

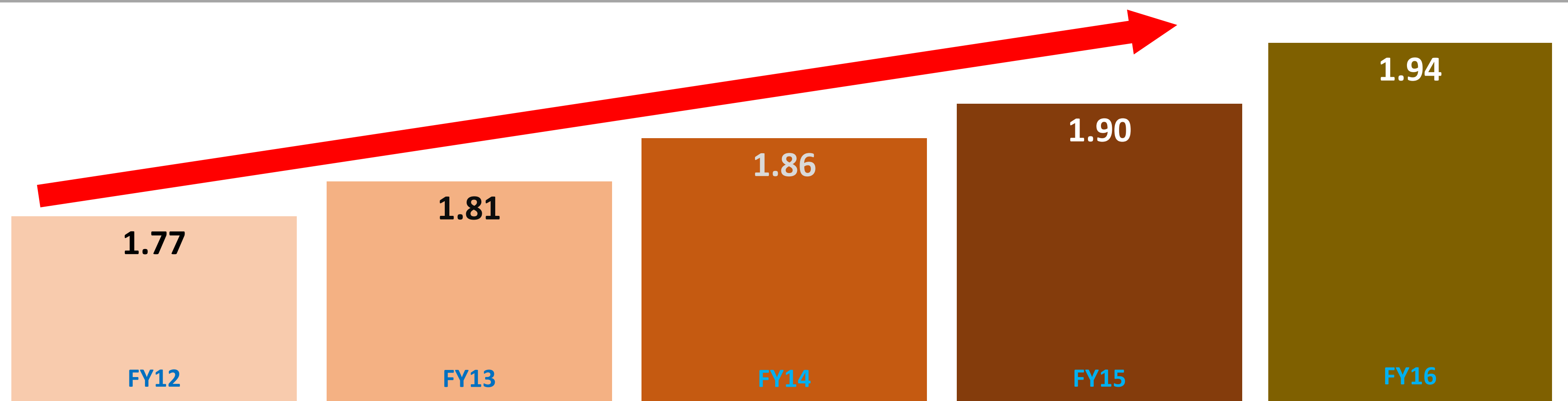


Singapore Healthcare Management 2017

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## Collation of Specialize Operational Workbooks for Significant Hospital Emergency Events within Specialist Outpatient Clinics (Emergency Preparedness, Disease Outbreak Management and Corporate Risk and Business Continuity Management)

### 1 SOC's Growth



- In 2015, the SingHealth Specialist Outpatient Clinic (SOC) Task Force, conducted a crucial survey at several key institutions. Concurrently, a staff survey was undertaken to establish staff views, calibrate perceptions and manage key expectations.
- Results indicated that **SOC Attendances** would continue to rise on an average of about 4-5 per cent annually. This build-up is expected to overwhelm, pressurized ground resources; and impact the way we facilitate our deliveries.
- Staff also expressed that their learning curve and ability to execute duties including responsibilities in a confident and strategic manner are challenged by the amount of information that they need to configure and collate together at any one time; coupled too, with rising Patients' expectations.



Subsequent to 2015's survey findings, the multi cum cross-institutional SOC Task Force workgroup successfully delivered on the wish-list of our patients, by facilitating a host of requests with provisions in ...

- ✓ Free Wi-Fi & Improved Magazine Collaterals for pleasure reading
- ✓ Updated TV Programmes with revision every 6 months to improve entertainment
- ✓ Provision of a standardized Pre-Visit Info Guide with links to Appointment Confirmation and Reminder SMSes to reduce anxiety and manage no-show
- ✓ Introduction of Mobile Registration via *Health Buddy* app beginning 2017 reducing wait-time for registration, offer LIVE queue watch and provide overview of SOC Journey



View your SOC Journey here!

### 2 Voices from the Heart



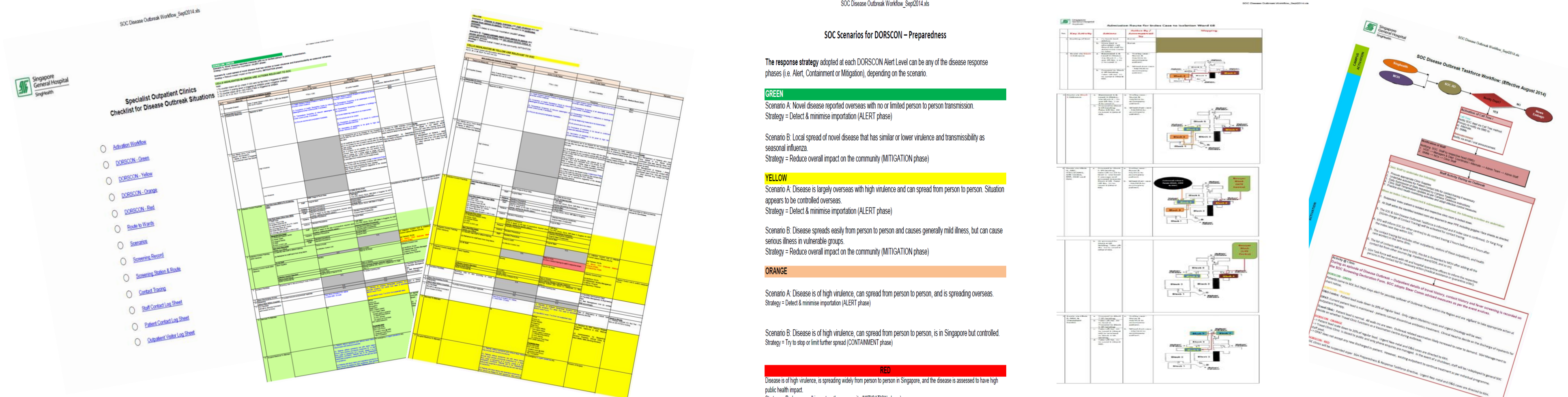
- Government agencies have warned and recognised the multi-dimension threats our shores faces today. As such, the burden of having public servants ready for expected civil emergencies is crucial and imminent.
- One of Staff's expressed key reservation is difficulty in remembering where to access the many emergencies workflows, resources and information for the different Emergency situations:

- ✓ Who is expecting me to share this information?
- ✓ What information must I know?
- ✓ Where can I get the information from?
- ✓ How can I ensure that the information I have is relevant and accurate?
- ✓ When will be an appropriate time to reference it?
- ✓ Why is it important to have it right?

### 3 Methods of Old

- Isolated files of information locked away on someone's isolated desktop
- Frequent additional changes to workflow due to situational evolution
- Difficulty and struggle to remember the many different workflows respective to the different situational management in Emergency Preparedness.

### 4 Access with Confidence



- Design and conceptualized specific workbooks featuring specific operations of different Emergency Preparedness situations.
- Each workbooks configures the different elements of resources, workflows, work-areas and action sought of each activity role.
- It also highlights crucial and comprehensive information expressed in clear and simple language that helps to **prioritise efforts, focus the respective roles** of each participant.
- It executes the role of a **silent motivator** to everyone involved and becomes a transparent of armour of confidence to staff and to patients as they witness the smooth execution of roles undertaken by each staff.
- The respective types of workbooks are simple, cost-effective tools that leverages on pooling critical information at a glance and augmenting content, that directs poignant reference to them at appropriate times.

### Conclusion

- Comprehensive patient and staff reviews prioritise efforts, focus and motivates everyone.
- Patients appreciate and are confident of civil urgent operation management; after observing acute actions undertaken to address expressed concerns. It also enables them to become more tolerable of unforeseen short-comings and with the limitations, inadvertently becoming more accommodative.
- Staff confidence is boosted and emergency management of the situation is engaged and executed with a high level of patient safety delivered.