Client Data Retrieval and Update for Allied Health Reassessment / Review

Vanguard Healthcare Pte Ltd

Lee Tang Hwee Rachel, Tan Hui Shian Tricia, Ang Jian Ming Alvin, Chai Yu Fang, Tan Sheau Jiuan Pecilius, Lim Kim Hiok Elsie

Introduction/Background

Initiated by Vanguard Rehab Centre of Excellence (CoE), this project is part of the Active Rehabilitation (AR) process improvement, which targets data retrieval of documentation management.

Current manual retrieval and updating of physical case files are inefficient, taking ~180 minutes per client. Therapists spend 9,000 minutes every 3 months reviewing ~50 clients, resulting in an annual total of 36,000 minutes (1,500 hours) for manual information retrieval.

This ineffective resource management negatively impacts therapists' productivity, leading to increased frustration with repetitive manual tasks and frequent overtime to complete data retrieval and updates.

Goals/Objectives

1. Improve on-time data retrieval by 50% within 6 months
2. Redirect saved time to enhance value added clinical care

Problem Analysis

Tools such as SIPOC and Process Flow provide clear visualization of the current client data retrieval and update process, helping stakeholders understand task interactions and identify non-value-added pain points.

Current State Process Flow and Value Stream were mapped out with identified non-value added steps, processes and lead time taken.
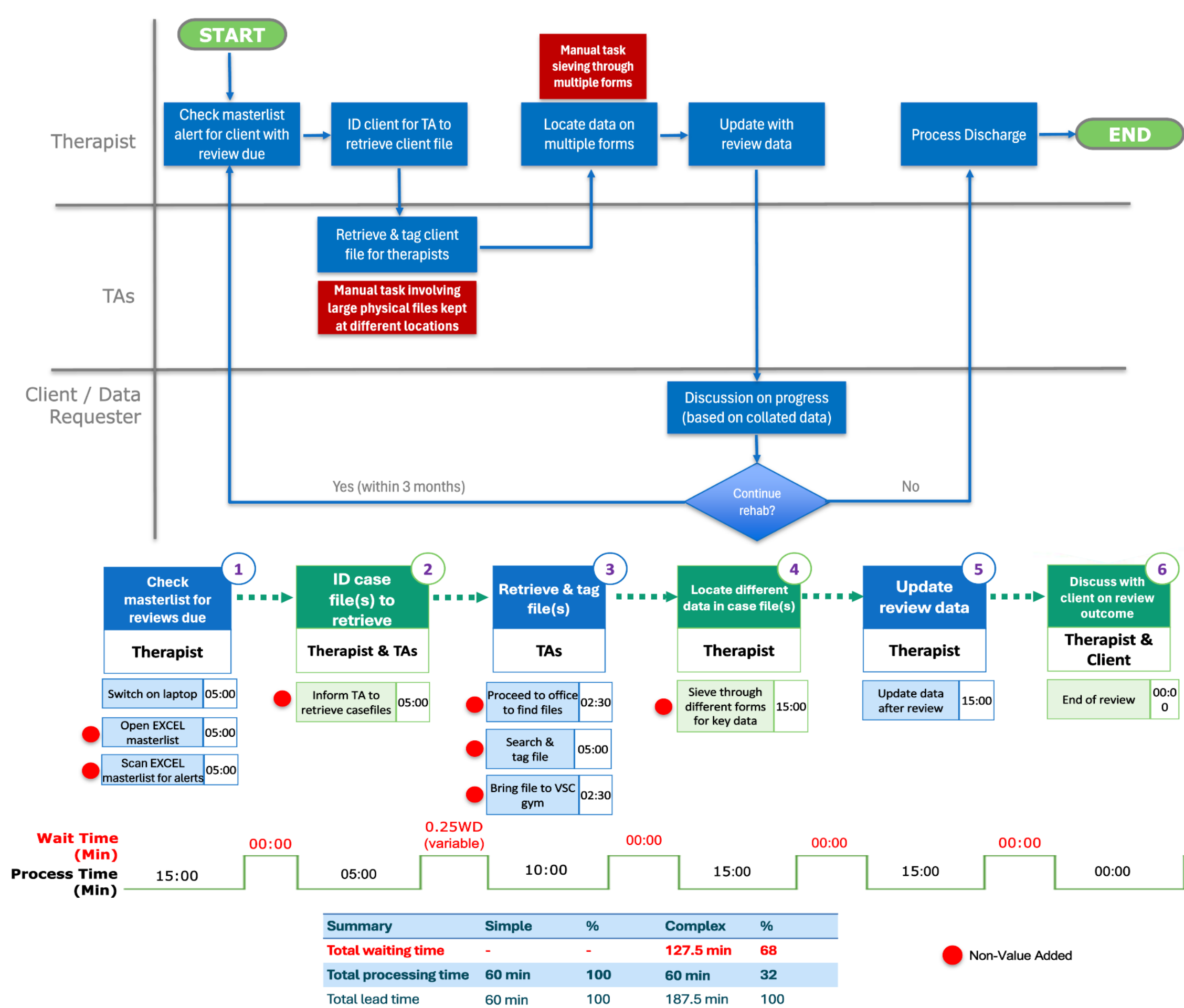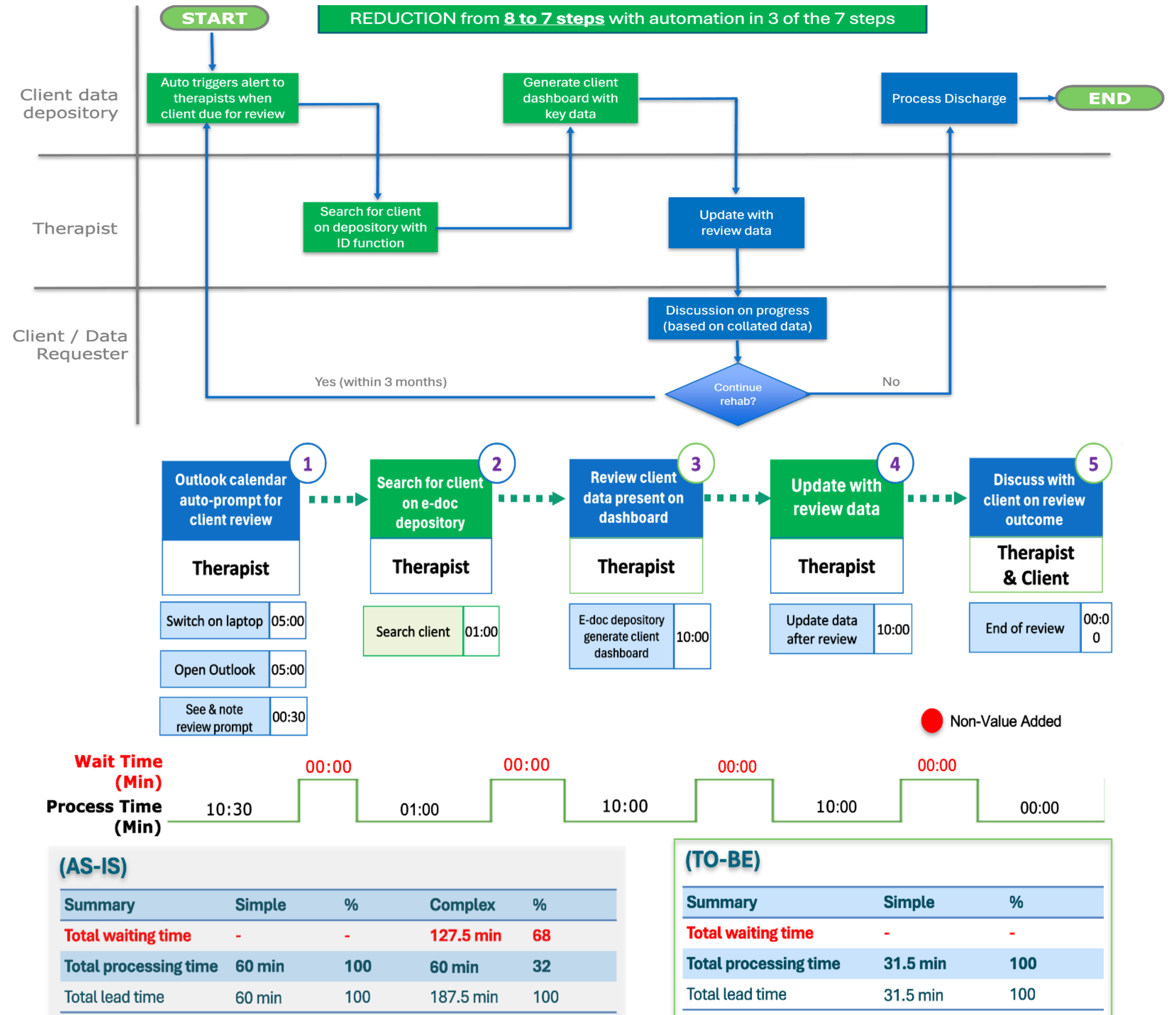

The Fishbone Diagram identifies significant and controllable root causes of inefficient client data retrieval and updates.
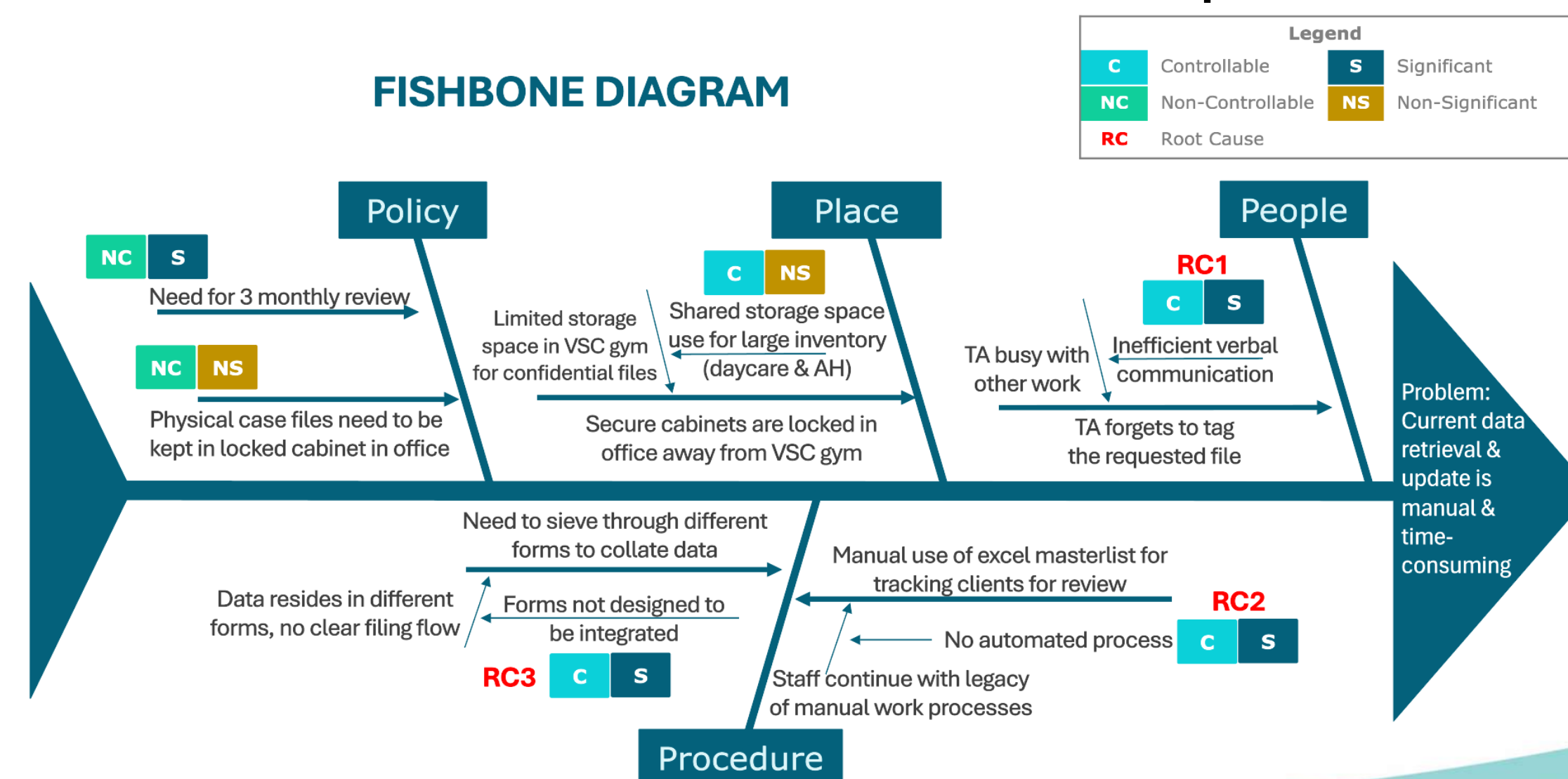
Implementation Plan

Streamlined and proposed Future State Process Flow and Value Stream Map include an e-documentation system with an auto-alert function.

Phased solutions:

1. Phase 1 (Apr 2024): Initiated discussion among therapists under the Clinical Care pillar regarding the scope of Allied Health clinical forms review.
2. Phase 2a (Nov 2024): Discussed with the IT department the requirements of the e-documentation system for seamless data entry, retrieval, maintenance and prediction.
3. Phase 2b (Feb 2025): A workgroup consisting of IT and Allied Health therapists to firm up clinical form digitalisation.
4. Phase 3a (Mar 2025): Ongoing UAT in the Appian web portal for center clients list, client dashboard and Allied Health clinical assessment form.
5. Phase 3b (May 2025): Build more clinical forms in the UAT Appian web portal.
6. Phase 4 (Sep 2025): Roll out the Appian web portal for Allied Health clinical forms documentation.

Benefits /Results

1. Enhanced on-time data retrieval by 50%, saving ~750 hours (17.6 work weeks) per therapist annually, with total projected savings of 4,500 hours annually across 4 Senior Care Centres (1.5 therapists each).
2. Improved speed and experience of data retrieval and update.
3. 100% reduction in time for checking omission and accuracy errors, from 10 minutes to 0 per client, totalling saved 2000 minutes yearly for 200 clients, with enhanced e-clinical form features, including compulsory fields and automated port-over functions.

Sustainability & Reflections

1. Leveraging IT systems for efficient data retrieval facilitates analysis of clinical intervention effectiveness.
2. Ongoing collaboration with stakeholders supports sustainable digitalization and change management in clinical care provision.