

Introduction

At SGH Specialist Outpatient Clinics (SOC), changes in doctor availability and communication to patients on these changes are managed by a resource team consisting of Patient Service Associates (PSAs) who are trained in resource management in Outpatient Appointment System (OAS).

Resource forms are filled and signed by doctors, endorsed by their department heads as well as the clinic in-charge, before being passed to the resource team who make the changes.

They will need to contact the clinic:

- (1) If the change in clinic resource is made < 7 days to date of appointment
- (2) To check availability of clinic rooms for make-up sessions
- (3) To check availability of doctors for make-up sessions.

This leads to delays in processing time and at times, miscommunication takes place between the resource team and clinic staff.

The team thus decided to explore the feasibility of clinic staff being trained in resource management. It was hoped that through this initiative, the process for making appointment changes would be streamlined.

Achievements

Over 2.5 months, we have improved staff's competency on resource management in SOC P.

- Two staff are competent in the full resource management modules.
- 57% (4 out of 7 PSAs) of the team were trained in mail merge for sending letters to patients when there is a mass moving of the appointments.

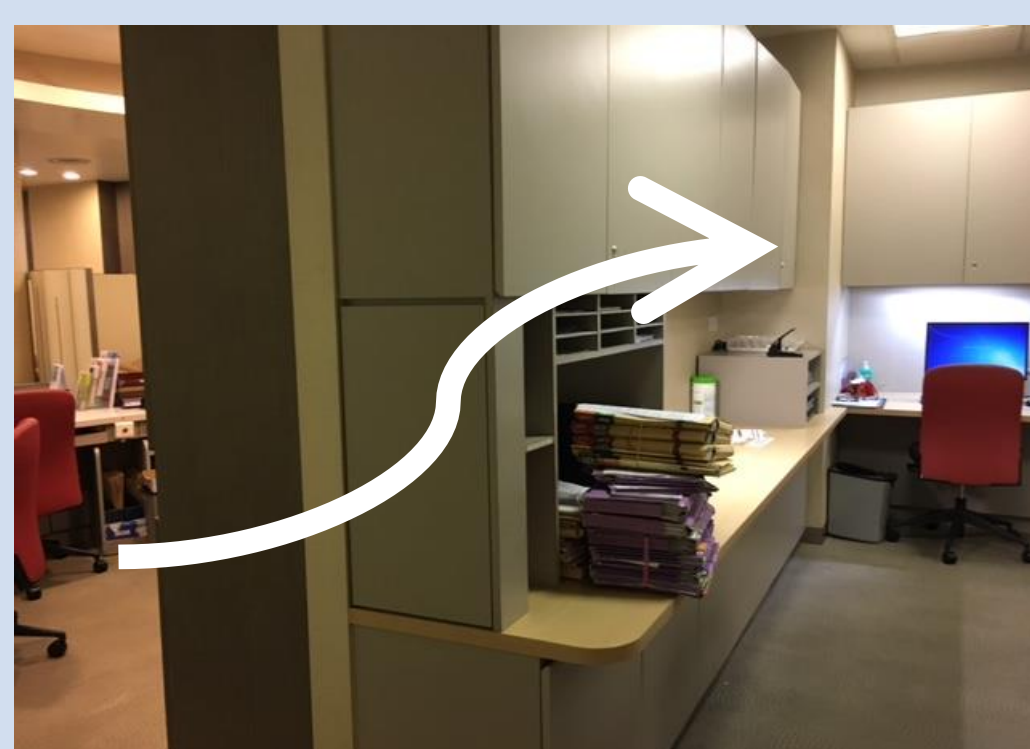
So far, **Zero** notable incident and patient complaint have arisen since the PSAs from SOC P started managing the Plastic resource in SOC P .

Resource Management Skillset of PSAs in Clinic P

No. of PSAE / PSA trained in Resource Module	Blocking resources	Creating new resource	Mail merge	Modifying existing resource
PSA 1	√	√	√	√
PSA 2	√	√	√	√
PSA 3			√	
PSA 4			√	

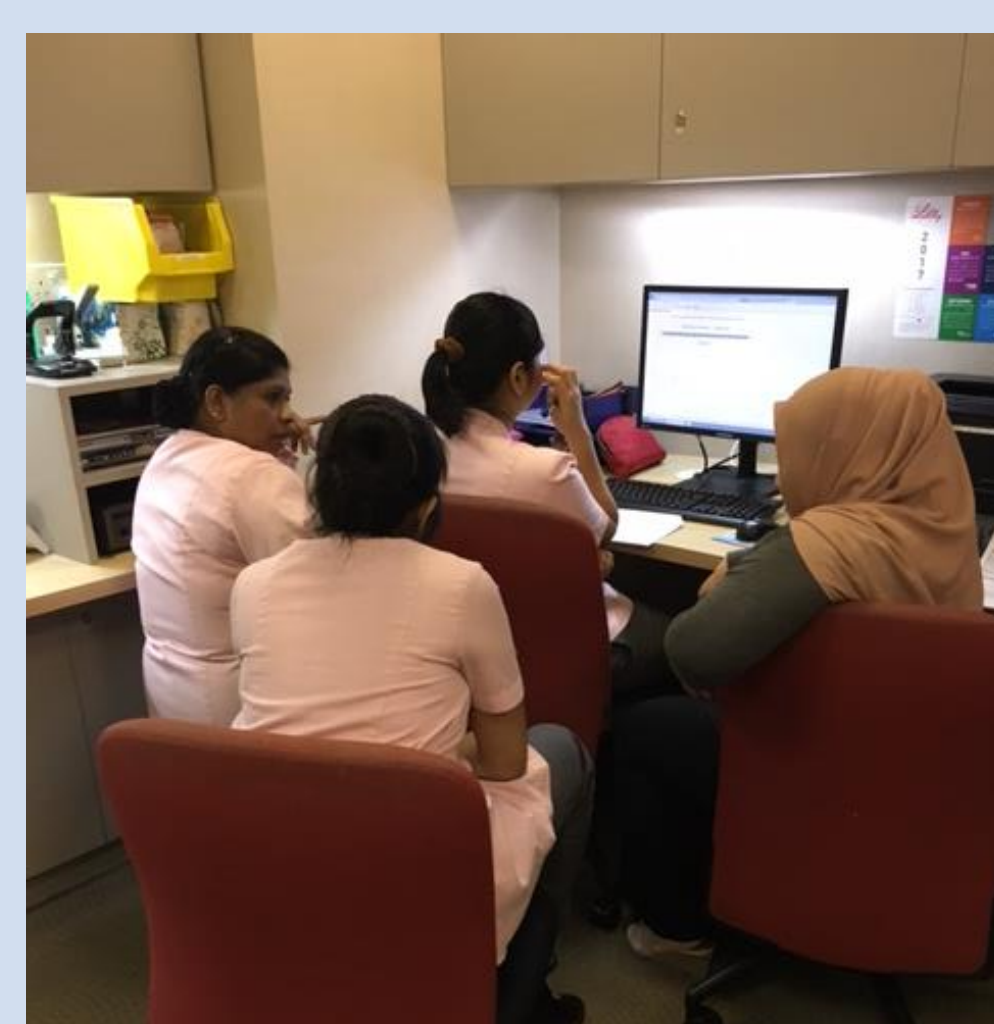
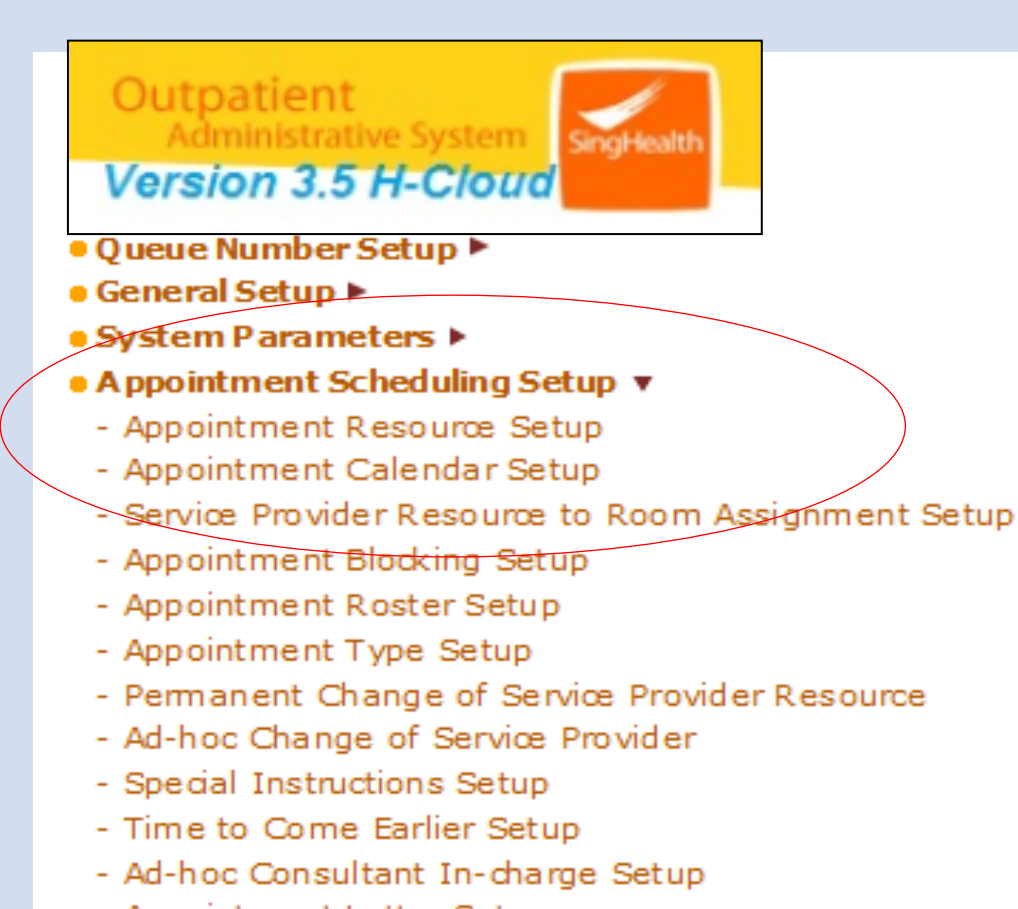
Methodology

1 Conducive back room for resource work



To achieve this initiative, we decided to use the back room at Clinic P to organise resource training sessions for P Clinic staff. PSAs at P Clinic are already competent in OAS appointment making and Microsoft Word & Excel, which facilitated the training process by the incumbent Resource Team for appointed staff.

2 OAS-competent PSAs



3 Resource coaching for SOC P PSAs from Resource Team

Conclusion

This initiative has achieved a few positive outcomes:

- Enhanced OAS skill-set for patient-facing PSAs
- Staff gain more confidence as they are familiar and competent with the resource management to assist patient and doctors on their appointments.
- This improves the processing time for all resource forms as a team of PSAs are trained in performing this role.
- Enhanced job satisfaction for the PSAs to be able to know more of the clinic processes.
- Promote coaching and sharing of knowledge between two departments, the clinic and the resource team and ensure continuity of skills set.