

INNOVATION COMPETITION IC5

Supervisory Reporting Process in Physiotherapy Department, HKL

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ABSTRACT

Description: The Physiotherapy Department, Hospital Kuala Lumpur, developed a Digital Supervisory Reporting System to improve staff supervision, reporting efficiency, and performance monitoring. Previously, supervisory reports were recorded manually in logbooks before transitioning to Microsoft Excel. Both approaches were time-consuming, fragmented, and difficult to monitor effectively. To overcome these limitations, the department introduced a centralised digital platform using Google Forms and Google Sheets, enabling real-time supervisory documentation and performance tracking. **Needs:** The previous manual and Excel-based systems involved repetitive data entry, inefficient retrieval, limited accessibility, duplication of work, delayed information sharing, and poor transparency in staff performance monitoring. A centralised, automated, and real-time reporting system was therefore required to improve efficiency, accessibility, and data management. **Unique Features:** Using Google Sheets as a real-time database, the system supports automated calculation of supervisory reports submitted and performance scores, interactive dashboards with filters by staff name, ward, and reporting period, mobile-friendly access, and secure login restricted to Ministry of Health email accounts (@moh.gov.my). The system streamlines supervisory workflows while enhancing accessibility, transparency, and monitoring. **Impact:** The system has improved supervisory efficiency by reducing administrative workload and duplication of tasks. Real-time data access enables timely monitoring and systematic staff performance evaluation. In addition, the platform centralises supervisory records in a secure digital database, reducing paper dependency while improving productivity, transparency, and supervisory governance. **Prospects for Commercialisation:** The system has strong potential for expansion across Ministry of Health Malaysia healthcare facilities. Built on cost-effective and widely available digital platforms, it can be readily adapted by other departments requiring supervisory and performance monitoring systems.

Keywords: Digital reporting; Supervisory monitoring; Professional monitoring

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