



Service Priorities and Programmes
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Submitting author: Mr Man Fat, Manfield CHAN

Post title: Physiotherapist I, Tuen Mun Hospital, NTHC

An In-house E-leave Management System for Enhancing Work Efficiency & Staff Communication

*Chan MF, Wong CHE, HO OLL, Ching HW, To WKR, Poon YHP
Physiotherapy Department, Tuen Mun Hospital*

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Introduction

The physiotherapy department has to provide a significant volume of services at the Tuen Mun Hospital - 17,500 monthly in-patient attendances; 8,500 monthly out-patient & community attendances; and 1,400 monthly geriatric care attendances. 68 physiotherapists with around 1,700 days of vacation leave have to be well allocated to strive a balance between work, life and training for the professional colleagues. Therefore, a good and real-time daily manpower planning has to be ensured to attain the Work Life Balance.

Objectives

1. To increase the accessibility & efficiency of the in-house leave management system.
2. To improve the peer communication on the departmental leave status.
3. To reduce the administrative time in leave approval with a real-time & web-based system.

Methodology

Traditionally, all leave plans are marked on a hard-copy calendar for coordination. However, the hard-copy calendar was characterized as low accessibility for confirmation of departmental leave status, low efficiency in determination & approval of vacation leave, study leave and inter-team buffering. This creates lots of staff inconvenience and frustration. In 2Q 2012, a new electronic in-house leave arrangement system was developed and launched. All the vacation and study leave days could be monitored & confirmed by checking the easily accessible web-based electronic calendar by various team members working in different locations, as well as by supervisors for leave approval. Moreover, the feasibility of inter-team buffering could be readily cross-referenced to enhance inter-team communication and daily workflow.

Result

It was found the almost 90% of the administrative time was reduced from at least 5 minutes by checking the hard-copy calendar to just 30 seconds of checking on the

web-based calendar for leave approval. Besides, the frontline colleagues were able to understand the departmental leave status and make their decision for leave arrangement anytime and anywhere (even at home). Moreover, we have attained zero error for leave approval with leave quota being exceeded after the implementation of the system. This further reduced the argument among colleagues due to leave arrangement by enhanced e-communication. In addition, the daily leave plan and work arrangement were well presented in the morning briefing to facilitate inter-team communication. In conclusion, this in-house e-leave management system enhanced the accessibility and thus the efficiency of leave management and harmony of peer colleagues – achieving a good Work Life Balance.