

Business Case Template

The purpose of this template is to provide CCOs with a guide on how to develop and present a business case to the leadership team for solutions implemented together with the new redesigned roles.

Examples of how the template can be used is found on pages 3-4 of this document.



Template

Problem statement	Proposed solution	Desired benefits

Key Objectives:

Enhance productivity by reducing time spent	Encourage employee self-care, enhance well-being and promote career sustainability	Enhance senior experience (e.g. safety, comfort, interaction, cognitive)	Optimise work and processes (e.g. process redesign/automation, leverage technology)	Enhance role attractiveness and/or encourage career progression
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Projections

Projected

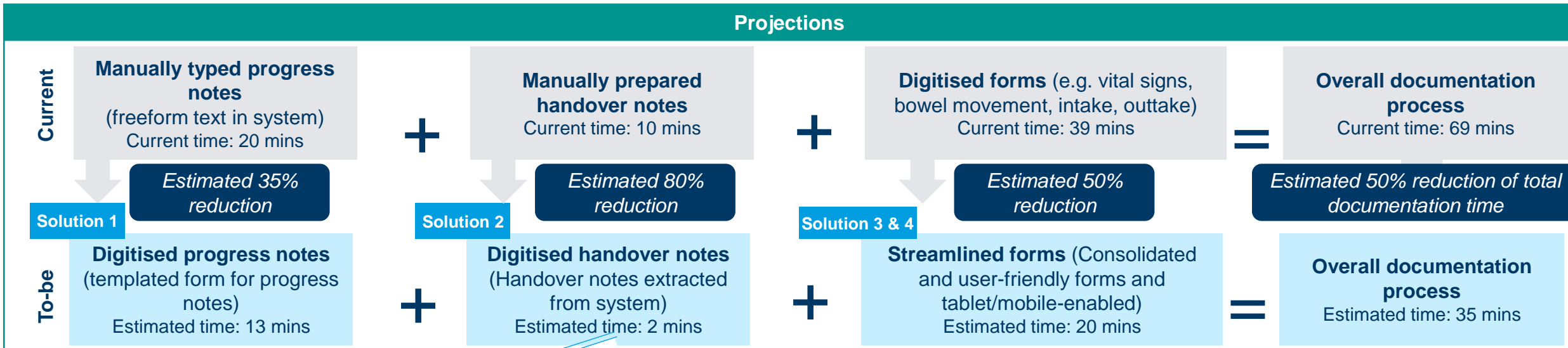
Proportion of time spent per shift	
Current	xx%
To-be	xx%

Sample Solution 1: Streamlining of documentation

Problem statement	Proposed solution	Desired benefits
<ul style="list-style-type: none"> Manual and time-consuming hardcopy documentation processes Double documentation processes Lack of user-friendly and streamlined modules on system results in time-consuming documentation processes 	<ol style="list-style-type: none"> Templates for documentation Digitise handover notes Review / re-configure system Tablet / mobile-enabled application for data entry 	<ul style="list-style-type: none"> Reduce overall time taken for documentation, to free up capacity for staff to take on value-adding tasks

Key Design Principles:

Enhance productivity by reducing time spent	Encourage employee self-care, enhance well-being and promote career sustainability	Enhance senior experience (e.g. safety, comfort, interaction, cognitive)	Optimise work and processes (e.g. process redesign/automation, leverage technology)	Enhance role attractiveness and/or encourage career progression
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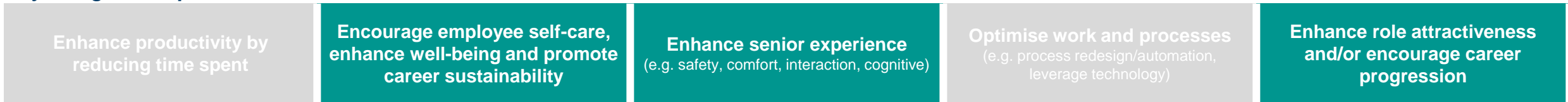


Projected Proportion of time spent per shift	
Current	19%
To-be	9%

Sample Solution 2: Utilise enabling equipment and technology

Problem statement	Proposed solution	Desired benefits
<ul style="list-style-type: none"> Manual transfers and lifting of seniors from beds to chairs, and vice versa, contribute to significant amount of physical strain on care staff Sub-optimal senior experience and safety 	<ol style="list-style-type: none"> Lumbar support belt Mobile hoist Spit seat commode chair 	<ul style="list-style-type: none"> Enhances operational productivity Enhances employee experience and safety through reduction of physical back strain Enhances senior experience and safety

Key Design Principles:



Projections

Proposed Solution		Projections												
Solution 1	Lumbar support belt – Minami Tsukuba Nursing Home: Staff noted significant reduction in stress on her back when bending and lifting residents	<ul style="list-style-type: none"> Reduction in physical strain and risk of injury to both staff and seniors Supports provision of more dignified personal care through enabling efficient transfers 												
Solution 2	Mobile hoist Supports the reduction of work related musculoskeletal disorder (WMSD) risks and days lost to WMSD													
Solution 3	Split seat commode chair Enhances ease of senior transfer and enables seniors to discharge their bowels directly into a toilet bowl without transferring them off the chair													
		<p>Estimated 3.2% increase in time spent on senior transfers</p> <p><i>Taking assumption that 25% of seniors in one household require the use of mobile hoist, with an average of 16 seniors per household, there will be a minimum of (5 mins – 2 min) x 4 seniors = 12 mins increase in time spent on transfers per shift = 3.2% increase in time spent on transfers per shift</i></p> <table border="1"> <thead> <tr> <th colspan="2">Projected</th> <th colspan="2">Proportion of time spent per shift</th> </tr> </thead> <tbody> <tr> <td>Current</td> <td></td> <td></td> <td>6%</td> </tr> <tr> <td>To-be</td> <td></td> <td></td> <td>9.2%</td> </tr> </tbody> </table>	Projected		Proportion of time spent per shift		Current			6%	To-be			9.2%
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Source: [Mangar Health](#)