

**BEST PRACTICE**

**RDHS OFFICE**

**GALLE**

**EASY MAIL**



# What is the 'EASY MAIL' ?

- Project that has been introduced to the healthcare workers who are working under the RDHS office Galle to get their salary details through an email request



# INTRODUCTION

- Health care workers including pregnant workers were spending more time visiting office of RDHS to obtain their salary particulars
- Observed that it was not a good practice specially during COVID pandemic to have more visitors and crowd gathering in the office of RDHS, several times for the same purpose
- Repeated visits to the RDHS office increased frustration, stress and exposure to COVID infection among health care workers
- Need for an online system arose to issue salary details through an e-mail communication
- This would minimize the Covid-19 spread within the office setting



# PROBLEMS

- Healthcare workers including pregnant workers in the Galle district who are working under the RDHS Office had to come to the RDHS office when they need to take salary details.
- Because of that, they wasted their valuable time, money and manpower as well as put them into risk of acquiring COVID during travel.
- Repeated visits to the RDHS office hinders the provision of quality healthcare services to the public because healthcare workers are unhappy.



# Specially;

- **Pregnant & Lactating** healthcare workers are facing big difficulty to get done their requirement
- Increase in incidence of COVID among pregnant mothers were observed with a negative impact on their lives and pregnancy outcome
- They have to face an additional risk by travelling all the way from their work station to RDHS office for this purpose



# OBJECTIVE

- To improve client satisfaction by improving the time spent to obtain salary details while ensuring client safety during the COVID pandemic

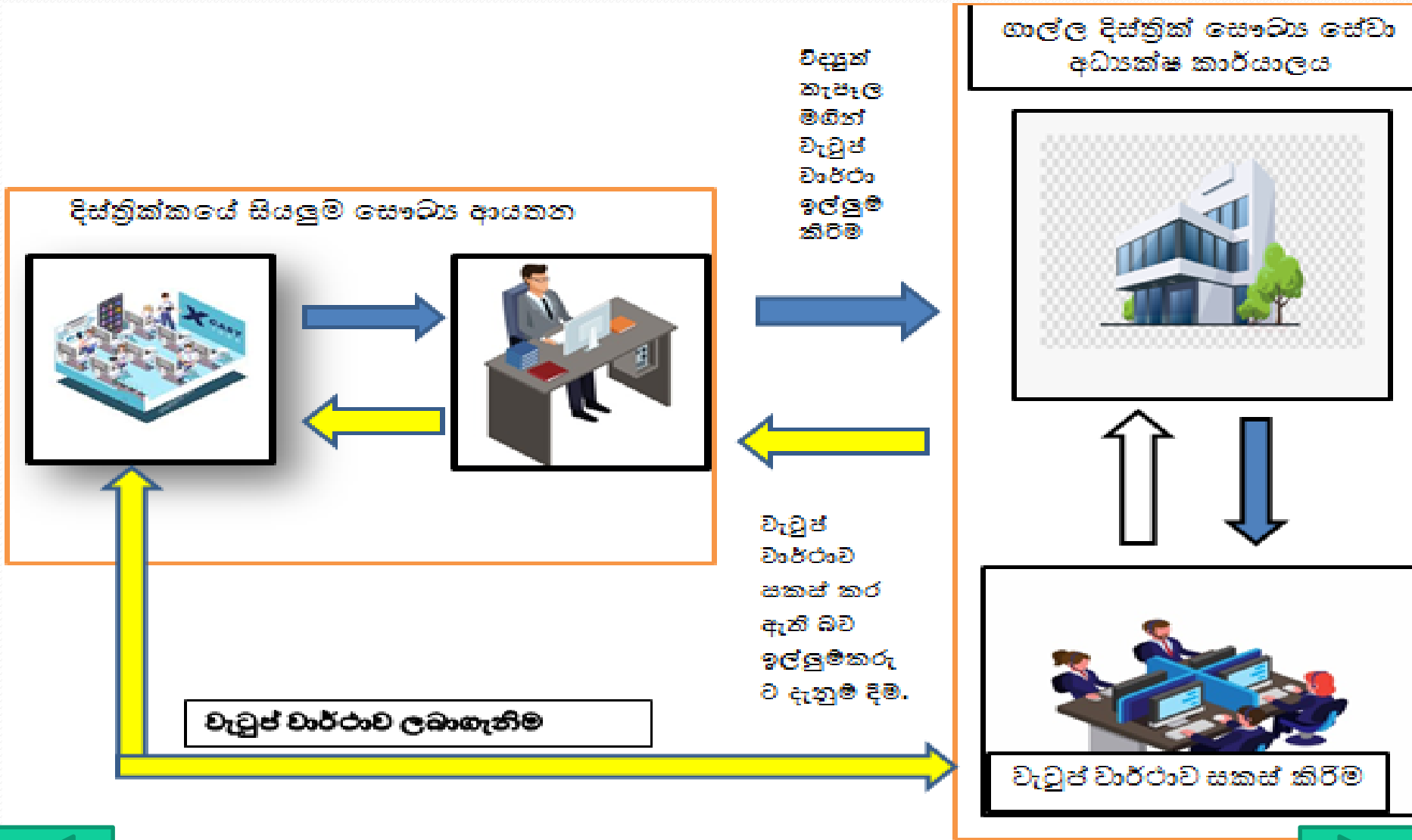


# METHODOLOGY

- A new e-mail address – [rdhsgalleacc@gmail.com](mailto:rdhsgalleacc@gmail.com) was introduced to the healthcare workers in the Galle district.
- Healthcare workers request their salary details through their institutional head via the mail to the accounts branch of the RDHS office.
- The health worker should mention **NAME, INSTITUTION, OCCUPATION, PAY NUMBER, ID NUMBER and RELEVANT BANK NAME.**
- After receiving the request, development officers at the RDHS office complete it as early as possible and inform the applicant over the phone to take it.
- The system ensured issuing salary details within 1-2 days` .



# PROCESS





# RESULTS

The project was started on **22-12-2020** under the guidance of RDHS and CCP by QMU.

Since inception **260** salary details have already been issued by **22-08-2021**.



# Project for Issuing Salary Details Through E-mail Request



**From 22-12-2020 to 22-08-2021**

**Total Number Of Requests = 260**



# CONCLUSION

- Easy mail project helps to improve healthcare workers satisfaction and reduce stress and also to minimize Covid-19 spread among health care workers especially among pregnant workers.
- Pregnant & Lactating healthcare workers have lot of benefits from this project.
- This would help to increase the quality of care & productivity in healthcare institutions in the district.



# RECOMMENDATION

- Introduce the methods for other service categories as well; leave, claims, salary particulars, application submissions etc.
- Introduction of this easy method island wide to serve health care workers. It will help to give quality services to the public.
- Encourage people to use technology to create a quality culture in order to improve productivity.



**Thank you**

**Quality Management & Safety unit  
RDHS Office  
Galle**

