



Problem Statement

With manpower shortage as a prevalent challenge in healthcare, healthcare organisation often rely on **third-party vendors** in providing specialised and labour-intensive functions.

- To monitor vendor performance against the agreed service outcome, compliance review is conducted through the validation of vendor-reported KPI.
- The manual compliance review process is often **tedious** and **prone to error**, hindering the organisation's ability to effectively manage third-party vendor.



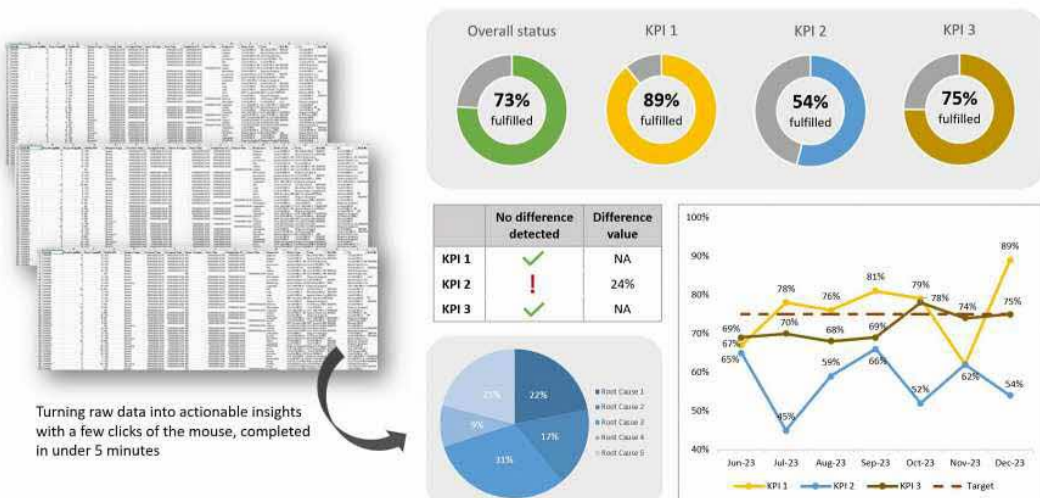
The Solution

In 2020, NUHS Group ERM & Compliance spearheaded CReDA which **leverages data analytics tool** to **automate** the compliance review process.

With the desired key features of **enhancing accuracy and scalability** in mind, the deliberate choice of automation using VBA in Excel was targeted at eventual **sustained adoption** by end user as well as **ease of scaling up**.

The solutions were implemented through the following steps:

- 1) Development of the data analytics tools in house, including the design and coding of Excel macros tailored to each team's specific needs.
- 2) Testing and validation of the tool to ensure functionality, accuracy, and usability.
- 3) Deployment of the tool to end users, complemented with training sessions and support resources to facilitate adoption and usage.



The Outcome




The automation allowed **repetitive tasks to be streamlined and standardized** with the click of a button. This significantly reduced the time and effort required for compliance review with elimination of human errors, thus improving efficiency.

- Tasks that used to take 1 hour can now be completed in under 5 minutes.
- The ability for CReDA to scale across NUHS translated to a **total estimated saving of 2,960 manhours per year**.

Beyond automation which brought about quantifiable manhour savings, CReDA also deliver additional qualitative benefits.

- CReDA tools are capable of flagging out operational anomalies as red flags for process owner's **proactive investigation**.
- Such valuable insights empower stakeholders to make informed and data-driven decisions.

Success factors of CReDA

-  Reduce review time by >90%
-  No costly new software required
-  Minimal training for staff to use the tool proficiently



Scaling Up

Following its successful implementation and demonstration of its benefits, the initiative was subsequently scaled progressively across other institutions within the NUHS cluster which took place since January 2021.

Another dimension of scalability is the option for customisations that allows the use of CReDA to expand into other functions including Patient Billing, IT security and Financial Planning and Analysis.