Bringing The True KTV Experience To Our Patients

BACKGROUND
A popular fortnightly recreation for patients, the Karaoke sessions at Bright Vision Hospital seek to enhance their social interaction, as well as improve their cognitive and physical functions. This project focuses on a new and improved Karaoke touch screen system to bring about a whole new experience for our patients.

PROJECT AIMS
The aim is to create an excellent KTV experience and reduce waiting time in-between selected songs for our patients.
- Remove handling of disc and manual loading of song
- Enable seamless transition from one song to the next
- Offer greater song variety
- Increase in number of songs played during Karaoke session

ANALYSIS
Using the Cause and Effect analysis, 4 root causes have been identified to explain the issues of the previous karaoke system.

- Limited number of English and Malay songs
- songs
- Limitation in song genre
- No analog option (music only)
- Long loading time
- Video error
- Poor video and sound quality
- Manual search and insertion of CD into laptop
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- Set aside budget to purchase CD
- Rely on CD donation
- Labour intensive system
- Low attendance by other ethnic groups

SOLUTIONS
To source for commercial Karaoke system sponsorship as CE do not have the budget for purchase which can go up to several thousand dollars.

Source for sponsorship → Appeal email to Karaoke vendors

SUCCESS!
Thunderstone Pte. Ltd sponsorship

Old System
- Manual song search
- Limited song list
- Long loading time
- Poor video and sound quality
- Video error
- Labour intensive

New System
- Capacitive touch sensor
- Expanded song library
- Variety of languages
- User friendly interface
- Analog (music only) and Digital (music and singer sound) mode available

IMPACT
Comparison between the new and old system

- Songs Played (in numbers)
- Variety of Songs (in languages)
- Waiting Time (in seconds)
- Available Songs (in hundreds)

Old System vs New System

- The number of songs played in the 90-minute Karaoke session increased from 20 to 25.
- The variety of songs available expanded from mainly Mandarin songs and a handful of English and Malay songs to many more choices, including Korean, Japanese, Cantonese, Hokkien, and Indian songs.
- The waiting time in-between song reduced from 45 seconds to zero.
- The number of songs available increased from 906 to > 3,000.

SUSTAINABILITY AND SPREAD
With the new touch screen Karaoke system donated by our donors, the variety and genre of songs has greatly increased, giving our multi-ethnic patients more options to choose from.

The easy to use system interface has also shorten significantly the time taken to do a song search. The searching process can be easily undertaken by any of the staff or volunteers, thus eliminating the need for a fixed resource for manpower while catering to a larger demand of song requests from patients.

In the long run, the new Karaoke system’s efficiency and expansion of the song listing coupled with an already high patients’ interest will translate into greater participation and use of the system. We have also seen an increase in staff interest to borrow the system for their own recreational use.