



Singapore Healthcare Management 2018

To Increase Feedback returns by >80% from THC patients within 6 Months.



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INTRODUCTION

Transitional Home Care (THC) provide post discharge follow up medical and Nursing care for SGH patients who are homebound and complex care.

We received many verbal feedback and suggestions and our team felt that these good feedback should be translated into written feedback.

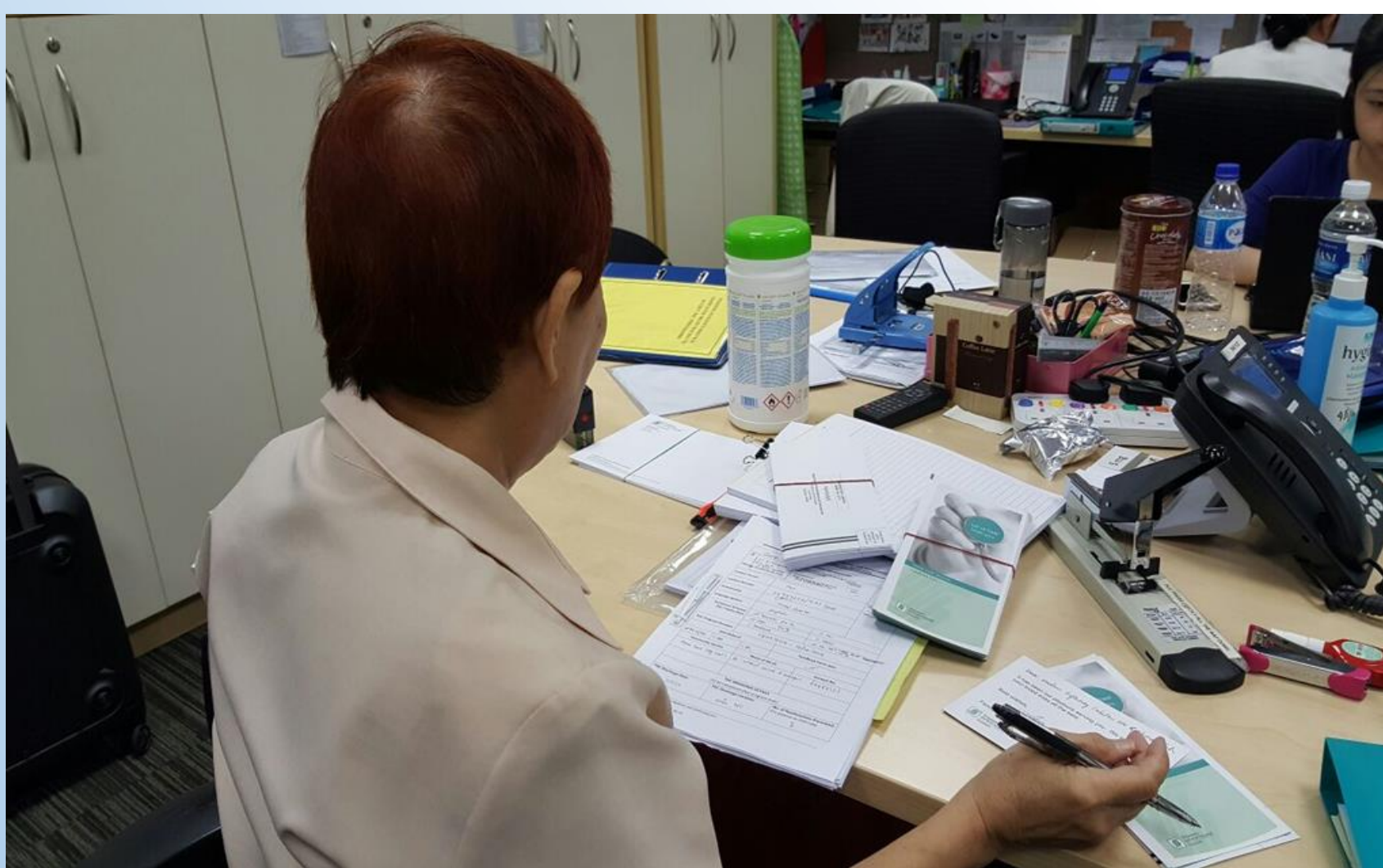
Once a patient is discharge from our program, our administration staff will mail the feedback form to patient's address. The patient will then have to physically mail the completed form back to SGH. However, we are unable to track whether patient received the form or whether the form was completed and sent back to SGH.

OBJECTIVES

To receive more than 80% of feedback returns from patients and caregivers who received transitional homecare service from SGH within 6 months.

METHOD

Current Workflow



3months of THC service ended. Exec will assist in mailing the feedback forms to patient.

Patient/ Caregiver will complete the form and mail back to SGH

Service Quality will collate and publish the monthly feedback returns in the infopedia. If complaints arise, action will be taken by us

New Workflow



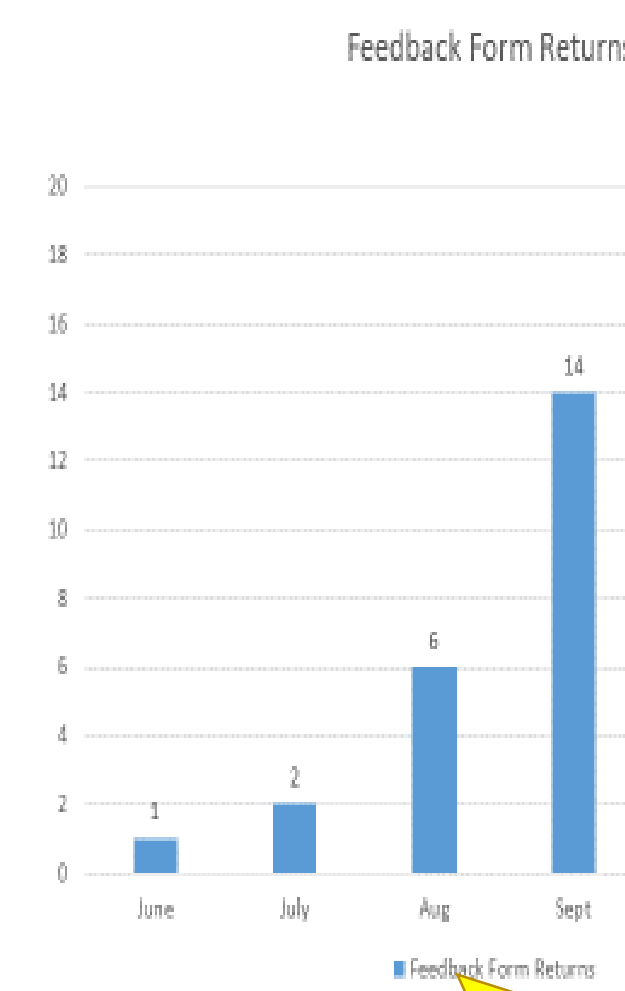
Nurses will give out feedback forms at patient's house during the last visit

Nurses will assist in completing feedback forms if patients are illiterate

Nurses able to view the comments made by families, thus improvement will be made from there.

Forms will sent out to SGH Service Quality Department

RESULTS



Feedback returns increased from 20% to 85%

CURRENT WORKFLOW	NEW WORKFLOW
Time for Exec to prepare all the forms and mailed out- ½ day	Nurse self administer the feedback form-10 mins
Time for patient to receive the feedback form-2 days	Able to get Immediate feedback
Time for patient to fill in the feedback form- ½ day	Save on postage- \$0.30x 20=\$6
Time for patient to mail back- 2 days	
Time used/per patient-5days (7200mins)	Time used/per patient-10min
Time used for 20patients- 7200 x 20=144000mins	Time used for 20patients-10x20=200mins
	Time saved=144000mins-200mins =143800mins
	Average Nurse Salary- \$3500/21 working days=\$167/day
	Cost Save- \$167x 143800mins = \$50030 480mins

From our observation, the table shown is the average/estimated time for the whole process of the workflow. In the new workflow we manage to eliminate several steps and save time. Time is translated into Manpower cost saving.

CONCLUSION

This projects helps to evaluate the effectiveness and efficiency of our program to the patient /caregiver and improve care delivery. It also increase patient/caregiver and staff satisfaction.