

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

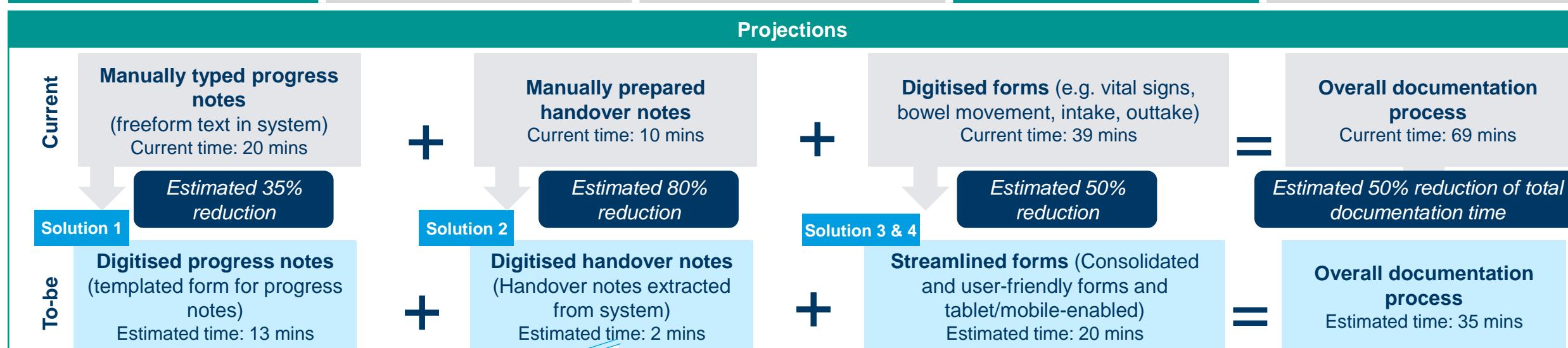
Problem statement	Proposed solution	Desired benefits				
Key Objectives:						
Enhance productivity by reducing time spent	Encourage employee self-care, enhance well-being and promote career sustainability	Enhance senior experience (e.g. safety, comfort, interaction, cognitive) Optimise work and processes (e.g. process redesign/automation, leverage technology)				
Projections						
 Projected Proportion of time spent per shift						
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Current</th><th style="text-align: center;">xx%</th></tr> </thead> <tbody> <tr> <td style="text-align: center;">To-be</td><td style="text-align: center;">xx%</td></tr> </tbody> </table>			Current	xx%	To-be	xx%
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"> 1. Lumbar support belt 2. Mobile hoist 3. Split 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:

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

Proposed Solution

Solution 1 **Lumbar support belt – Minami Tsukuba Nursing Home:** Staff noted significant reduction in stress on her back when bending and lifting residents

- 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

- Estimated 3.2% increase in time spent on senior transfers

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 $(5 \text{ mins} - 2 \text{ min}) \times 4 \text{ seniors} = 12 \text{ mins increase in time spent on transfers per shift} = 3.2\% \text{ increase in time spent on transfers per shift}$

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

Proportion of time spent per shift

Current	6%
To-be	9.2%

Source: Mangar Health