

INNOVATION COMPETITION IC1

Laman Data: A One-Stop Digital Data Centre for the Physiotherapy Department

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ABSTRACT

Description: The Physiotherapy Department at HKL used to run on separate manual systems for CME, course attendance, on-call duties, patient statistics, and SMRP reporting. These fragmented, paper-based processes caused inefficiency, duplicated work, delayed information sharing, and frequently lost certificates. To fix this, the department built Laman Data, a centralized digital dashboard using Google Sheets, AppSheet, and Looker Studio as a one-stop platform for staff data management and performance monitoring. **Needs:** A pre-implementation survey revealed serious dissatisfaction with the old system — over 90% of staff struggled to access CME records, on-call schedules, patient statistics, and SMRP info, while 73% had lost or misplaced certificates. Managing profiles and work data for 112 staff was also a major headache, confirming the need for a centralized, automated, secure, and accessible platform. **Unique Features:** Laman Data automatically calculates CME points, training hours, on-call duties, and statistical summaries; securely stores digital certificates; offers interactive dashboards filterable by staff, ward, and reporting period; syncs data across all three platforms; supports mobile access; and restricts access to @moh.gov.my accounts only. **Impact:** Evaluation in March 2026 showed clear gains in staff satisfaction and operational efficiency — every respondent agreed access improved, while admin workload, paper usage, printing costs, calculation errors, and reporting time all dropped. **Prospects for Commercialization:** Laman Data has strong potential to be replicated across other MOH facilities — cost-effective, scalable, sustainable — with future plans for institutional database integration and advanced analytics.

Keywords: Laman Data; Digital Data Management; Physiotherapy; Centralized Dashboard; AppSheet; Healthcare Data Management

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