Aim: The aim of the project is to reduce WTC > 60 min to 8% within 6-9 months

Interventions: 
- Improved way-finding – signage, visual cues and cue cards – specially for guiding patient around during & after consult 
- Appointment of Floor Managers to make hourly checks on the waiting time to see doctor 
- Floor managers to make pro-active adjustments to flow patient faster in the clinic system. 
- From Aug 2018, SOC template has been re-designed and implemented progressively by phases. Change of templates for the eight doctors who have longer consult time has been implemented.

Various signage, visual cues and cue cards to improve flow in the clinic

Before the SOC Lean Journey, WTC > 60min used to be 14% but with various initiatives, we saw the percentage dropping to 8-9%. With the Lean approach the team learned to monitor flow on a daily basis to improve overall patient experience.

CONCLUSION

Since November 2017, many improvements / countermeasures have been developed by the team and trialed. Template redesign has take into effect from August 2018 and focus of changing templates for 8 Doctors who have longer consult time is completed. SOC is still proactively look into identification of reasons for Long waits, more works need to be done to in this continuous Lean journey.