



**Singapore Healthcare
Management 2017**

Patient Experience

Improve number of Feedback Forms Received in SOC H (Orthopedics Clinic)

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Background

Why do we need Feedback Forms?

- 1) Feedbacks are essential to improve Patient Experience
- 2) To information that can be used to create better environment for the Patients; and working environment for the Staff
- 3) A platform for communication, for improvement of any gaps that were overlooked

OBJECTIVES:

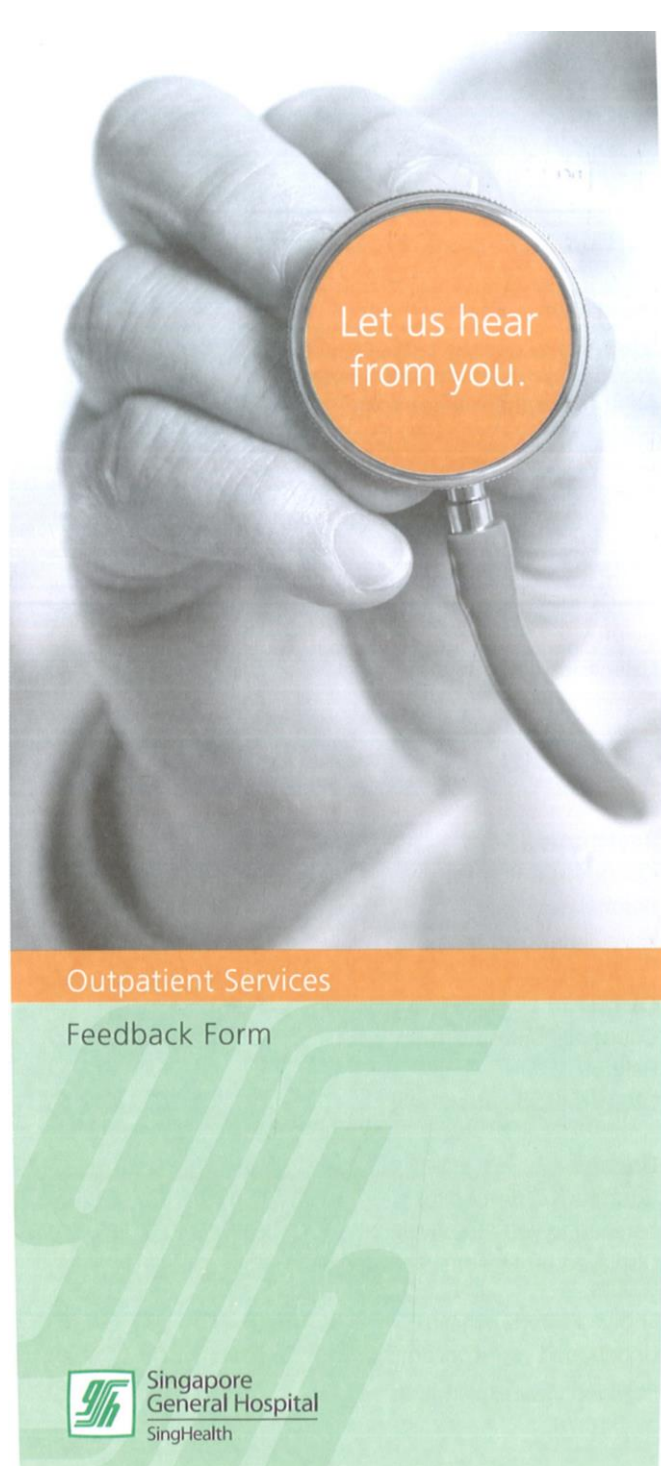
- 1) How can we collect more Feedback Forms?
- 2) What are the challenges/obstacles that Staff face when giving Feedback Forms?
- 3) How can we streamline the process for collecting Feedback Forms?

Methodology

Feedback and survey sessions were conducted to understand why staff were not able to give/receive more feedback forms. Staffs were explained of the importance of collecting feedbacks forms.

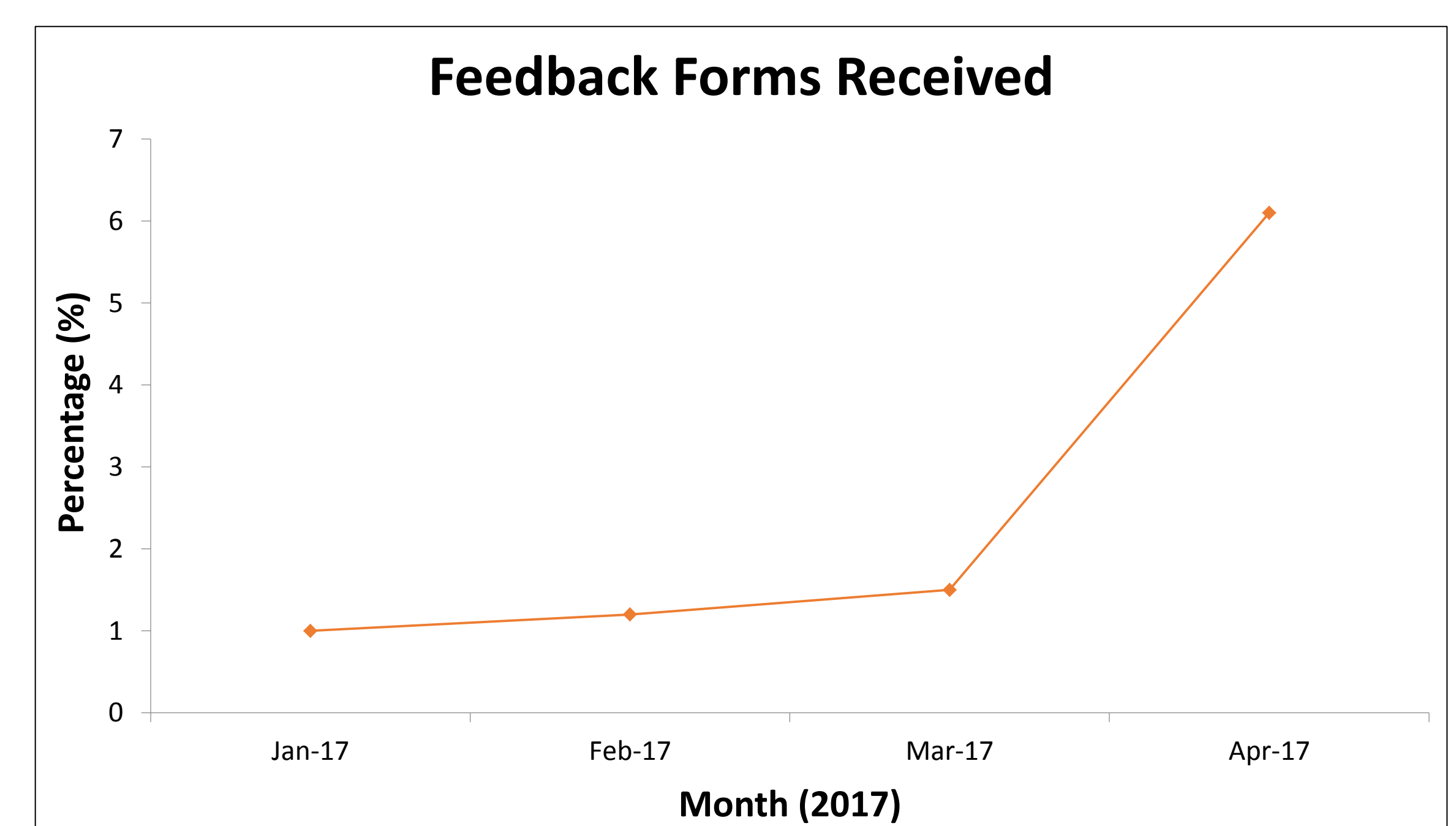
Feedback, review and sharing sessions were conducted during roll calls for the staff to share their experience with one another.

“Chief Feedback Officers” (CFO) from were identified to guide their peers. They are also tasked to collect the Feedback Forms at end of the day.



Results

- Number of feedbacks forms received increased to 6.1%
- Positive feedbacks from patients encouraged staff (to boost morale)
- Foster teamwork in the Clinic
- Suggestive feedbacks given can helped to improve services



Conclusion

Weekly 10 minutes update with “CFO” to keep track of the progress that will be shared during roll calls regarding the Feedback Forms Received. In the process of helping each other, staff could foster teamwork and are able to share with one another their experiences or obstacles that they had encountered. This is especially helpful for staff that are not able to receive as many feedback forms as their peers. Staff take the effort to help improve the clinic’s performance, and this is also good way to build a good team.

This new workflow potentially improves the number of feedback forms received in SOC H. These feedbacks could surface problems that were in hindsight from the operations team so that the clinic can improve processes through suggestive feedbacks received. Suggestions for improvements such as phone charging stations, self-payment kiosk were mentioned by SOC H patients.

Besides improvement for Patient Experience, these Feedback Forms received also included Staff that were complimented for their good service. This could boost staffs’ morale as they effort were recognised.