Paper-less Patient Feedback in NHCS 5A Cardiac Clinic

INTRODUCTION
Each month, NHCS sees around 11,100 patients in the outpatient Cardiac Clinics 4B and 5A. Hardcopy feedback form was given to patients to collect their feedback on the clinical care received. The feedback forms were consolidated and sent to the Office of Patient Experience (OPE) for screening and counting before sending to external vendor for transcribing. Random checks and audits were conducted before reports were generated for submission.

Changes to workflow reduced hardcopy feedback forms collected from patients...

To adapt to a manpower-lean economy, NHCS has implemented the Counter-‘less’ initiatives at the Cardiac Clinics (5A and 4B) in November 2018. Over the counter Re-appointment/payment services has since been migrated to electronic transaction, resulting in reduced opportunities for frontline staff to collect hardcopy feedback forms from patients.

Aims
The aim of the project is to leverage on the current NHCS e-feedback platform and to increase the number of patient feedback forms collected to the target of 5%.

Methodology
In view of increasing trends in using digital technology, NHCS developed an e-feedback system where questionnaire from the hard copy was reproduced in electronic format, allowing patients to use their mobile phones to provide feedback on the move. The URL link to the e-feedback will be sent to all actualized patients by 8pm on the same day. The e-feedback survey was piloted at 5A Cardiac Clinic in April 2019 where approximately 1,900 actualized patients were reached out via SMS.

Processes Eliminated...

AIMS

1. Data Entry by vendors
2. Excessive Administrative Work
3. Audit Checks of Data
4. Management of Storage Facility

192 man hours saved/annum!

Results

With the e-feedback mechanism, data and statistics on patient satisfaction can be generated quickly using the system; feedback can also be received more promptly for follow-up actions when required.

CONCLUSION
The e-feedback encouraged more active participation and responses from the patients. It is also more productive as staff do not need to manually process the forms and check for any errors in data entry and calculating the ratings.

Exceeded Target!

Cardiac Clinic 5A E-Feedback
April 2019

13% survey respondents

In the pilot month, we received 247 responses for Clinic 5A, which is approximately 13% of the feedback survey sent.