



REDESIGNING OF WORKFLOW TO REDUCE UNNECESSARY MOVEMENT FOR PATIENTS GETTING APPOINTMENT AT SINGHEALTH INSTITUTIONS

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Introduction

Patients who require to book appointment at other SingHealth Institutions would have to proceed to level 2 listing room. This has resulted in unnecessary movement for patients to travel from and exiting location to level 2 and additional touch point and wait time at level 2, as shown in Figure 1.

Objective



To redesign workflow to ensure patients who require appointments at SingHealth Institutions are booked by PSA at the same clinic level from 18% (median) to 75% (median) in 6 months.

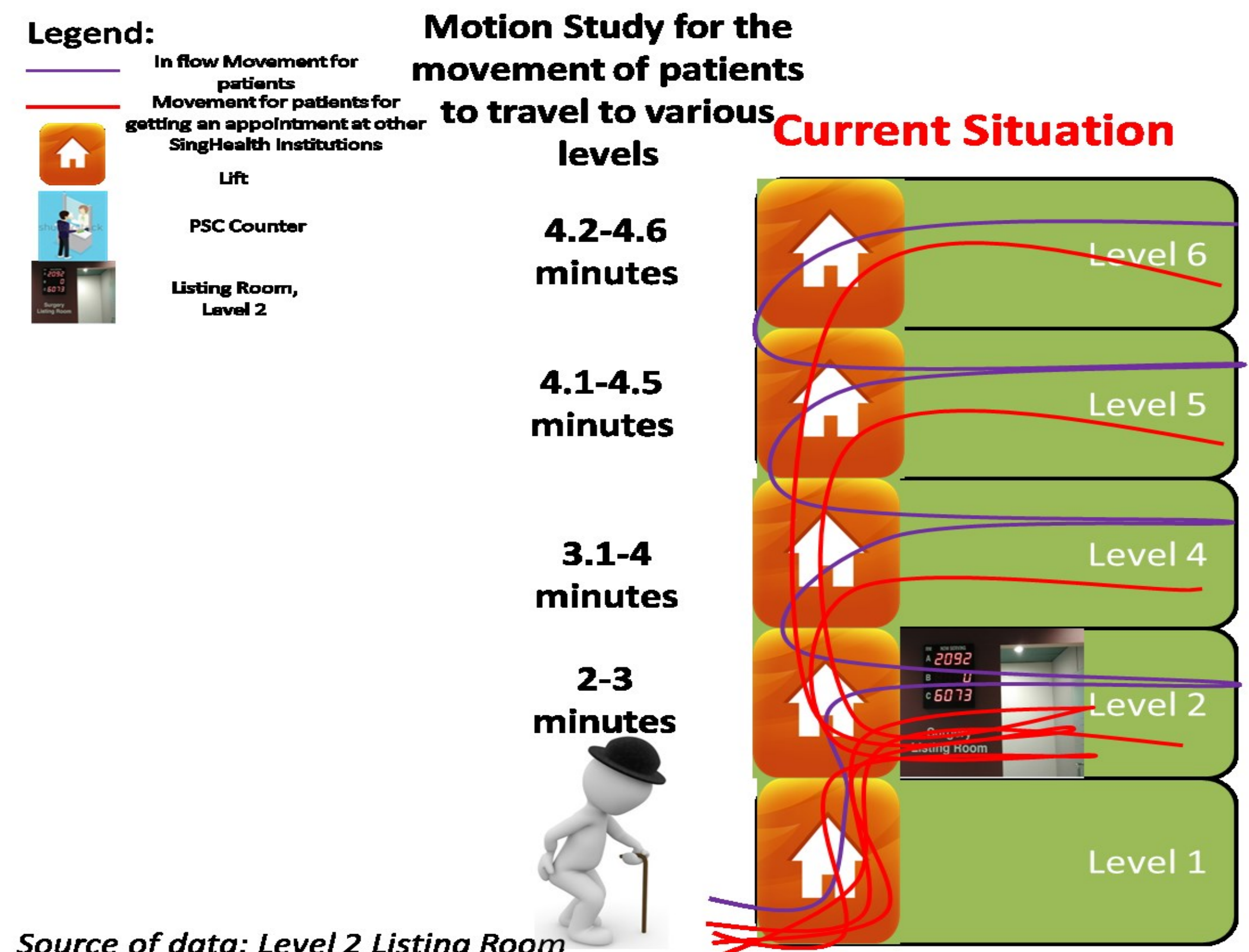


Figure 1

Root Cause Analysis

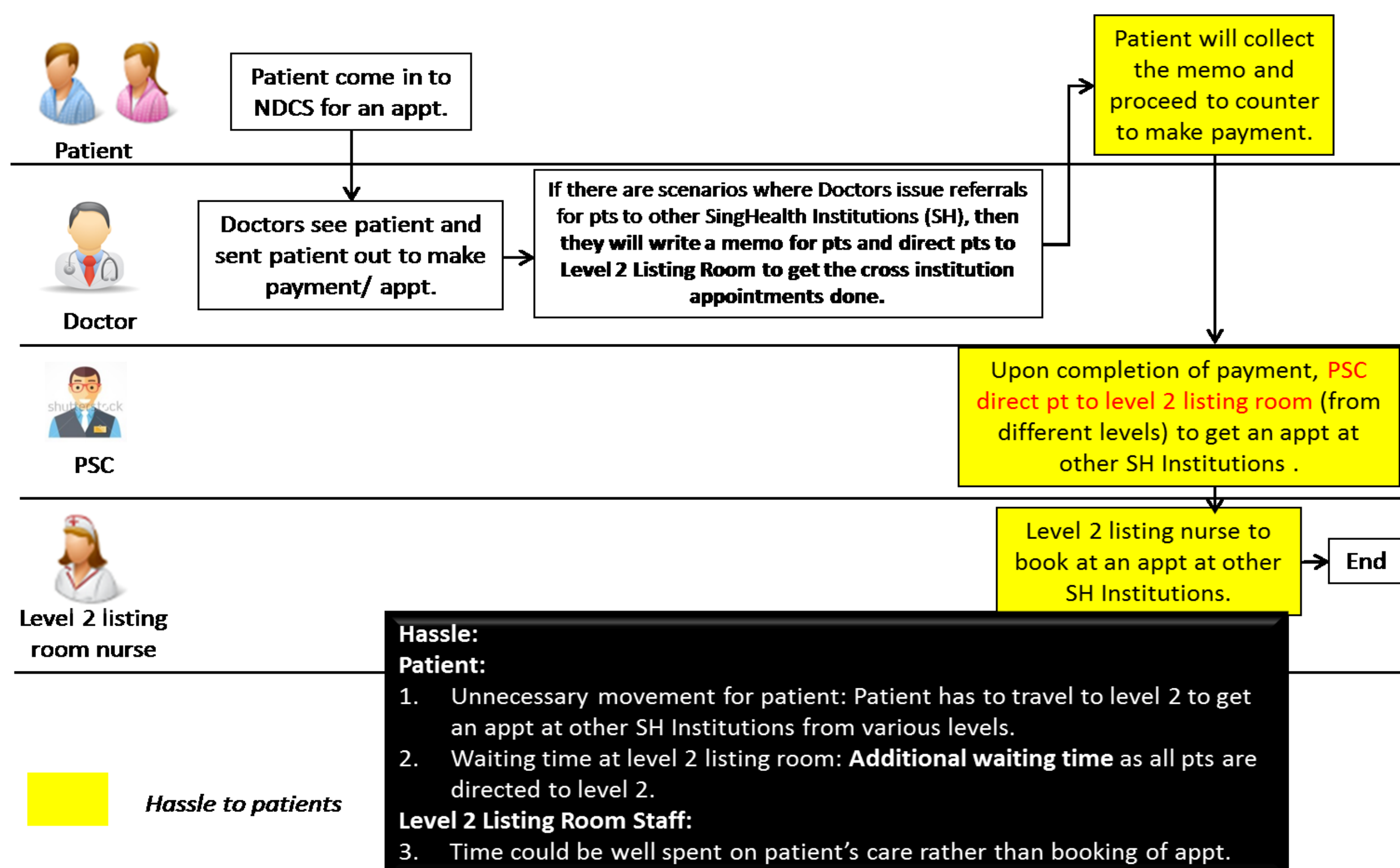


Figure 2

Redesigned Workflow

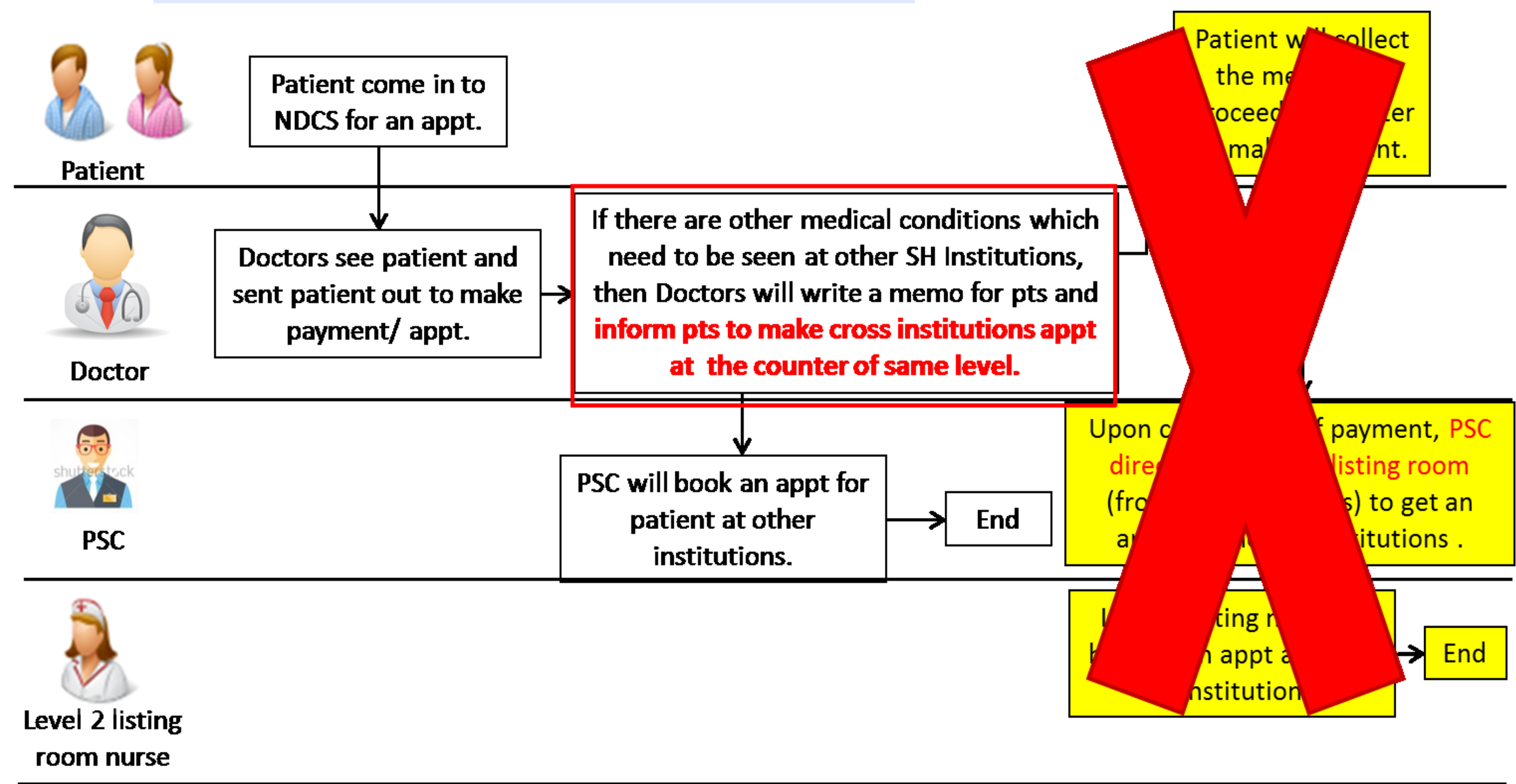


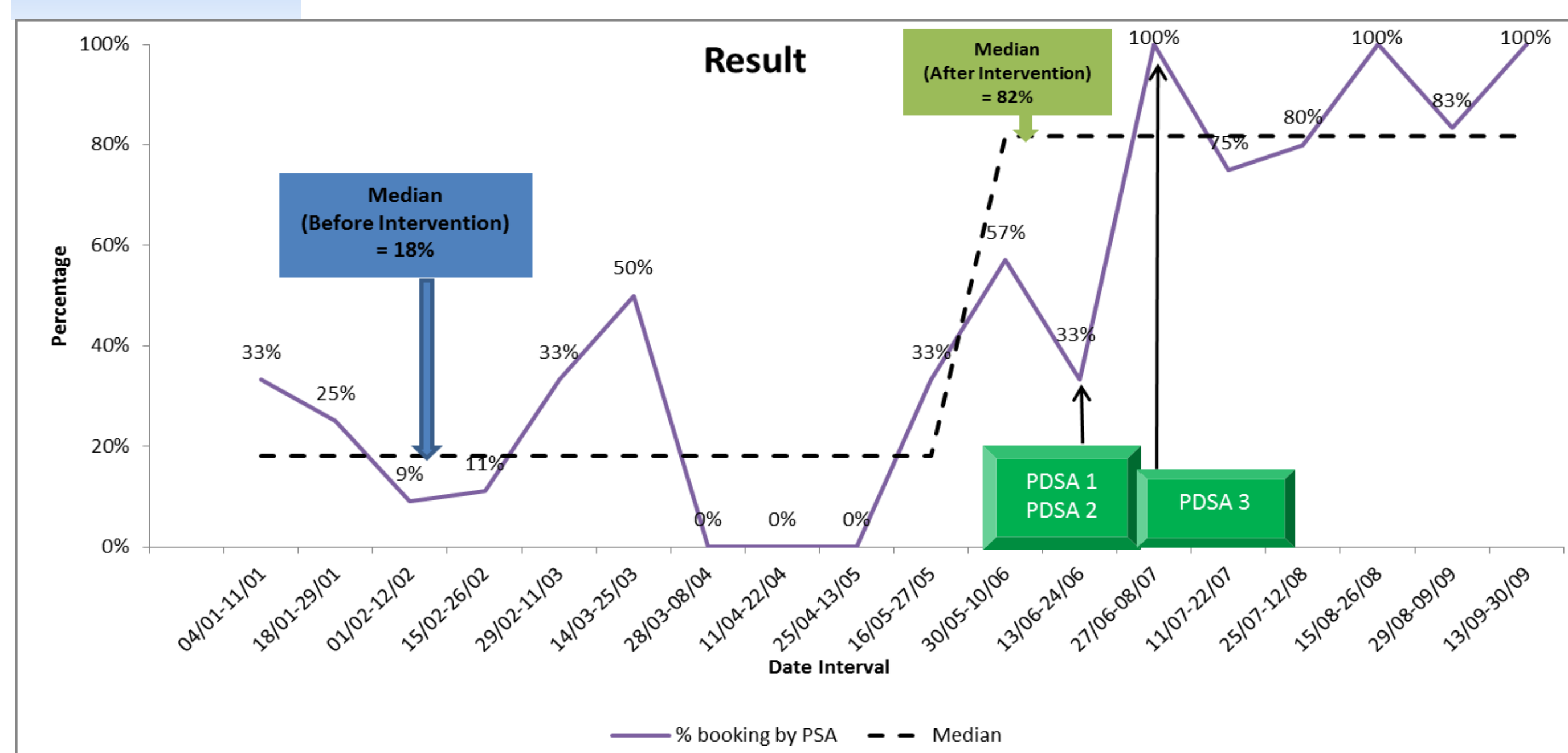
Figure 3

The team mapped out the current process and identified the hassles as shown in Figure 2 (highlighted in yellow boxes) and have redesigned the workflow in Figure 3 to eliminate the hassles and improve the efficiency to make it more patient centric.

Interventions

PDSA #	Intervention	Action Owner:	By when:	Status:
1	Training and Reinforcing the booking process for PSC/PSA.	Pui Ling	15 July 2016	Completed
2	PSA/PSC to get a copy of the memo and send the patients back first, while they booked the appointment. Patient will be informed via phone call and SMS from PSC/PSA once appointment has been booked.	Pui Ling, PSC/PSA	19 July 2016	Completed
3	Briefing done by Ops on the type of cases that could be booked by PSA in OMS dept mtg	Audra	21 July 2016	Completed
	Head, DOs was informed by Ops on the cross institutional booking initiative and disseminate to all DOs.	Audra	26 July 2016	Completed
	Briefing done by Ops on the type of cases that could be booked by PSA in RD mtg and DA/DSA and CC	Audra	27 July 2016	Completed
	However, If the referral is urgent, Doctors to indicate on the external referral memo that it is 'URGENT' so that the PSCs know that they are to book an earliest appointment for patient.	Audra	27 July 2016	Completed

Result



After interventions, the appointment booking done by PSA from same levels has increased to 82% and surpassed our target and time savings of 22-34.6 minutes saved per patient

Next Step:

- ✓ The interventions have been proven effective and the team is continuing to monitor the sustainability.
- ✓ Feedback from nurses in listing rooms have shown that there were fewer patients routed to them who required appointments at SingHealth Institutions.
- ✓ PSA will continue to perform booking at the same level for the convenience of the patient.
- ✓ As part of the sustainability, briefings will be conducted to the new staff (Clinicians, DAs and PSA/PSCs)