



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

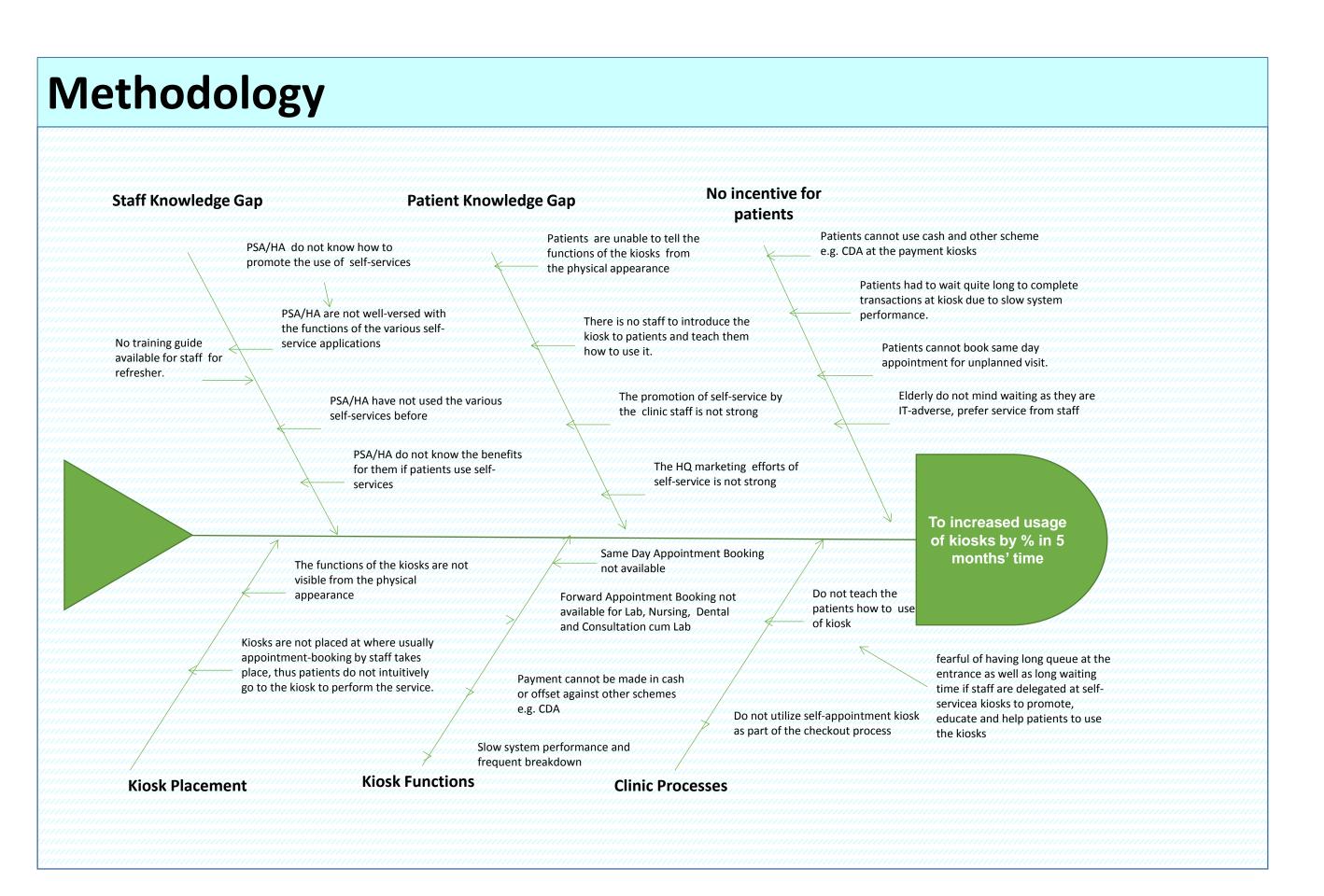
Daren Teo, Chong Kai Wei, Luna Lee, Dr Juliana Bahadin, SingHealth Polyclinic Bedok (SHP –Bedok)

Background

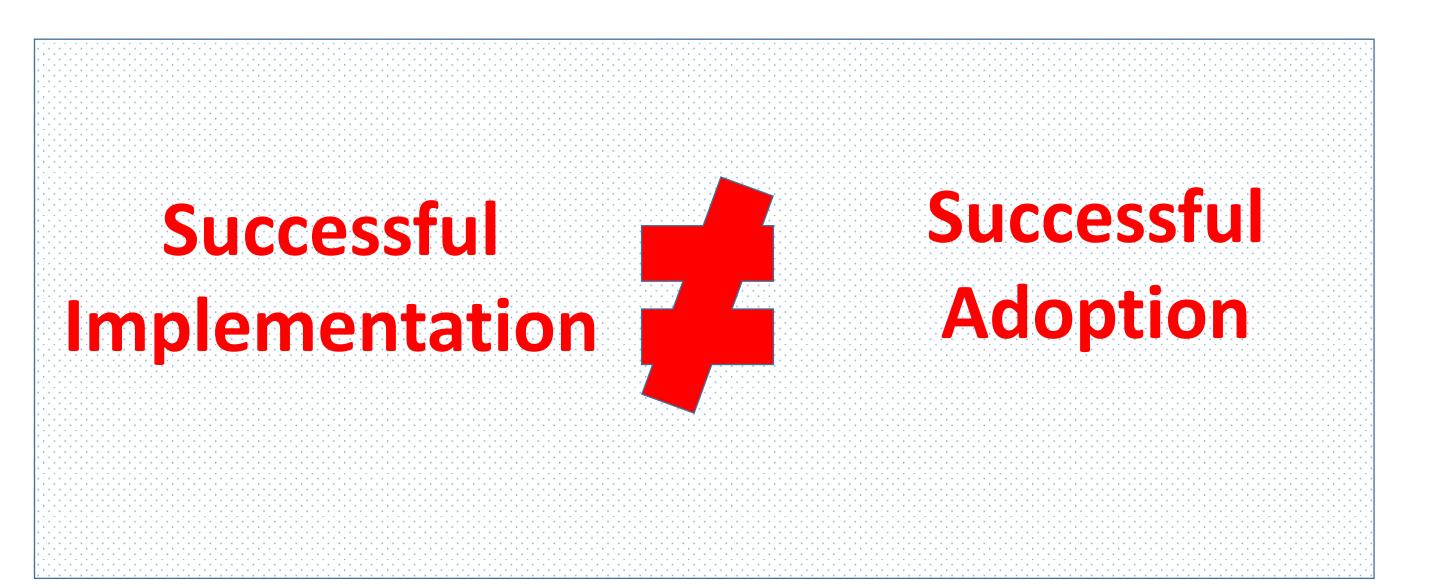
Self-service kiosk (SSK) has been in use in SingHealth Polyclinic for more than ten years for varying purpose. However, kiosk utilisation remains low in SingHealth Polyclinic Bedok. Concurrently, waiting time for registration, appointment making and payment remained long for many patients. In the face 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

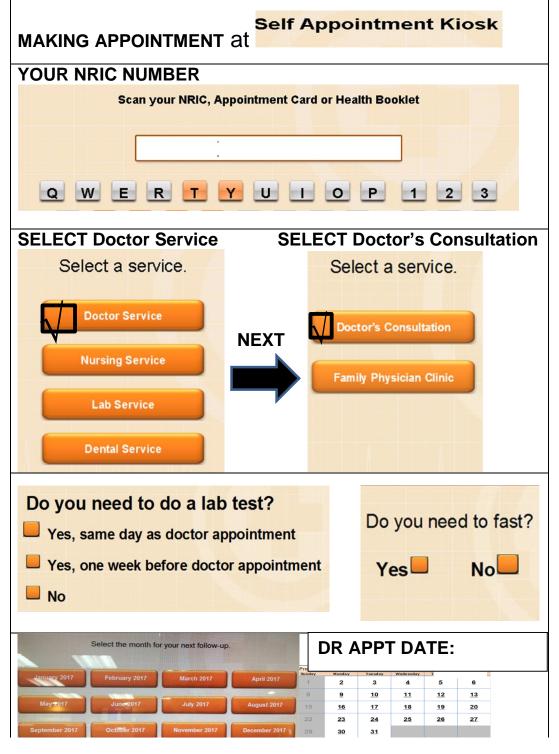
- 1. Increase the usage of self service kiosk at SHP-Bedok by 20%
- 2. Reduce the waiting time at registration to 4 minutes for 50th percentile
- 3. Reduce overall staffing for registration, appointment and payment counter by 20%



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



Factors that affects adoption	Intervention
Limited service option available at kiosk	Same day registration enabled at kiosk
Staff prefers to assist patients as it clears the crowd faster	Changing staff mindset thro sharing of vision, objectives and goal setting
Staff not knowledgeable about kiosk	Staff training
Patient 's inertia to change	Changing patient flow to incentivize the use of kiosk
No incentive to use kiosk	Reducing the number of counter staff. Counter staff redeployed at kiosk to assist patient
Kiosk not intuitive for patient to book appointment	Appointment booking slip that mirrors kiosk given to a patients to guide them at the kiosk
Limited kiosk visibility	Wall murals at kiosk location with user guide printed on mural





Changing Flow

Before

Yes Issue Queue

no

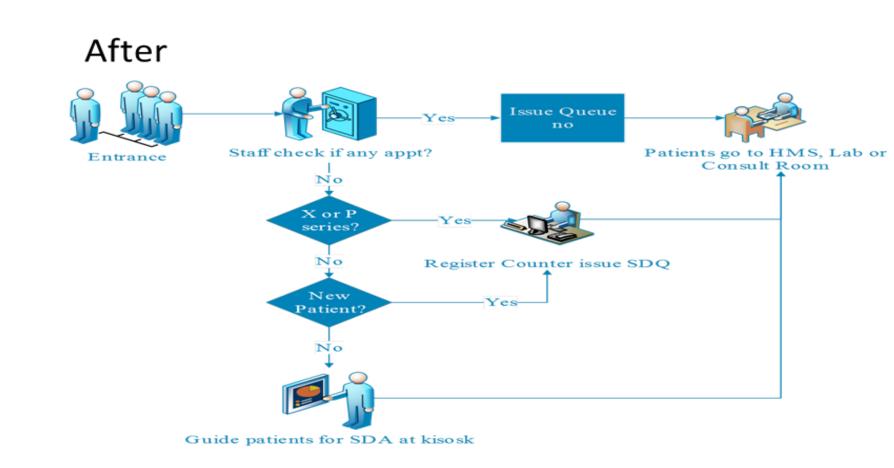
Patients go to HMS, Lab or

Consult Room

Issue Walk-In

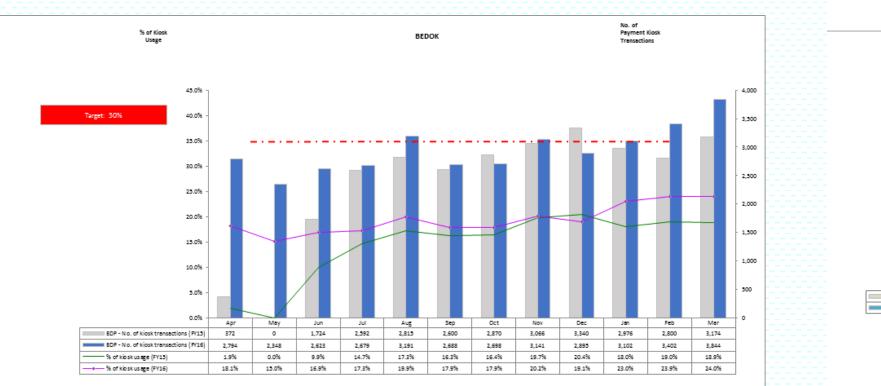
7000 or X Series

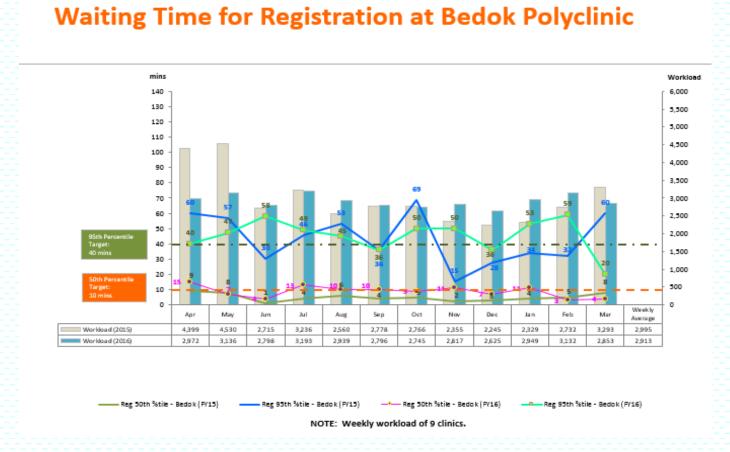
Register Counter issue SDQ



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 95% 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.