



Singapore Healthcare Management 2018

Improving Patient's and Staff's experience at SOC M

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BACKGROUND

Specialist Outpatient Clinic (SOC) M is one of the oldest clinics in Block 3 and patients have shared their expectations of the clinic through the SGH feedback platform. In order to provide better care for both patients and staff, SOC M underwent a refurbishment to equip the clinic with additional facilities, so as to deliver to our patients the best possible experience in SOC.

OBJECTIVES

- #1 To constantly review the needs of our patients and enhance the clinic's performance in service quality and facility to cater to the expectations of our patients.
- #2 To seek improvement and feedback from the stakeholders to create a holistic environment for both the patients and staff in SOC M.

PLAN



- Review current clinic setup and identify the needs of the patients in SOC M
- Collate feedback and suggestions from patients and staff to understand their needs and concerns

METHOD

DO

- Identify feasible implementations and formulate an improvement plan
- Coordinate and plan with stakeholders in other departments on the schedule of the improvement plans in SOC M

STUDY



- Engage patients and clinic team to gather feedback on new initiatives

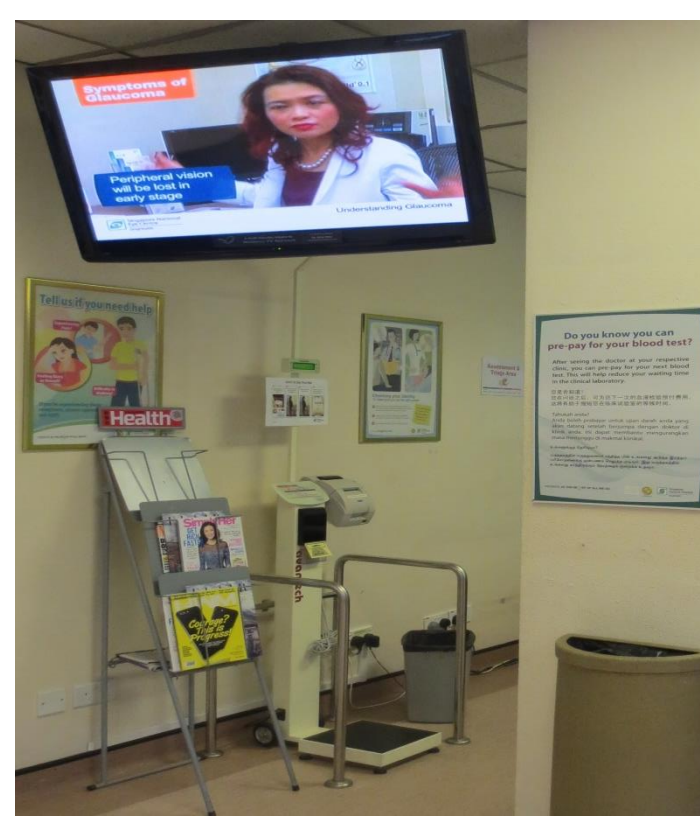
ACT

- Review feedback from patients and staff on the improved features
- Share the improvement works to other clinics through meetings and update sessions.

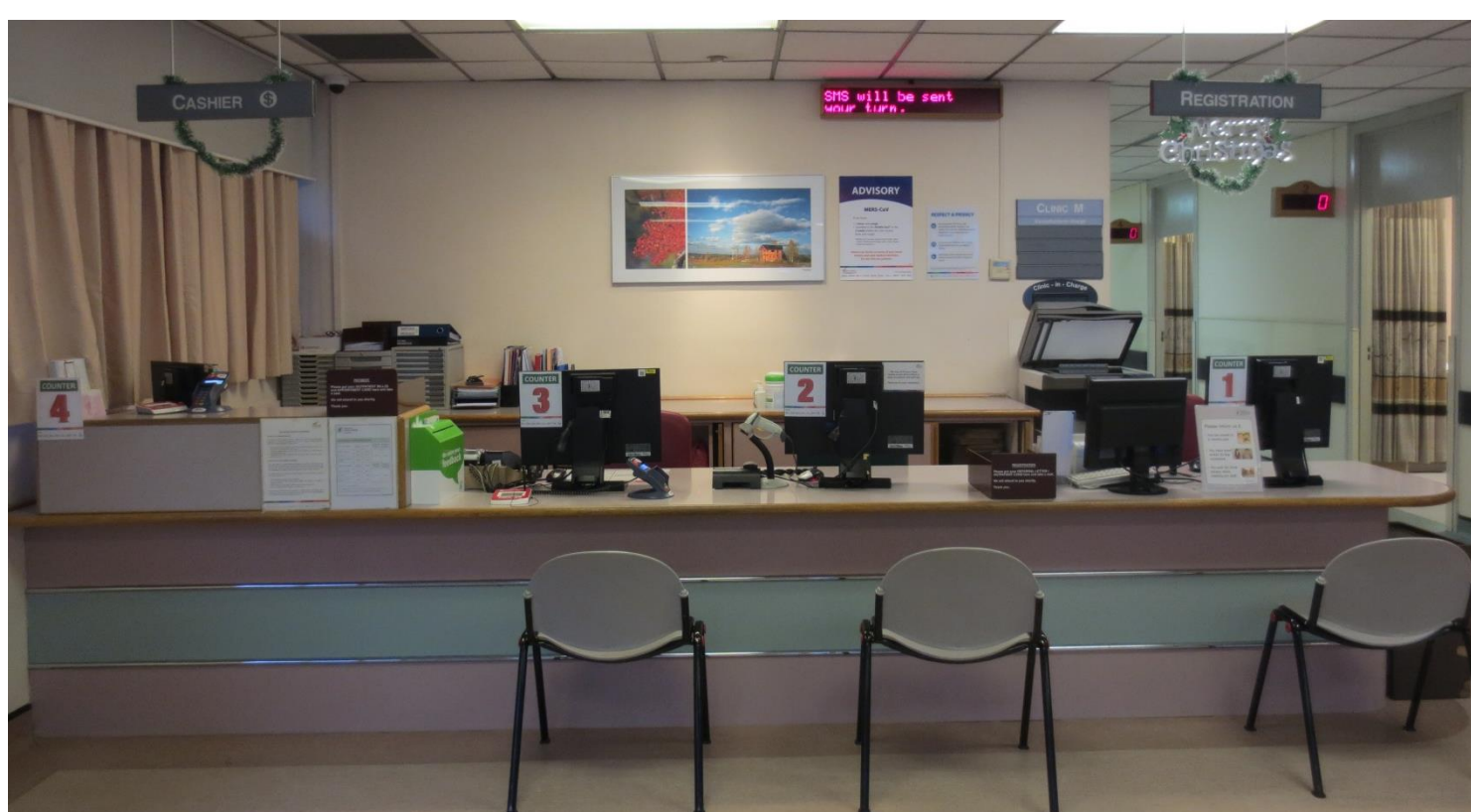
OUTCOMES

Refurbishment Improvements

Enhanced Amenities Corner



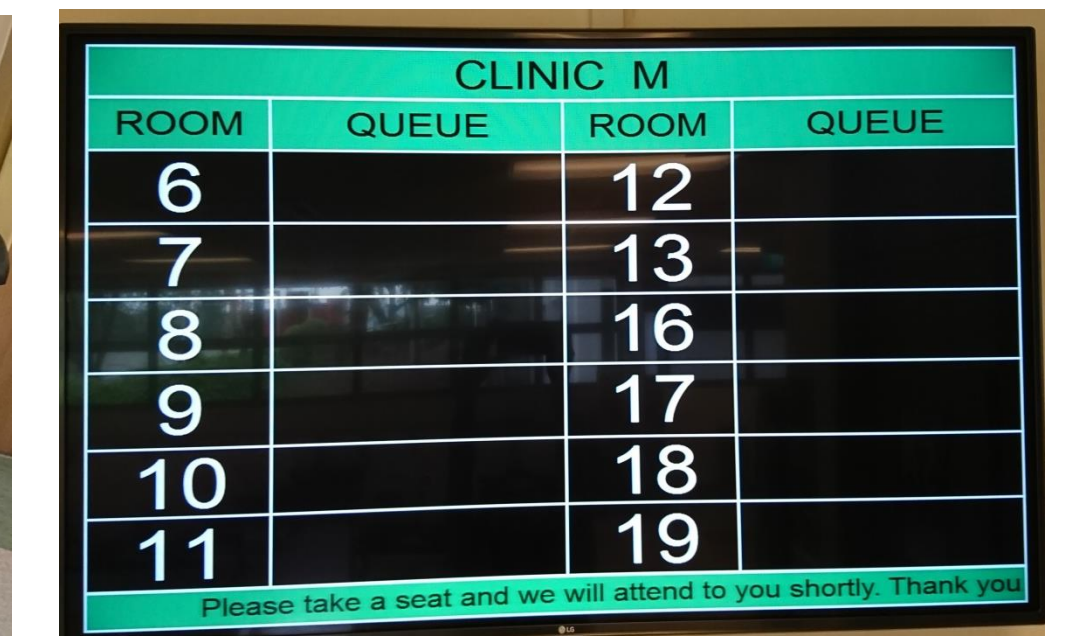
Visible Signage & Patient Confidentiality



Safety Features for Chairs



LCD Queue Number Display



Improving Patient Experience

Age-friendly kit



- Reading glasses in various degrees
- Hand warmers & magnifying glass

Biscuits



For patients to enjoy while awaiting consultation

Blankets



For patients who feel cold

Charging Station



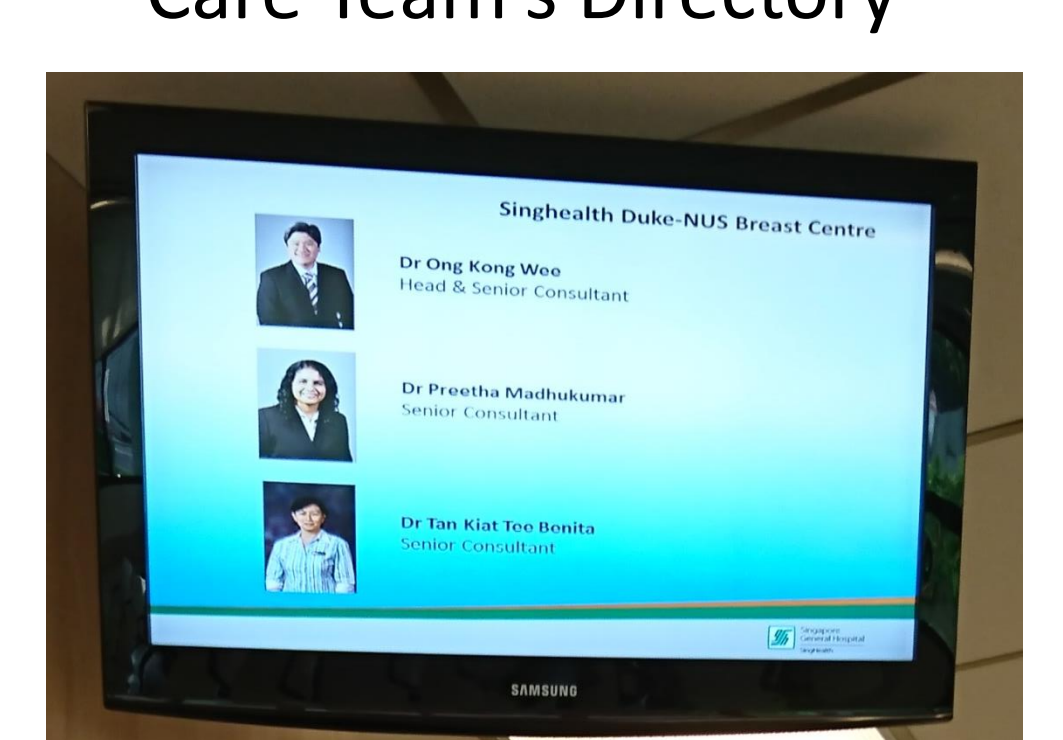
For patients to charge their phones

Water Dispenser



For hot and cold water

Care Team's Directory



To inform patients about the care team in SOC M

CONCLUSION

The old clinic facilities in SOC M were not able to meet the expectations of our patients, hence there was a need to refurbish the clinic to enhance patients' experience. The clinic facilities are constantly reviewed and upgraded so as to cater to the needs of our patients. Regular updates and communication between the different stakeholders is the key to ensure prompt improvement plans in the clinic too. With the positive feedback gathered from patients, other clinics in SOC have also adopted these initiatives to provide better care to our patients.