

Operations Scan Data Collection Template

The purpose of this template is to provide CCOs with guiding principles on observations to take note of during an Operations Scan.

This document also contains a template of how information can be recorded, which can be printed and used during the Operations Scan.



GUIDING QUESTIONS

- For the given zone / areas, identify senior vs. staff ratio and breakdown of roles
- Chart out broad activity workflow as much as possible
 - Focus on key roles, while balancing the need to identify interactions / touchpoints with adjacent roles
 - Split your time by roles (1st 3 hours – Role 1)
 - Are there different peaks for different roles? (e.g. HCA is busy in the morning, EN is busy in the afternoon)
- Identify technologies / equipment used, and by which role (*do a checklist against tech & non-tech scan in the next page)
- Any best practices witnessed?
- Any inefficiencies in workflow? (e.g. multiple handoffs)
- Any workspace constraints?
- Any multiple signatories required?

TECH & NON-TECH SCAN LIST

This is an inexhaustive list of tech and non-tech solutions that your organisation may want to consider as you redesign your support care roles. The project team may want to create a shortlist of solutions to explore before conducting the operations scan, then use the operations scan as an opportunity to test out whether any of these solutions would be possible to implement at the site.

Patient Transfer	Patient Monitoring	ADL Support	Recreational / Emotional Therapy
Ceiling Hoist	Integrated Remote Patient Monitoring System	Automated Bathing System	Humanoid Robot
Lumbar Exoskeleton	Input-based Remote Vital Signs Monitoring System	Portable Shower in Bed System	Therapeutic Care Robot / Companion Robot
Robotic Bed	Wearable Vital Signs Monitoring Device	Automated Shower Stall	Virtual Reality Goggle
Automated Patient Turning System	Location Tracking System	Split Seat Commode Chair	Virtual Projector
Autonomous / Self-driving Wheelchair	Patient Status Glance Board	Assistive Wheelchair for Transfer and Bathing	Sensoric Blanket
Patient Transfer Robot	Wearable Personal Emergency Alarm Device	Automated Adjustable Washbasin	
	Wearable Bladder Sensors / Remote Bladder Monitoring Device	Toilet Lifter	
	Conversation Monitoring Pin	Automated Guided Vehicle (AGV)	
		Volunteer Deployment	

Patient Clinical Care	Workspace Optimisation	Patient Rehab	Equipment Transfer
Teleconsultation / Telepresence Robot	Productive Ward Design	Robotic Exoskeleton (for patients)	Bed Transportation Robot
Digital Medicine Dispenser	Unused Medication Dropbox	Rehabilitation Robot	

Legend:



Solutions that have been implemented and/or are available in Singapore



Solutions that do not seem to be implemented in Singapore, but are worth consideration

Record down list of items that are stored in the respective places

Cabinets within main activity area

Main Storeroom

Interim Storeroom

SYSTEM		
A19	A20	A21
A22	A23	A24
A25	A26	A27
A28	A29	A30
A31	A32	A33
A34	A35	A36



Things to record:

- Form name
 - Purpose of form
 - Frequency of usage
 - Who checks the form?
 - Rationale for having a hardcopy vs. being on the system

Form B1		Form B2	
Form B3		Form B4	
Form B5		Form B6	
Form B7		Form B8	
Form B9		Form B10	
Form B11		Form B12	



Things to record:

- Form label (please find label on previous page and record in yellow rows)
- Notes

B1	B2	B3
B4	B5	B6
B7	B8	B9
B10	B11	B12



C1	C2	C3	C4	C5
C6	C7	C8	C9	C10
C11	C12	C13	C14	C15
C16	C17	C18	C19	C20
C21	C22	C23	C24	C25
C26	C27	C28	C29	C30



D1	D2	D3	D4	D5
D6	D7	D8	D9	D10
D11	D12	D13	D14	D15
D16	D17	D18	D19	D20
D21	D22	D23	D24	D25
D26	D27	D28	D29	D30



E1	E2	E3
E4	E5	E6
E7	E8	E9
E10	E11	E12
E13	E14	E15

PATIENT / EXPERIENCE JOURNEY

6pm						
5pm						
4pm						
3pm						
2pm						
1pm						
12pm						
11am						
10am						
9am						
8am						
7am						
6am						

PATIENT / EXPERIENCE JOURNEY

8am						
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