Transforming patient flow at Haematology Centre

Background

- Haematology centre co-located with Inpatient ward 72
- Renovation for ward 72 was approved in year 2018 hence, Infection Control raised concerns on the carpet flooring at the main waiting area of Haematology Centre
- Specialist Outpatient Clinic (SOC) reviewed the outpatient process to align with Outpatient settings and process

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<th>Issues</th>
<th>Objectives</th>
<th>Methodology</th>
<th>Results</th>
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<tr>
<td>Manual registration flow</td>
<td>Eliminate manual registration process</td>
<td>Collate, communicate and collect ideas or suggestions from stakeholders</td>
<td>Improvement in patient’s flow with distinctive signage at entrance to direct them to the 1st touch point in the clinic.</td>
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<td>Outdated counter set-up</td>
<td>To improve patient experience at assessment counter</td>
<td>Adopt and align the same operations queue and services such as pre-queue system, multi-purpose counter</td>
<td>Improvement in patient’s experience with added amenities</td>
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<td>Privacy and space constraints at assessment counter</td>
<td>To review patient flow and needs at Haematology Centre</td>
<td>Enhance patient experience by implementing amenities cabinet with phone charging cables, age-friendly kit (reading glasses, hand warmers) and blankets</td>
<td>Improved take-up rate for self and e-Services.</td>
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<tr>
<td>Inefficient patient flow</td>
<td>To improve staff satisfaction and transform mindset to meet future outpatient needs</td>
<td>Re-design PSAs role and pilot rovering PSAs concept</td>
<td>Improve staff productivity and operational efficiency.</td>
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Area | Work flow | Patient experience | Amenities |
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Before | Dim lighting, cluttered set-up, 3 counters | Limited circulation space, no privacy provided | Dis-organised facilities |
After | Bright lighting, organized set-up, self-registration kiosk | Privacy panel installed, sufficient circulation space, centralised queue TV | Centralised amenities location, distinctive signage |

Conclusion

The renovation approval for ward 72 gave an opportunity to redesign the work process and be prepared for the future outpatient journey.
The opportunity gave the clinic supervisor a platform to drive clinic performance for self-registration and e-services.
The collaboration between various departments and internal users ensured a successful implementation.
Communication channels like daily briefing, huddle board to seek buy-in from end-user.
Factors leading to transformation
1) Reduction of 1 counter
2) Improved patient experience and workflow
3) Improved job satisfaction