



To improve work flow at CDLD listing room for better patient's experience

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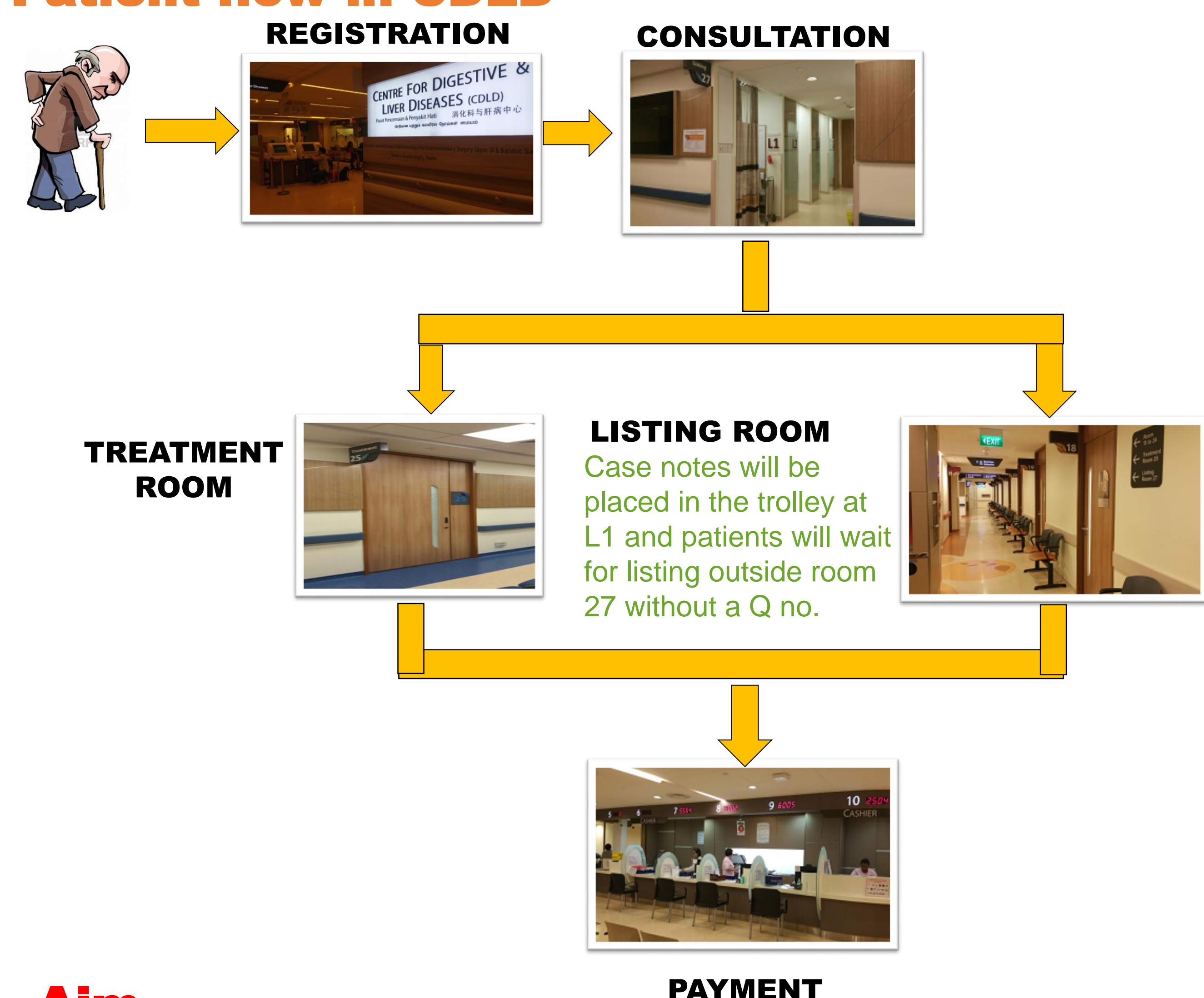
Introduction

There is no queue system in the listing room in CDLD for patients to estimate their waiting time and a systematic patient journey to give clear directions for patients to book other related appointments in other departments. These problems caused confusion to patients when they come out from their consultation. Patients tend to come to any available listing stations to enquire about their queue and what they were supposed to do when told to wait outside the Listing Room. Nurses also gave feedbacks to the Clinic In-Charge on the number of unhappy patients facing long waiting time, and the increasing number of disruptions they faced, while performing listing duties. These problems were identified and thought through with IT and Queue Vendors for solutions to give patients a better experience in CDLD.

Methodology

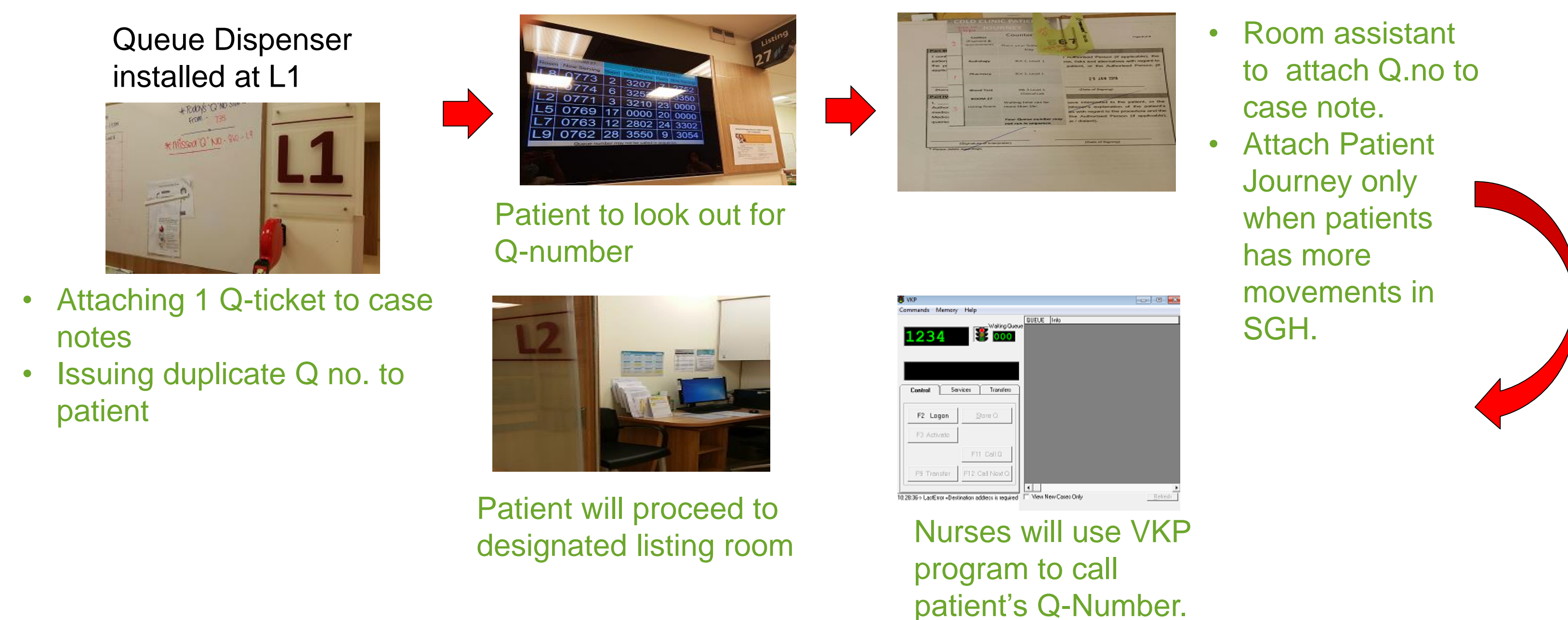
Proposed Plan	Objective
1) Create 'Patient Journey'	• To give clearer direction especially when they are required to leave CDLD station to book other related appointments.
2a) Request for existing TV panel located at room 27 to display Q numbers solely for Listing Rooms.	• TV panel to display solely Q-numbers from Listing room to avoid confusion with Q. numbers from Consultation room.
2b) Requested Evantek to setup the TV panels outside room 26 to also show Q numbers solely from room 27.	• Benefit patients sitting in front of room 26 to be able to see clearly when their number is called.
3) IT helpdesk to help install VKP program in Listing room no.1.	• To ensure that all Listing Room nurses can call patient using VKP program.

Patient flow in CDLD



New Work flow at Listing Room in CDLD

Queue System implemented together with the co-ordination of room assistants



Results

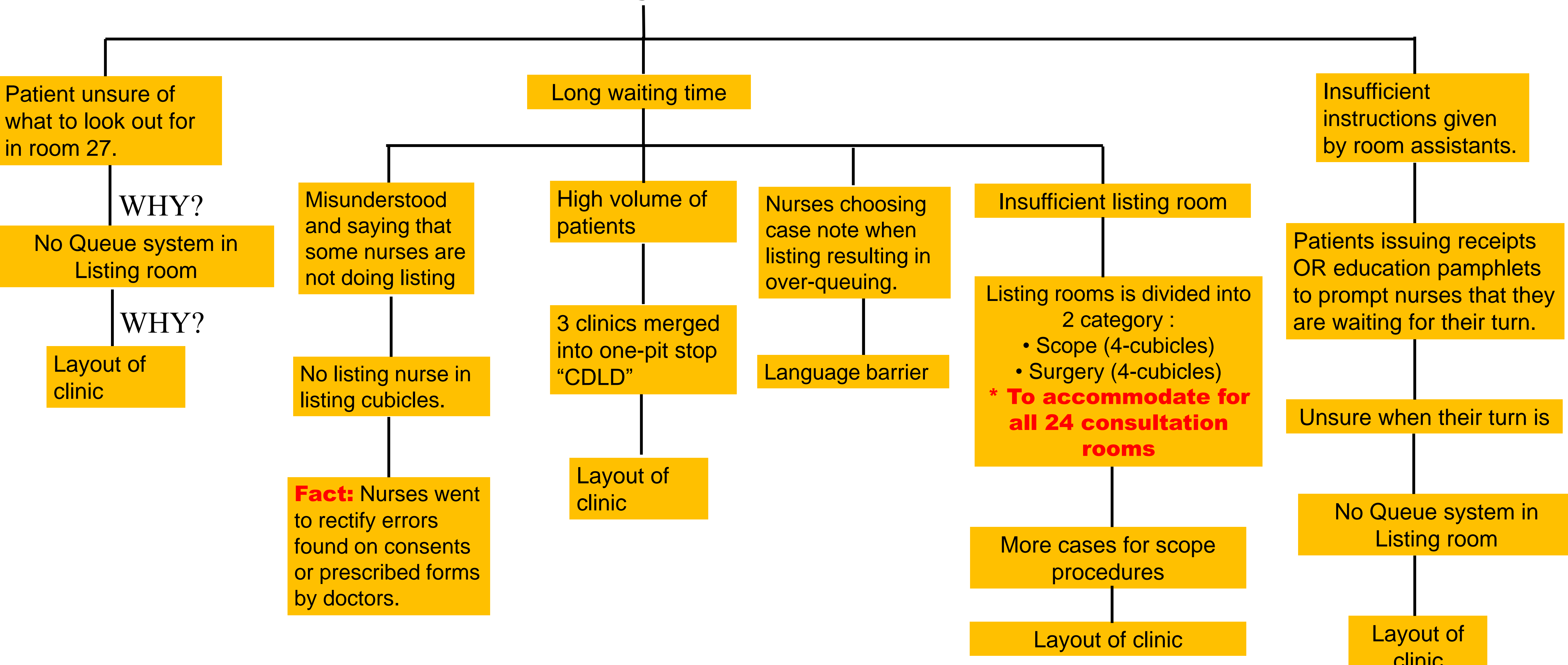
Based on the response from Patient's survey in Oct 2017, 98% out of the 100 respondents agreed that Q-system is effective which made it easier and clearer to know when their turn is due. It is easier to look out for Q- nos. rather than depending on staff to call out names and patients can roughly estimate waiting time. Positive feedbacks were received from nurses that there is lesser disruption from patients during listing.

Aim

- 1) To provide clear instructions to patients waiting for listing.
- 2) To have proper queue system at the listing area for patients.
- 3) To shorten waiting time at listing area.
- 4) To reduce the number of interruptions to nurses in listing rooms.

Analysis of problem

Unhappy patients



Sustainability Plans

- Consistently reinforce work flow to room assistants during weekly roll-call.
- Close monitoring and receive on-going feedback session from clinic team to seek improvements and update of progress.
- To incorporate the new patient flow into the new Queue Management project in 2019.

Conclusion

With the implementation of the queue system and the improved listing workflow in CDLD, patients are clearer of when their turn is due with a Q number given, and their directions in the clinic. The workflow has become more organised, and there is a reduction in the number of disruptions imposed by walk-in patients on the nurses, hence reducing the waiting time for listing to a certain extent. This improves patients overall experience at the listing room in CDLD.