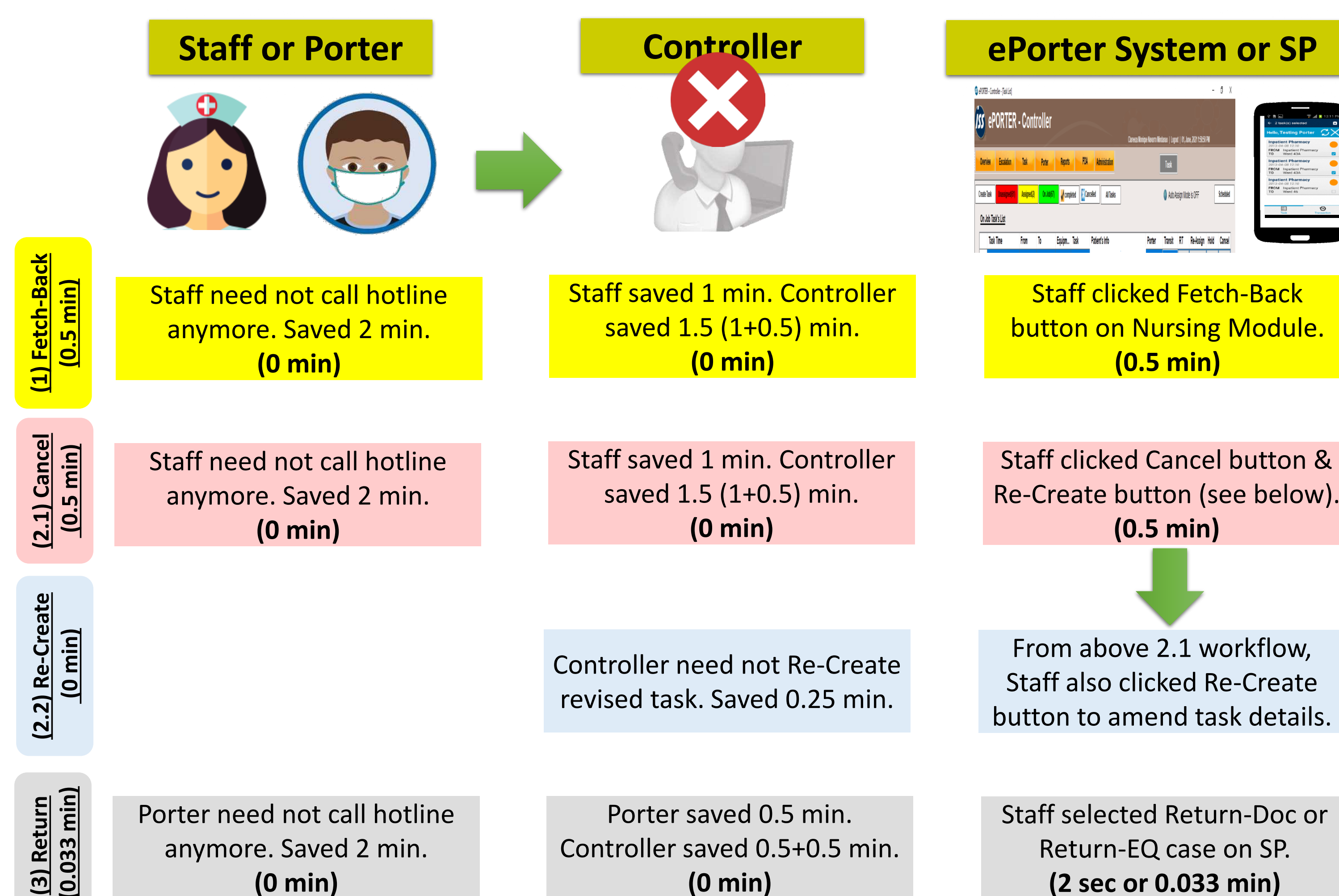


4. Intervention

Old Workflow (includes Time Duration)



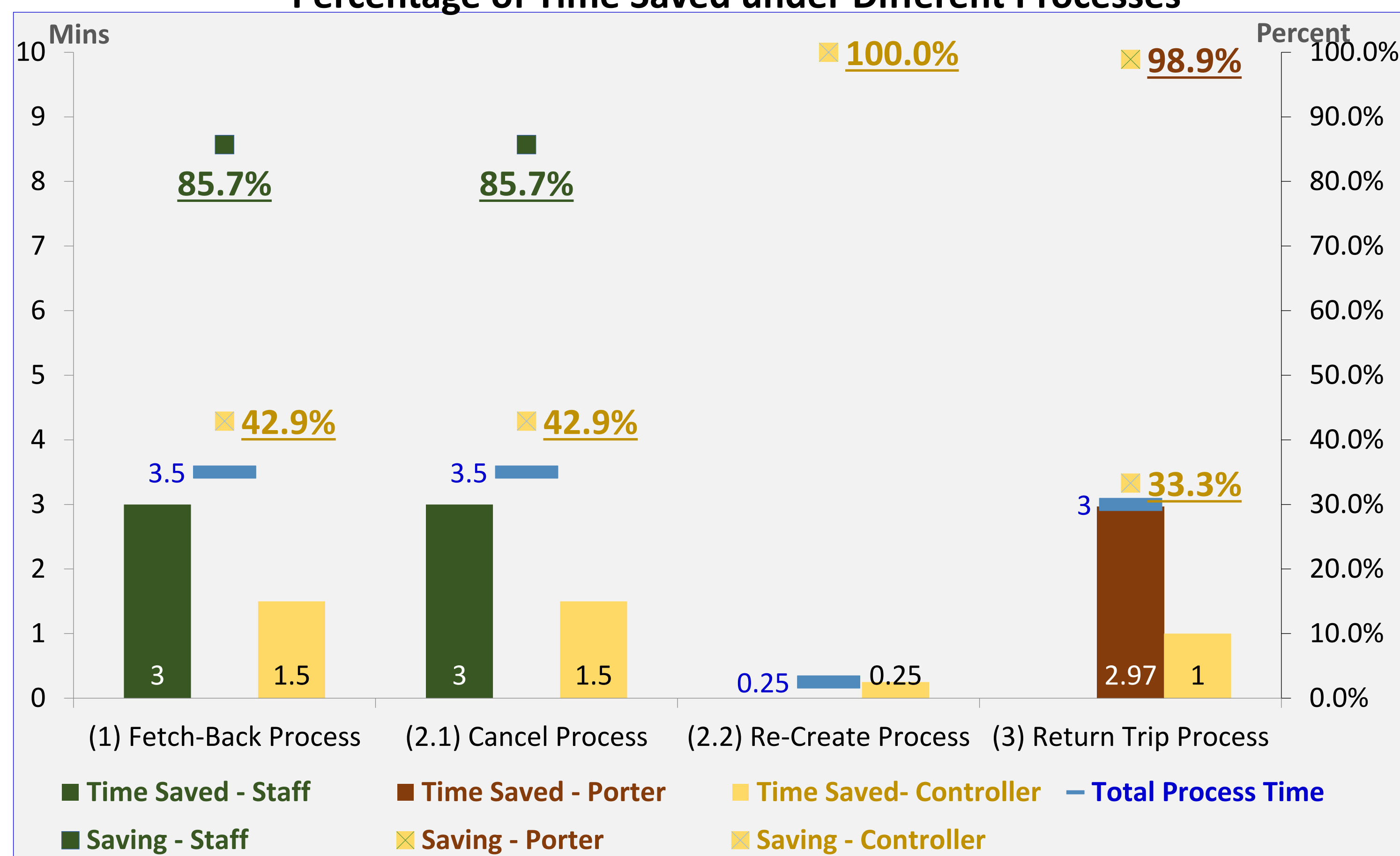
New Workflow (enhanced ePorter Nursing Module and Smartphone)



5. Results

After the enhancement, SGH staff could now handle fetch-back, cancel and re-create functionalities available in the ePorter system while Porters were empowered to return items directly.

Percentage of Time Saved under Different Processes



6. Conclusion

Enhanced Nursing Module and ePorter mobile app afforded SGH staff, controllers and porters more flexibility and time to provide respective services that would lead to greater user experience and patient satisfaction. For example, nurses would have more time to attend to their patients and deliver higher quality patient-centric care. A more conducive working environment for staff and porters is created as the frustrations of experiencing busy hotlines are also addressed.

Project is scalable to portering sector. Future research directions include identifying more interactional processes to be further streamlined by leveraging on ePorter system and enhancing ePorter system to deliver more value-added services.