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## Improving Service Quality at Rehabilitation Counter by Reducing Payment Waiting Time for Patients

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### Introduction

KKH Rehabilitation Centre had to address the issue of long waiting time to make payment as at least 66% of patients waited more than 10 minutes to make their payment at the counter. The underlying root cause leading to long service time at the counter were: 1) unclear indication of therapist's availability and, 2) no visual reminder to transfer patient's queue number to the counter after every session. Hence, measures were taken to reduce the waiting time and service time at the payment counter which improved the service rendered at the centre.

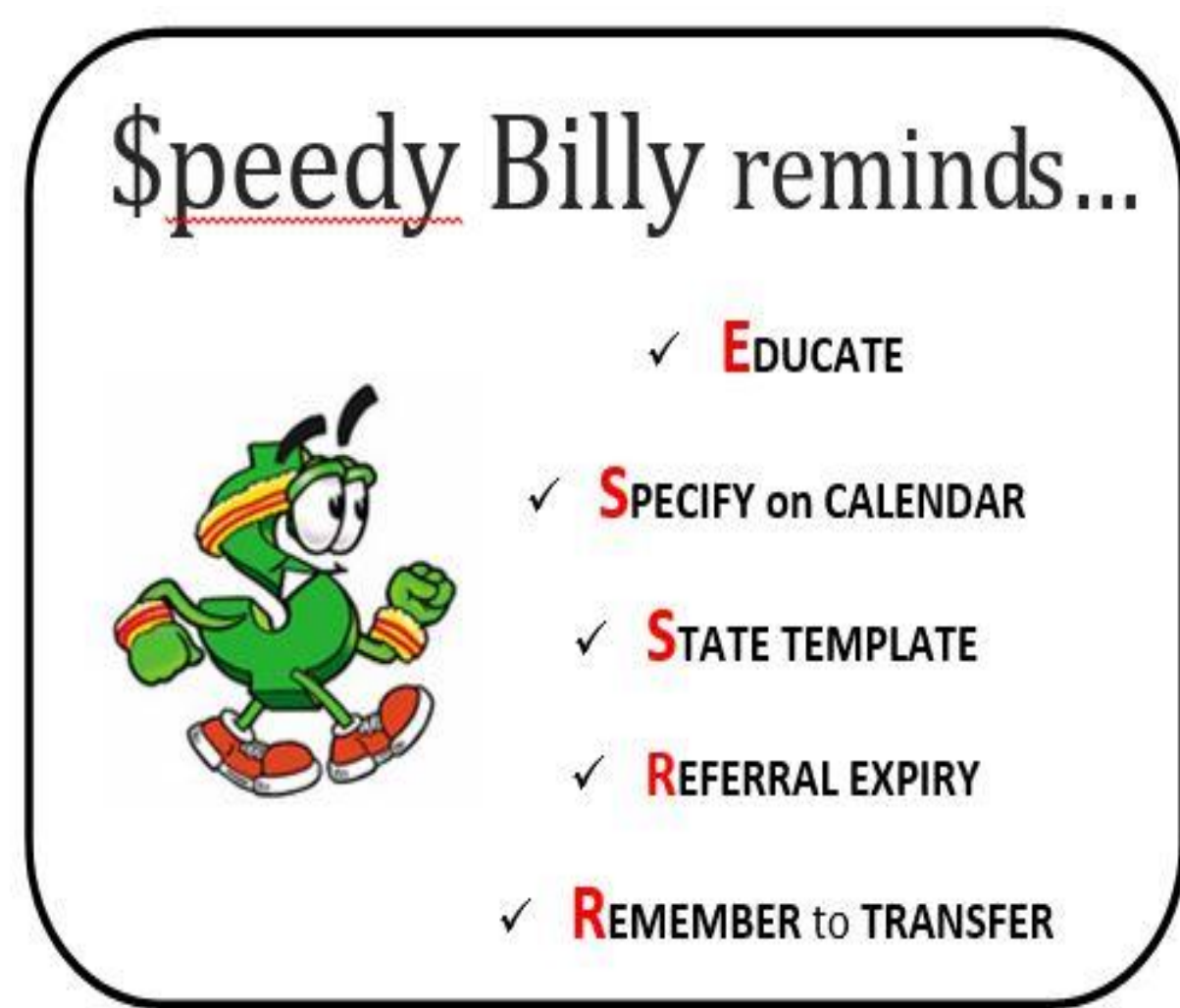
### Aim

The aim of the project is to have 80% (current 66%) of patients waiting less than 10 minutes to make payment at KKH Rehabilitation Counter.

### Methodology and Solution

#### Pre-Data: Identifying root causes

- Focus group with counter staffs
- Analysing Data (Evantek system)
- Customer Feedbacks
- Discussion with stakeholders
- Auditing Q-slips
- SQ Walkabout



Visual reminder for therapists that was pasted at each computer.



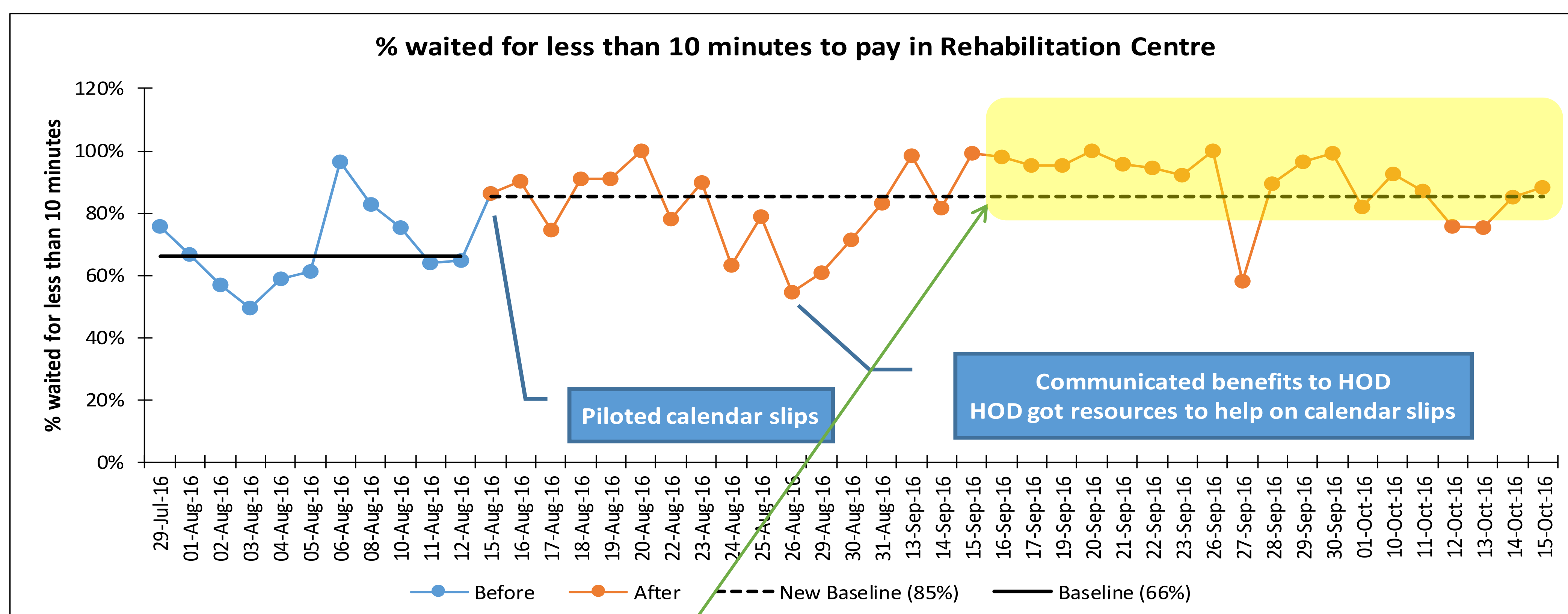
Modified calendar slip to indicate therapist's availability.

#### Post-Data: Analysis

- Analysing Data (Evantek system)
- Customer Feedbacks
- Auditing Q-slips
- Therapist's Feedbacks

#### Solution Implementation

### Results



85% of patients waited for less than 10 minutes to pay (new baseline)

#### Qualitative Feedback

- Patients were happy to know their therapist's availability as it was easier to plan their schedule.
- Smoother workflow at counter.
- Improved written communication between therapist and counter staff.

### Conclusion

Solutions to reduce the percentage of patients in Rehabilitation Centre waiting for less than 10 minutes to make payment from 66% to 85% were noted to be effective and sustainable for a period of 3-4 months.