

Improving Patient Experience at Pharmacy in Changi General Hospital

Sharifah Wardah ^a, Charlene Ong ^a, Willyn Leow ^a, Wong Hai Hong ^a,
Lin Leqi ^b, Winnie Chew ^b, Allan Koa ^b, Kelvin Tham ^c, Garry Semeniano ^c, Debbie Wild ^c

^a Pharmacy, ^b Office of Patient Experience & Engagement (PXE), ^c Office of Improvement Science (OIS)

Introduction

In the MOH Patient Satisfaction Survey (MPSS) conducted in 2015, the average score of patient satisfaction on waiting time for medication in pharmacies was 61.1%.

Aim

It was subsequently identified by Senior Leaders as a strategic area for improvement with the aim of achieving 80% or more patient satisfaction level.

Methodology

The project team reviewed patient feedback and compared against data on actual waiting time for medication and patient's time spent in clinic and pharmacy. It was deduced that the long waiting duration spent in clinic, and not the actual waiting time for medication, could be the underlying cause of patients' dissatisfaction.

Findings from observation studies and feedback from staff were consolidated and the following opportunities for improvement were identified:

- Reducing patient's perception of long waiting time in pharmacy
- Improving their experience and comfort in pharmacy

The measure for success is defined as:

- Patient/Care-giver satisfaction level with waiting time and service quality

The following changes were made:

- Patients were given cross-word puzzles to play while waiting.
- Retail wagons near the central waiting area in the pharmacies were cleared to create space for additional seats and cater to wheel-chair bound patients. In addition, more seats and displays for queue number were placed outside the pharmacies.
- Retail promoters to avoid doing stock checks during peak hours.



Fig 1. Before: Patients standing at Pharmacy A central waiting area.



Fig 2. After: More seats available in Pharmacy A after clearing retail wagons

Result

Pending further review of patient satisfaction scores from Internal Patient Satisfaction Survey (IPSS) in August 2017.

Conclusion

The team learned to see things from patients' perspectives and the changes made in this project were centered towards improving their overall experiences.