NTFGH Rehabilitation and Specialty Operations

Reducing Emails Irrelevant to Rehabilitation Specialty

The creation of email groups for each rehabilitation specialty helps to filter emails from Group Contact Centre (GCC) that are relevant to their department

- **75% reduction in irrelevant emails**
  (Speech Therapy as an Example - Before : 30-40 emails/ week; After : 8-10 emails/ week)

- **Eliminated 15-30 mins daily checking relevance for :**
  - Occupational Therapy
  - Physiotherapy
  - Speech Therapy
  - Podiatry

Choong Kai Lynn
(Suggestor)

NUHS Get Rid of "Stupid" Stuff Success Story

NUHS G.R.O.S.S. #235

Reducing Emails Irrelevant to Specialty

What is Stupid?
Why is it Stupid?

- Rehabilitation Specialty colleagues from (i) Occupational Therapy, (ii) Physiotherapy, (iii) Speech Therapy and (iv) Podiatry receive GCC emails for **ALL** specialties as part of Rehab Email Broadcast.

- Many are irrelevant to their specialty. Colleagues would need to spend time filtering through irrelevant emails*.

*These emails provide details on patient's call centre requests, often relating to booking, cancelling or rescheduling appointments.

What was Implemented?

Since 1 May 2024, Rehab Specialty will only Receive GCC emails That Are Relevant to Their Department

Before

- No filtering of GCC emails by specialty

- For emails that do not state the specialty, staff would need to search up patients' records manually on EPIC to identify the correct specialty.

- Speech Therapy as an Example
  Before : 30-40 emails/ week

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Now

- Email groups created for each Rehab specialty.

Section	Email Address
Occupational Therapy	JHCampus_NTFGH_SOC_Occ_Therapy@healthgrp.com.sg
Physiotherapy	JHCampus_NTFGH_SOC_Physiotherapy@healthgrp.com.sg
Speech Therapy	JHCampus_NTFGH_SOC_Speech_Therapy@healthgrp.com.sg
Podiatry	JHCampus_NTFGH_SOC_Podiatry@healthgrp.com.sg

- GCC sends emails only to relevant groups.

- Speech Therapy as an Example
  After : 8-10 emails/ week

Impact

- 75% reduction in irrelevant emails
  (Speech Therapy as an example - Before : 30-40 emails/ week; After : 8-10 emails/ week)
- Time saved: 15-30 mins/ day checking and clearing irrelevant emails