



Background

Our Breast Screen Singapore (BSS) patient has to go through multiple registration and payment process between Clinic B and Mammography Suite respectively.

If there is a need for patient to see the surgeon for further assessment after mammogram, patient is referred back from Mammography Suite to Clinic B for re-registration. After consultation, patient has to pay at 2 cashiering counters – Clinic B for the consultation and Mammography Suite for the mammogram.

Travel to and fro between 2 different service stations can be both confusing and cumbersome for our patients and their next-of-kin especially the elderly cohort.

Methodology

In order to improve the overall patient experience of our BSS patient, a team consists of the Clinic Operations and DOI ancillary and SOC nursing staff was formed to look into streamlining the process.

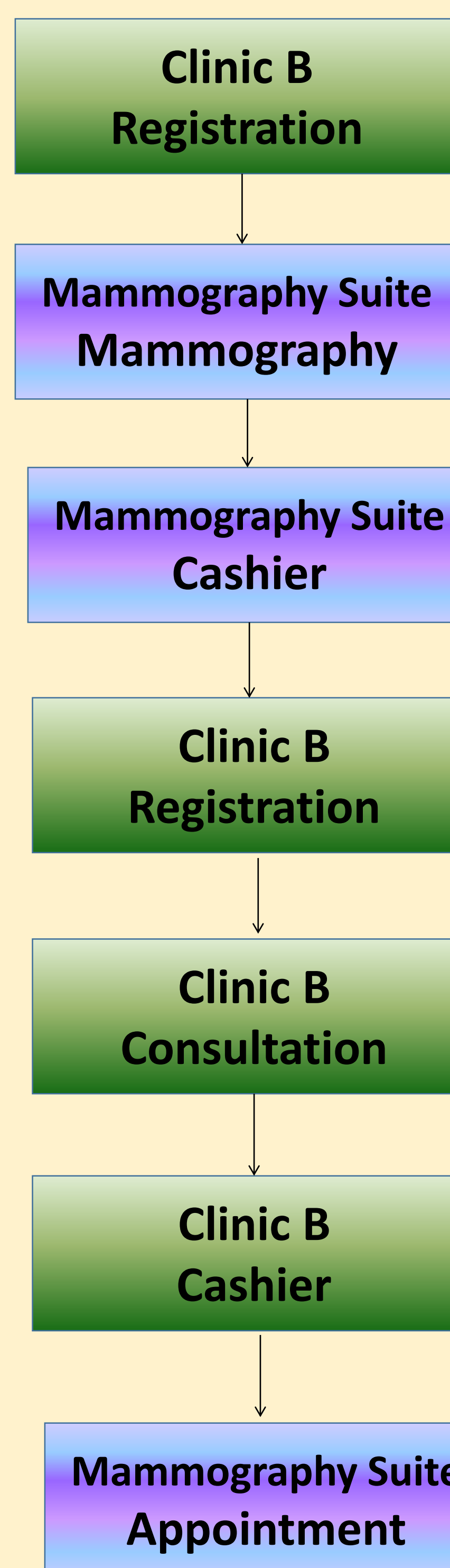
LEAN methodology was applied.

To improve on patient flow, the registration and payment process has been simplified by removing the non-value-added stops – centralised registration and duplicate cashiering counters.

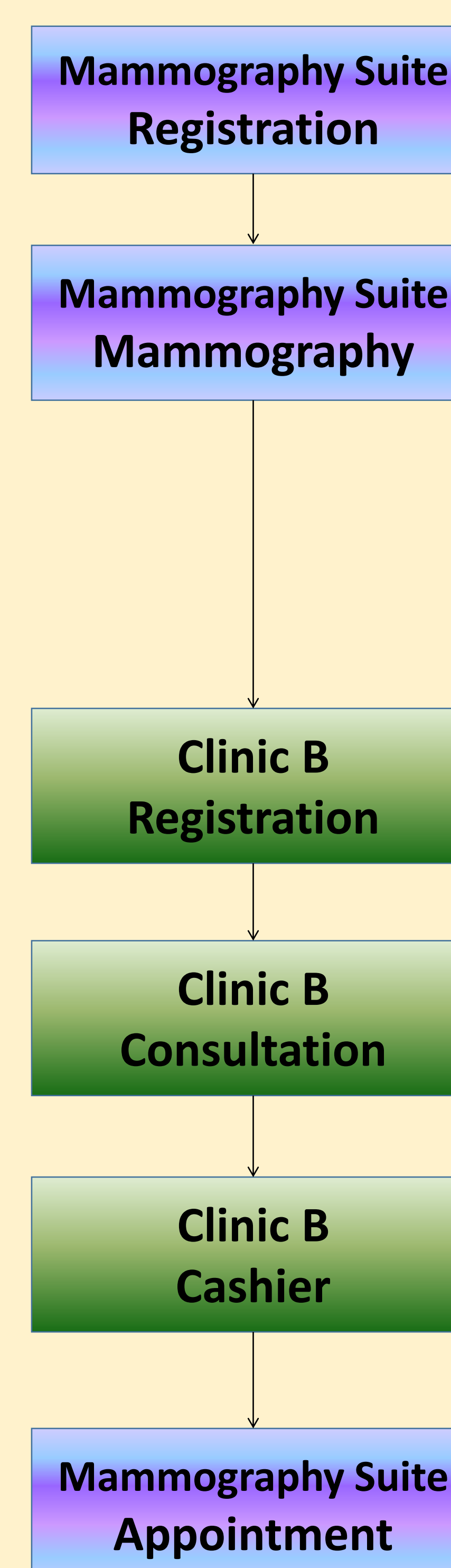
With the new workflow, our BSS patients now only need to register at Mammography Suite and make one payment at the last cashiering counter, either at Clinic B or Mammography Suite.

Streamlined Journey

Before



After



Results

102 hours

Average time saving per year

\$12,288

Average manpower cost saving per year

Increased Efficiency

Remove non-value-added stops

Increased Staff & Patient Satisfaction

Conclusion

The new workflow has been well received by our BSS patient and counter staff at Clinic B and Mammography Suite. The handling time was greatly reduced with a significant cost saving of 102 hours per year, leading to better operational efficiency and increased patient and staff satisfaction.