INTRODUCTION

"Patients At the Heart of All We Do." This is a priority and commitment for SGH Specialist Outpatient Clinics (SOC) team as we strive to provide quality care to our patients. With growing patient needs and limited resources, we are driven to innovate for Best Outcome, Best Experience. With limited approved budget, the 30 year old Urology Centre underwent refurbishment to optimise outcomes without disruption to the operations of the busy centre.

AIMS

- Enhance patient experience in the centre
- Improve visual communication in the centre
- Improve productivity and working environment of the clinic team
- Minimise interruption to clinic operation

METHOD

PLAN

- Formation of workgroup of different departments for discussion
- Feedback forms from patients, informal meetings to capture inputs from internal stakeholders

ACT

- To improve on identified areas for improvement
- To ensure staff competency, on the job training was provided

DO

- All feedback forms and inputs were reviewed and prioritised based on cost, extent of impact and ease of implementation with the prioritisation matrix

STUDY

- Staff engagement to understand impact of the implementation
- Collection of patient feedback
- Data analytics

RESULTS

OUTCOMES

- Received positive feedback from patients and stakeholders
- From pre-implementation in 2016 to post implementation in 2017 and 2018, the centre continually received a significant increase in compliments from patients from 74 to 117 to 290, testament that patients value the enhancement made.

OUTCOMES

- Improved patient satisfaction and experience
- Enhanced staff productivity and efficiency
- Optimised use of resources

CONCLUSION

The increasing healthcare needs due to ageing population, limited resources and skilled manpower shortage requires us to continually innovate and improve. With limited budget, the team managed to work around the centre to achieve the goals. Most commendable is the planning that enabled improvement works to be carried out in phases resulted in no disruption to the clinic operations or any inconvenience to patients. As a result of the improvement, patients and staff at SGH Urology Centre benefited.