

Improve New Case Waiting Time to Appointment for hearing aid at Hearing Centre

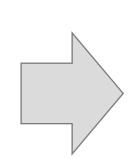
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Background

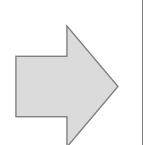
Specialist Outpatient Clinics (SOC) Operations constantly monitors Waiting Time to Appointment (WTA) which serves as an indicator for respective clinic's performance and patients' experience. The WTA for patients obtaining hearing aids have been increasing over time. These hearing aids help to improve patients' daily communications and their quality of life. As such, SOC Operations and the audiologists came together to implement timely interventions.

How we do it?

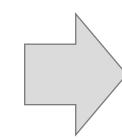
The team came together for discussion and brainstorm possible solution(s)



Evaluated on possible solutions, finalized based on feasibility and implemented finalized methods



Created a TigerConnect group chat for daily communication



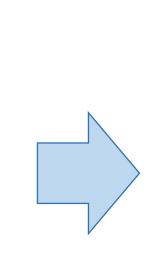
Monthly meetings to stay updated of WTA, reviewed effectiveness of implemented solutions and did further forward planning

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REVIEW CURRENT RESOURCE SETUP

 Conversion of un-utilized follow-up (FP) slots and other audiology related services appointment slots to new case (NC) hearing aid slots

0			15/05/2018 Tue	- 2		
	1	AUDIO	LOGIST - CONRAD [NO	R]		
N	Normal		OverBooked	Total		
-	3		0	3		
	First		Followup	Total		
	1		0	1		
	First		Followup	Total		
	0		2	2		
- 1	First		Followup	Total		
	0		0	0		
<u> [1</u>	NC]	PITC	HAIMAN]			
[1	FP]	GCLF-NDGEN60 [FP]				
[1 FP] GCLF			-NDGEN60 [FP]			



			15/05/2018 Tue	-	
	Norma	THE PERSON NAMED IN COLUMN TWO IS NOT THE OWNER, THE OW	OLOGIST - CONRAD [NDF OverBooked	Total	
3			0	3	
First			Followup	Total	
3			0	3	
First			Followup	Total	
0			0	0	
First 0			Followup	Total	
			0	0	
	[1 NC]	PITCHAI	MANI	[FV PTE]	
	[1 NC]	LOOI [FV SUB]			
Г	[1 NC]	ANG [FV SUB]			

Results:

- 1. WTA for new case hearing aid patients improved from 18 months to 2 months
- 2. Converted usual 90mins appointment slots to 60mins hence increasing number of new case hearing aid appointment slots by 100% from 48 to 100 slots

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TRIAGING PATIENTS

Giving priority access to patients who urgently needs the hearing aid



Results:

.. <u>20% of patients (approx. 220)</u> were given priority to earlier appointments (<u>within 3 months</u>) due to their hearing needs and medical condition

OPTIMISING RESOURCE UTILISATION

- Reminding and confirming patients' attendance to avoid last minute cancellations
 - Two SMS reminders 2 weeks and 1 week prior to appointment date
 - Phone calls

SGH reminds TNG of appt to see AUDIOLOGIST for HEARING AID TRIAL on TUESDAY/06-Jun-2017 at 02:00 PM. HEARING CENTRE, Block 3, Basement 1. To cancel this appt, please reply "9" to this SMS.

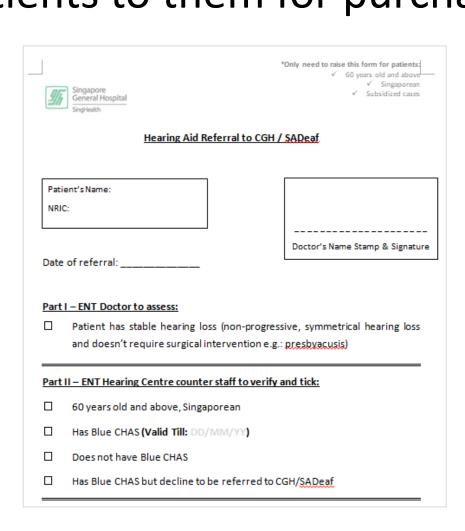
Results:

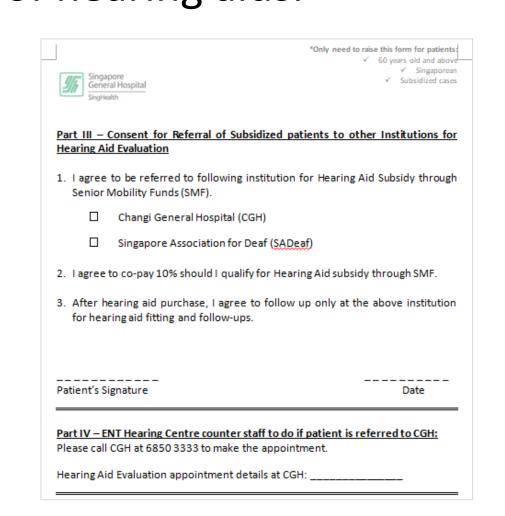
1. Able to shift existing patients who have been waiting in the system to these free-up slots hence shortened their waiting time

Solutions and Results

COLLABORATIONS WITH OTHER INISTITUTIONS

Collaboration with Changi General Hospital (CGH) ENT and The Singapore Association for the Deaf (SADeaf) by referring some of our patients to them for purchase of hearing aids.





Results:

1. 15% of new case patients (approx. 181) were referred to CGH / SADeaf which has shorter WTA of 1 - 2 months (as of Dec 2017)

Conclusion

It is essential to consistently leverage on available data to improve clinic performance and patients' experience. The collaboration from all stakeholders is critical to ensure resources are effectively optimized and meet the desired outcome. The improvement measures benefitted both the patients and the clinic in two ways. Firstly, there is a significant improvement in the WTA for hearing devices hence improving patients' experience. Secondly, a reduction in the default rate and hence, resources are better utilized.

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