Realizing the full potential of Self Service Kiosk Transitioning from Implementation to Adoption

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Background
Self-service kiosk (SSK) has been in use in SingHealth Polyclinic for more than ten years for varying purpose. However, kiosk utilisation remains low in SingHealth Polyclinic Bedok. Concurrently, waiting time for registration, appointment making and payment remained long for many patients. In the face of current manpower challenges, we feel a need to revitalise the self-service kiosk and optimise its potential to support the delivery of care for our patients.

Aim
1. Increase the usage of self service kiosk at SHP-Bedok by 20%
2. Reduce the waiting time at registration to 4 minutes for 50th percentile
3. Reduce overall staff for registration, appointment and payment counter by 20%

Methodology

Factors that affects adoption
- Limited service option available at kiosk
- Staff prefers to assist patients as it clears the crowd faster
- Staff not knowledgeable about kiosk
- Patient’s inertia to change
- No incentive to use kiosk
- Kiosk not intuitive to patient for book appointment
- Limited kiosk visibility

Intervention
- Same day registration enabled at kiosk
- Changing staff mindset thro sharing of vision, objectives and goal setting
- Staff training
- Changing patient flow to incentivize the use of kiosk
- Reducing the number of counter staff. Counter staff redeployed at kiosk to assist patient
- Appointment booking slip that mirrors kiosk given to a patients to guide them at the kiosk
- Wall murals at kiosk location with user guide printed on mural

Results (3 months later from Dec 2016)
1) The usage of SSK for payment and appointment making has increased to 24%
2) 50% centile waiting time for registration is 4 mins and 95th centile is 20mins
3) Total counter staff has been reduced from previous 11 to current 9 (18%)

Conclusion
By breaking down the barriers that affect the adoption of kiosk usage, we are able to increase the utilization of SSK, better deployment of resources and improve patients’ experience by reducing patients waiting time.

We have been focusing on Implementation SSK in our clinic but did not identify issues or assist to breakdown the barriers for the Adoption of its use by our patients

Successful Implementation ≠ Successful Adoption