



Singapore Healthcare Management 2018

Redesign of job scope and enablement of Patient Service Associate (PSA) to perform new pre-operative services - Pre-Operative Coordination Centre (POCC)

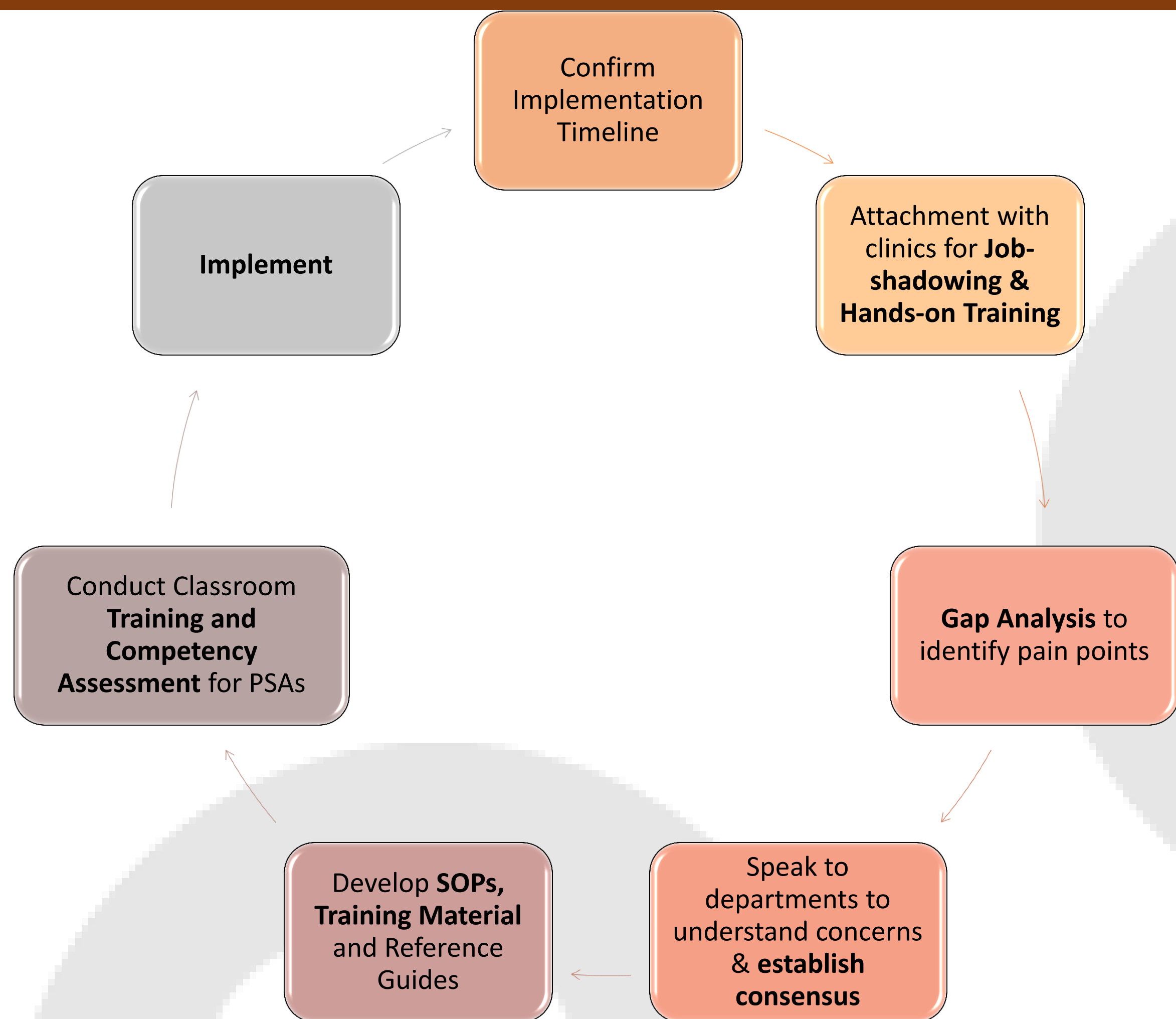
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INTRODUCTION

As part of the Pre-Op Workgroup to streamline patients' journey, the **Pre-Op Coordination Centre (POCC)** was set up as a one-point contact for patients pertaining to pre-op requests and enquiries, including rescheduling / cancellation of op. Redesign of job scope and structured training were required to enable PSA to perform this new function.

METHODOLOGY



Perform gap analysis

The team performs gaps analysis in current pre-op coordination process by deploying the team leader to clinics and departments. Through this process, many permutations in start to end workflows were uncovered.

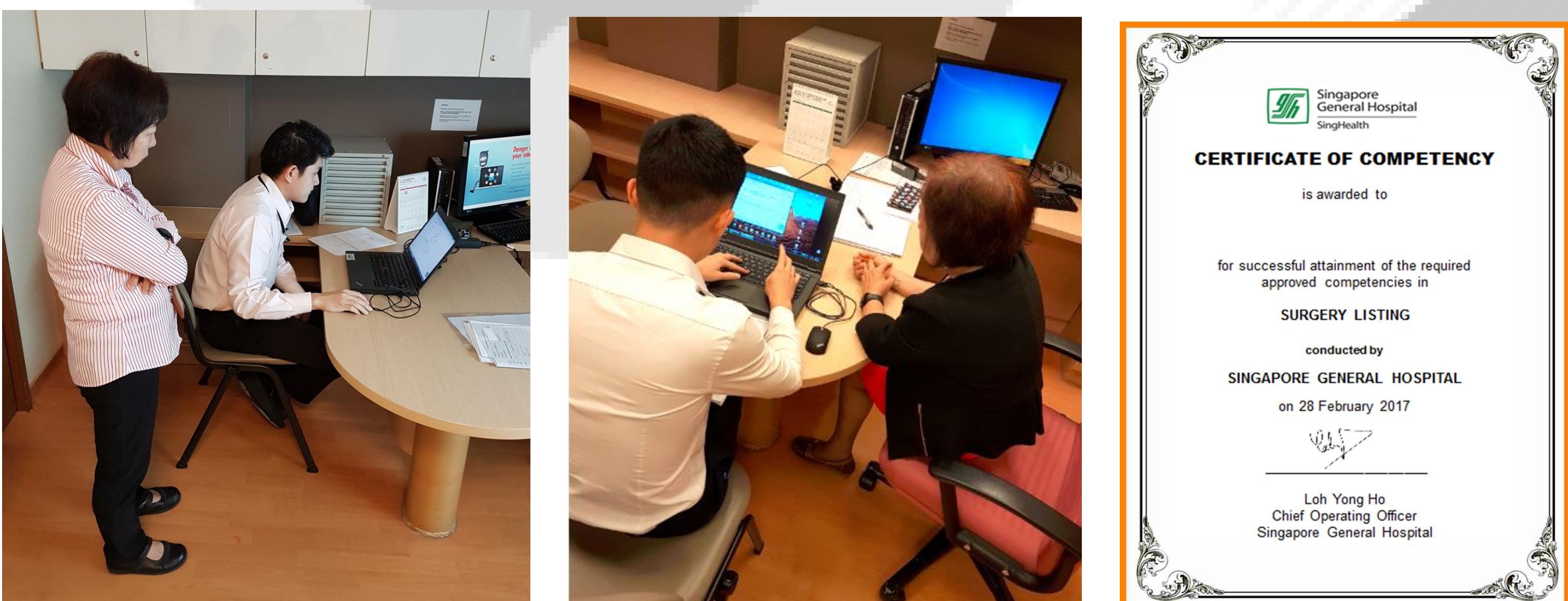
Engage and establish consensus with multidisciplinary stakeholders

We no longer perform workflow review in silos. A series of standardisation was established with both clinical and administrative departments. Such standardisation includes bowel and diet preparation, rescheduling and cancellation template, and clinical email enquiry template.



Establish training curriculum for PSA

A structured training programme was established. This included OJT, classroom training, hand-holding session, buddy system, competency checklist and assessment.



Competency assessment

Staff have to pass the competency assessment before they are certified competent to work independently. This helps to boost staff confidence in performing their tasks.

OBJECTIVE

To design a framework to equip POCC staff with the **right knowledge, skills and attitude** to handle complexities and enquiries such that our elective patients receive appropriate and timely care and support as they go through their treatment plan.

RESULTS

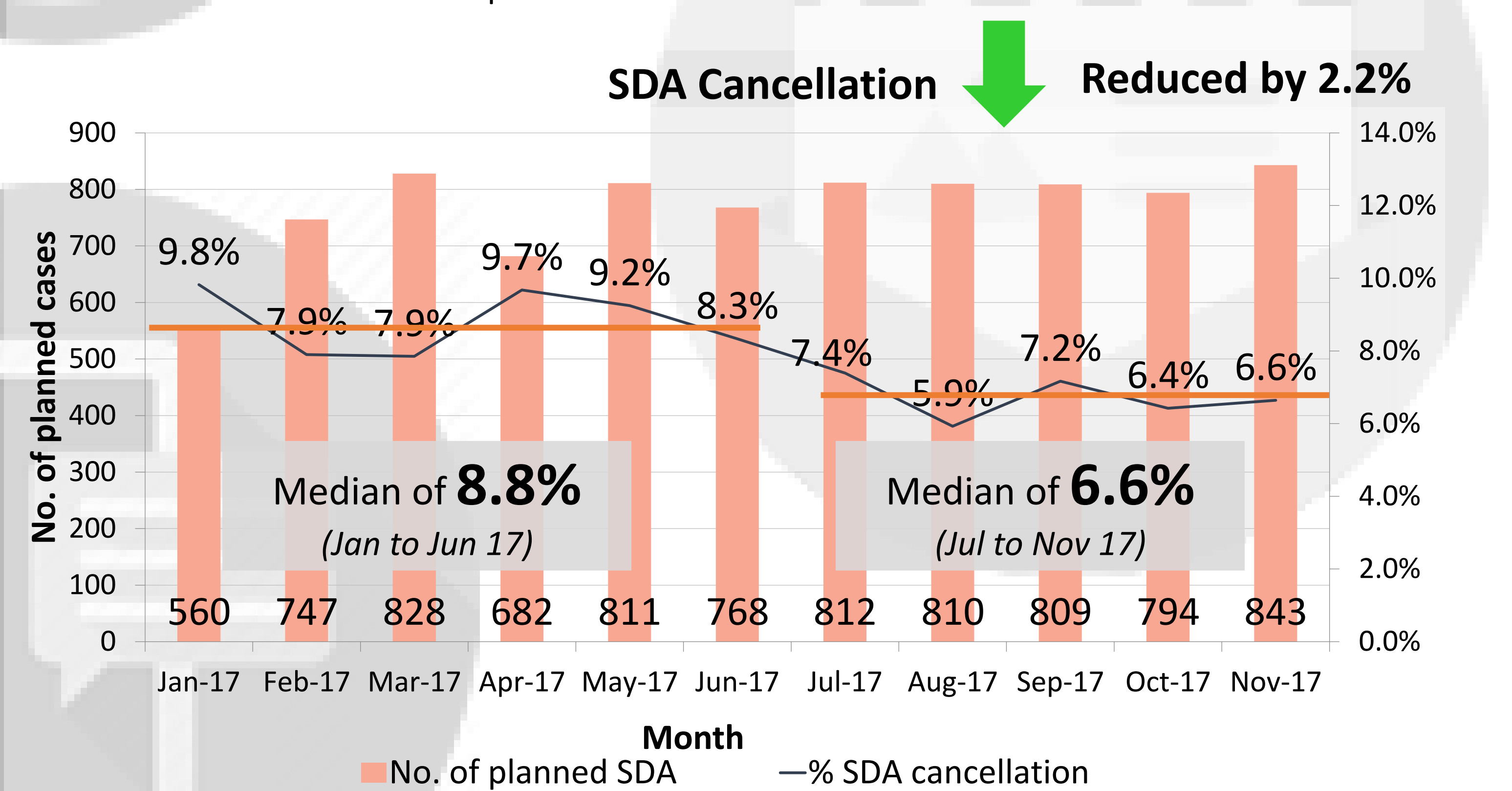
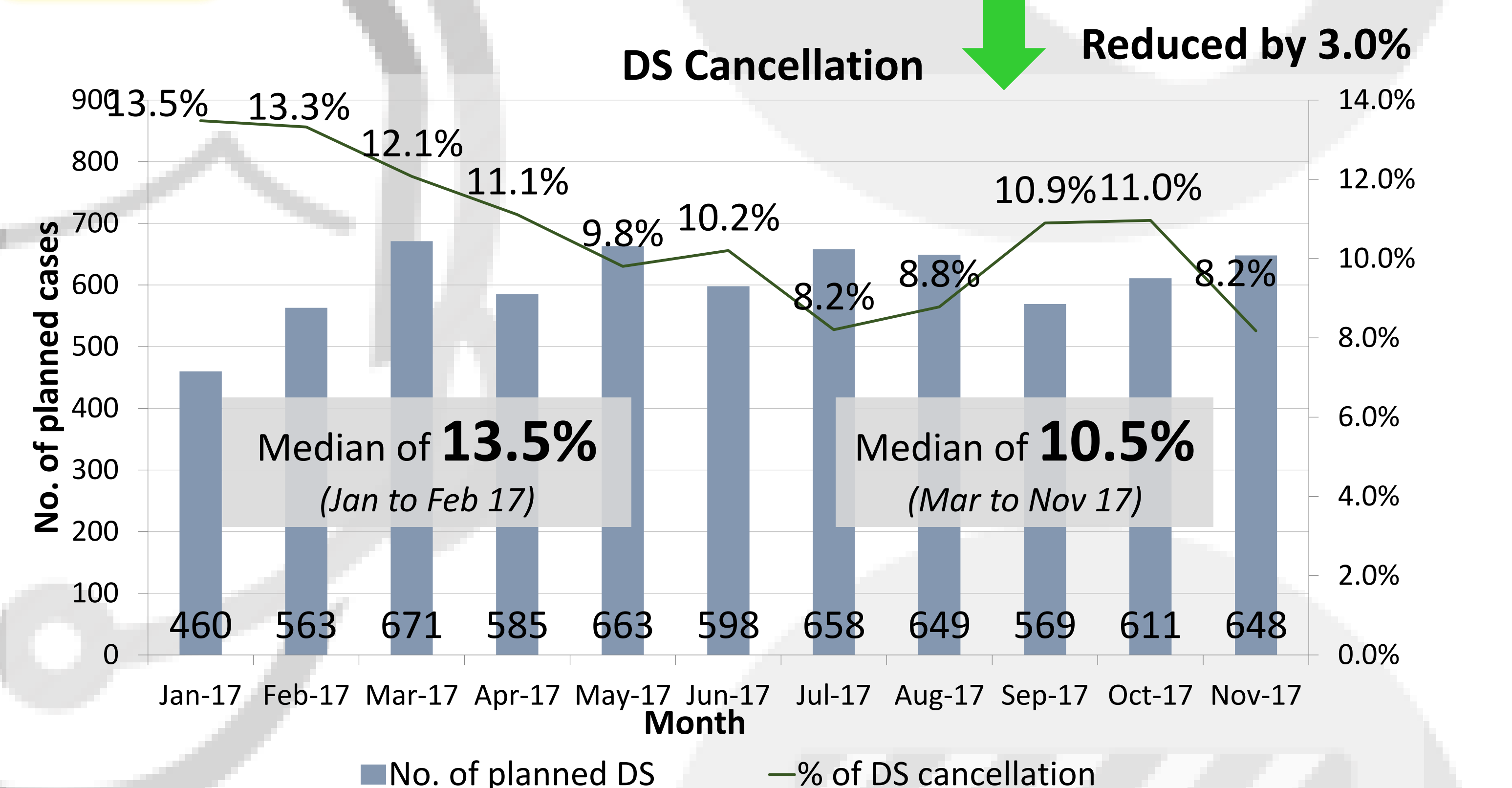
After 3 months of training, the POCC was rolled out in Oct 2016.



100% of the staff stated that *"I have the necessary tools and resources to do my job effectively"*.
- Employee Engagement Survey 2016

208 compliments from Apr17–Dec17 (9 months) pertaining to staff efficiency and their readiness to serve patients.
"I am so happy that finally there is a number for me to call in and talk to someone for enquiries. At one time last year, I had to make a trip to SGH to ask the nurses for procedure advice because no one picks up my call." – Patient feedback

2.1% reduction in OT cancellations (planned cases).
~\$1mil potential revenue per quarter from freed up MOT slots due to reduction of OT cancellations.



CONCLUSION

Through the new framework, the department has equipped a team of PSA with the relevant skill sets to perform new functions. This enhances patients' experience as we provide a one-stop coordination point.