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

  o Focus on key roles, while balancing the need to identify interactions / touchpoints with adjacent roles

  o Split your time by roles (1st 3 hours – Role 1)

  o 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

I T E M   L I S T

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

Cabinets within main activity area

Main Storeroom

Interim Storeroom

A

SYSTEM

Things to record:
- System name (e.g. Nexadia)
- System functionality / module being used
- Purpose
- Patient name / bay number (if applicable)

A19	A20	A21

A22	A23	A24

A25	A26	A27

A28	A29	A30

A31	A32	A33

A34	A35	A36

B

HARDCOPY FORMS

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

B

SOFT / HARDCOPY FORMS

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

D

CALLS

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

CALLS

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