Transform Patient's Flow in Specialist Outpatient Clinic H

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Road to Transformation

Issues Identified

- Low usage of selfregistration kiosk
- No privacy for patients

Objectives

- Improve productivity of clinic staff
- Provide privacy and safety for patients

Brainstorm

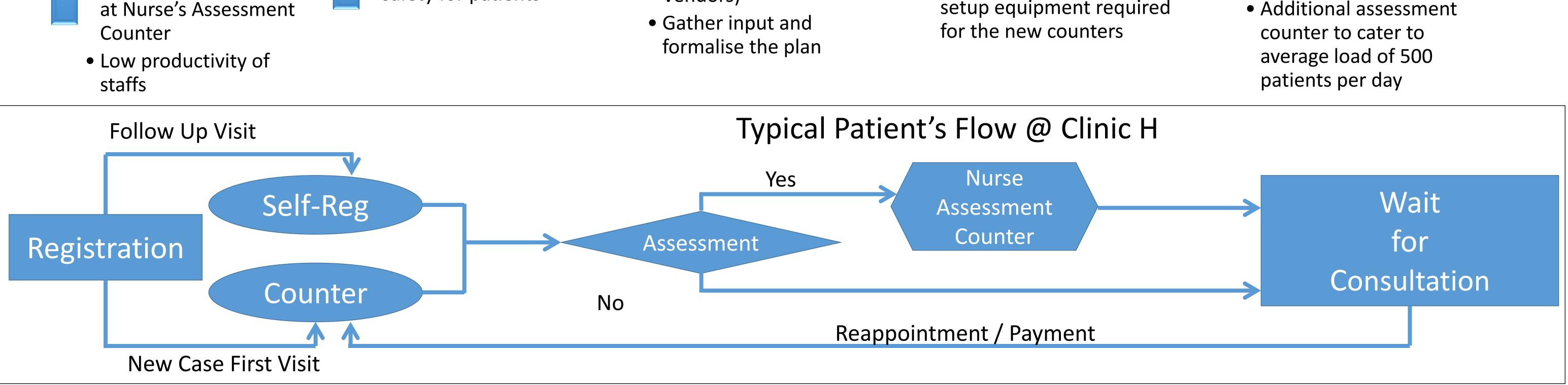
• Gather inputs from stakeholders to review work processes (SGH Facilities, SGH IT, Vendors)

Implementation

- Coordinate schedules and inform stakeholders
- Communicate to ground staff and brief operational flow
- Engage all stakeholders to setup equipment required

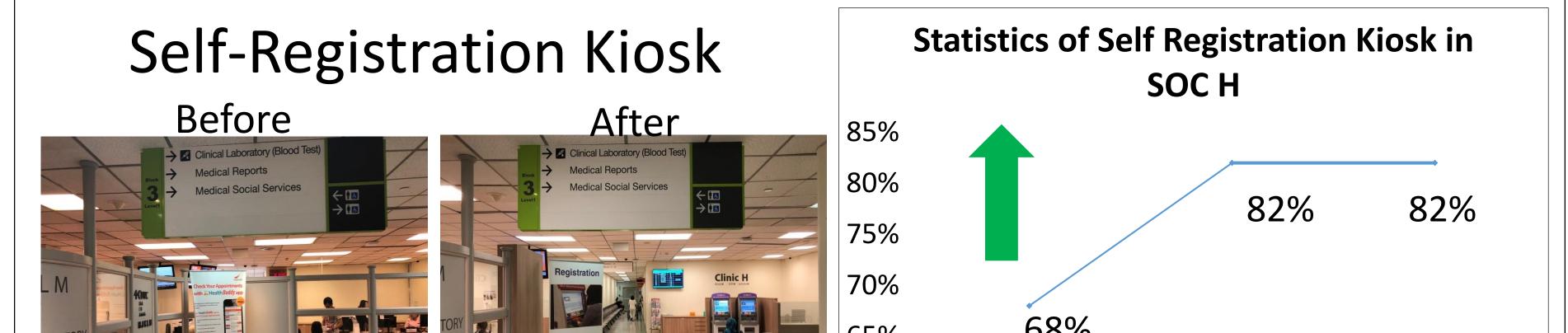
Operationalise

- Created new clinic entrance to direct patients to self-reg kiosk
- Reduced from 7 counters to 4 counters with dualpurpose function
- Additional assessment



Background

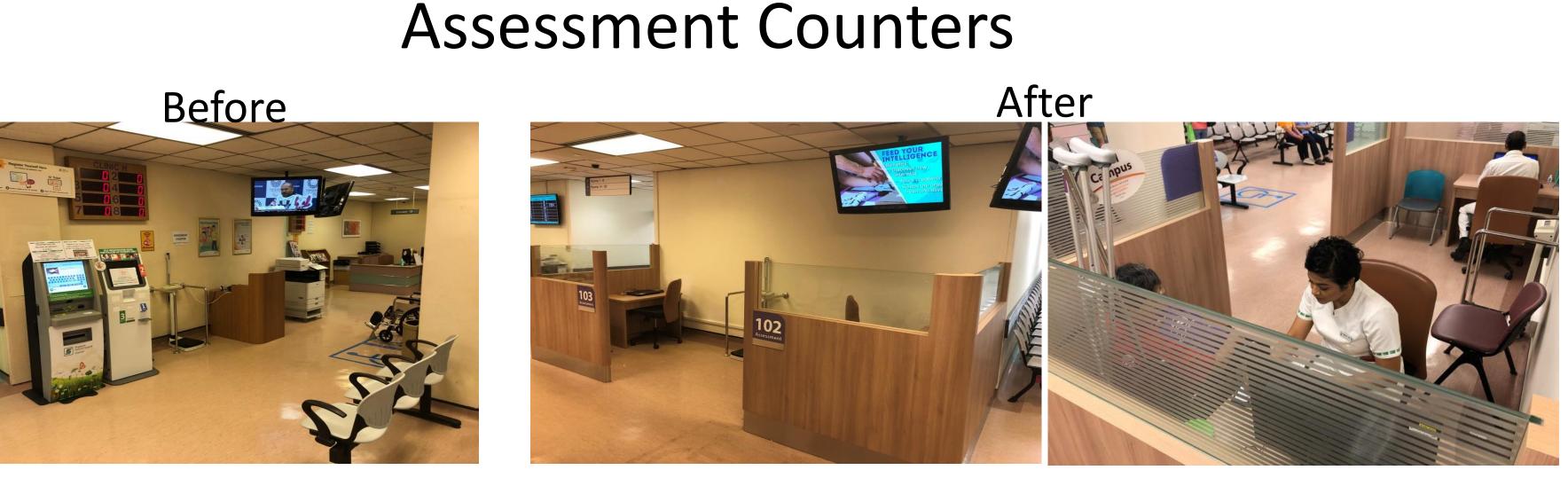
- Patient's flow at SOC H not optimised 1)
- Low take up rate of Self Registration 2) Kiosk for Follow Up Patients



- Assessment counter setup not able 3) to support SOC H operations
- Outdated counter design 4)

Conclusion

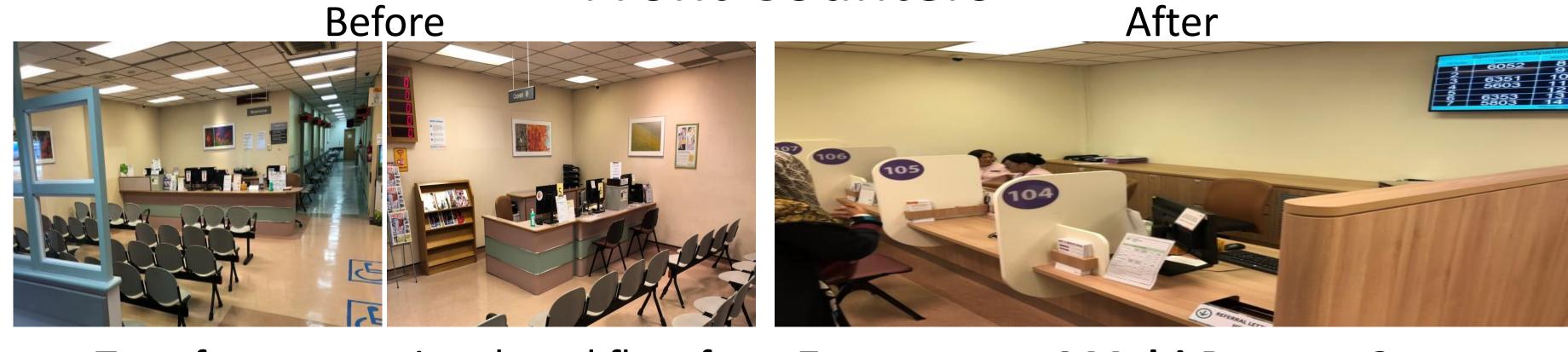
- The change in the operational mind set enables the clinic team to think out of the box to redesign workflow and enhance patient's experience. The collaboration between various departments (Orthopaedic Department, Facilities Department, SGH IT Department, Telecommunications Department) played an important factor to ensure a smooth transition of the
- 68% 65% 60% Mar May Apr
- New clinic entrance to direct Follow Up Patient to Self-Registration Kiosk
- Significant increase in Self-Registration Kiosk take-up rate from Mar 18



- Additional Assessment Counter to cater to > 250 patients per session
- Privacy and wheelchair space allocated

Front Counters

implementation. Time spent communicating with the users and the clinic team is essential to build trust and confidence in the new workflow. Sharing the success in the implementation is important to motivate the clinic team to accept changes positively and embrace new ideas. This transformation streamlined processes with positive results, and it will become a model for further refurbishment.



- Transform operational workflow from 7 counters to 4 Multi-Purpose Counters (Registration, Appointment & Payment)
- Improved **Staff Productivity** for counter operations serving 500 patients per day

