



Singapore Healthcare Management 2018

A 3 Cs (Collaborate, Collective & Comprehensive) Approach towards an IDEAL patient journey in NCCS

Grace Lim Li Ping, Ng Hsiang Ying Agnes, Tamilarasi D/O Arumugam, Ong Ah Mooi Connie, How Gek Nai Gina, Zong Li Hua, Goh Chee Kun, Mah Jin Ting Joanna, Loh Chiat Sian, Huang Yuchi, Cheng Lay See Peggy, Guo Lifeng, Koh Sze Fui, Lew Kaung Yuan, Chang Yok Ying, Lian Siew Bee, Ho Lay Siong, Lee Theng Boon, Chew Pheok Geok, Lim Kim Heng Jeremy, Tong Liang Yuk Bing, Er Wei May (IHIS), Justine Tan Siew Wee (NCCS)



National Cancer Centre Singapore
SingHealth

Background

Leveraging on the implementation of cluster 1 Queue System, the team from various departments in NCCS **collaborate** to embark on a journey to **collectively improve workflows and integrate systems** to provide a fully **comprehensive** patient's journey.

The team worked on mapping out the various patients' journey and areas for improvements:

- Pre/ Follow Up/ Post Consultation
- 1 Stop Breast patient
- Chemotherapy
- Radiotherapy
- Day Surgery.

Methodology

Applying **LEAN** methodology on various patients journey the team:

- identify the duplicate service stations that can be eliminated
- identify systems that needs to be integrated and enhanced

Below is the milestone of the implementation and activities involved:

Phase 1

1st implemented at SOC, Laboratory, Diagnostic Imaging and Endoscopy Suite on 25 July 16

Workflow:

- Streamline follow up (with investigation tests on arrival) consultation and 1 Stop Breast patient flow.

System:

- Enhance Self Registration Kiosk to have patient answer Fall Risk questions once per day and print the results on Queue Slip.

Preparation:

- Communication flyers distributed to patients.
- Mass training for 158 staff on 1 Queue System.
- Mock Run and Full Dress Rehearsal.

Phase 2A

2nd implementation at Ambulatory Treatment Unit and Retail Pharmacy on 3 July 17

Workflow:

- Streamline chemotherapy patient flow.

System:

- Integrate Chemotherapy appointments in Rapide to OAS.
- Identify patients who have performed their blood test before their chemotherapy appointment and skipped screening station
- Print a different Queue format for nurses & pharmacists.

Preparation:

- Mass training for 100 staff on 1 Queue System.
- Mock Run and Full Dress Rehearsal.

System:

- Integrate Radiotherapy appointments in Mosaiaq to OAS.
- Suppress the printing of appointments due to too many future appointments.

Preparation:

- Mass training for 98 staff on 1 Queue System.
- Mock Run and Full Dress Rehearsal.

Phase 2B

Final implementation at Radiation Oncology at NCCS B2 & SGH Blk 3, B1 on 25 August 17

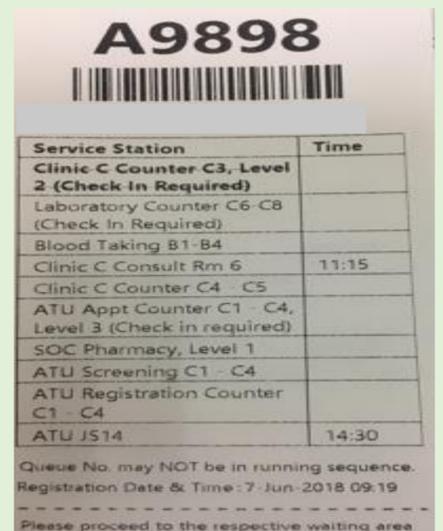
Aim

The aim of the project is to provide an IDEAL patient's journey that covers across different service units and different physical location throughout NCCS.

Results

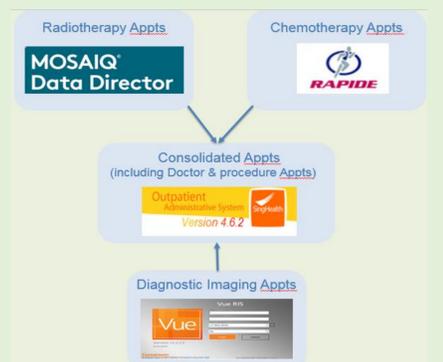
Consolidated journey in a single day

- All patients hold a **single Queue Slip** for the day.
- A more **comprehensive and streamlined journey** without going through repeated registration and waiting process
- Self-registration and actualized appointment from a **single location for SOC journey**.
- Answer fall risk questionnaire **once** for the entire day.



Comprehensive Consolidated Appointments

- All appointments made in other appointment systems are integrated into Outpatient Administrative System (OAS).
- Patient can have an **overview of all their upcoming appointments** with ease and less confusion with a chronological order from earliest to latest date.
- Staff can refer to a single platform to ensure that there is **no overlapping of appointment time** for patients who have multiple appointments on the same day.



APPOINTMENT INFORMATION					
Date (dd-mm-yyyy)	Time	Clinic	Specialty	Service Provider	Remarks
14-06-2018 Thursday	10:15 am	CLINIC D, Level 2	MEDICAL ONCOLOGY	DAVID TAI (HEALTH)	+Blood Test(s) on arrival
14-06-2018 Thursday	12:00 pm	ATU, Level 3	MEDICAL ONCOLOGY	ATU J20	+Arrive at 10:00am for test(s)/procedure(s)
21-06-2018 Thursday	12:00 pm	ATU, Level 3	MEDICAL ONCOLOGY	ATU J13	+Arrive at 10:00am for test(s)/procedure(s)
28-06-2018 Thursday	12:00 pm	ATU, Level 3	MEDICAL ONCOLOGY	ATU J2	+Arrive at 10:00am for test(s)/procedure(s)
25-07-2018 Wednesday	10:00 am	CLINIC D, Level 2	SURGICAL ONCOLOGY	CHIA CLARAIAE (HEALTH)	

Conclusion

The successful implementation of 1Queue System throughout the whole institution was made possible by the collaboration and teamwork of all departments involved. Improvement in patient's journey and consolidated appointments were well received by both NCCS patients and staff.