

OBJECTIVE

The Automated Visitor Management System (Similar to TTSH and SGH) was implemented in CGH in 2012, in order to limit the number for visitors in the ward so that the ward is not overloaded nor too noisy for patient's peace of mind.

However, this project requires the visitor to register on a daily basis and it translate to daily Queuing up.

This project aims to improve the visitor and patients' experience by implementing auto registration system which eliminates "waste " in the form of time and effort to Q up on a daily basis.

METHODOLOGY

Both Patients' and Visitors feedbacks were studied in detail to identify issues with the above mentioned problem.

Pre & Post Survey was carried out to study the implementation success of the experience.

IMPLEMENTATION



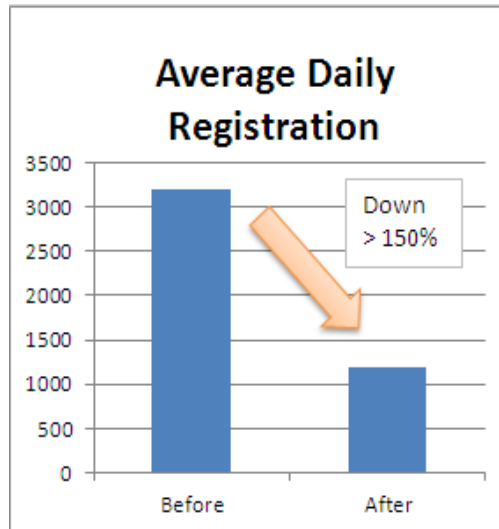
A "frequent flyer program" approached was used to implement this project.

It was a simple act of auto-register all visitors of patients until the patient is discharge. Ie, Visitor need to register ONCE for the patient he/she is visiting for this single episode.

Each visitor is required to Q on an average of 10-12 mins daily to register to visit a patient.

At the visitor registration counter, the agents handles an average volume of 3200-3400 daily or about 600 visitors/hr (based on visitation hours of 12-2pm and 5-9pm)

RESULTS



With the auto register system in place, the IT system backend have to handle a higher load, but with an average stay of 5-7 days for most patients, the database and the load on the IT equipment was minimal because the auto register is done during the lull period of the server. (ie Midnight)

However, the impact to the Q at the counter drops drastically to an average of 1200 with this new implementation.

Survey Results

S/No	DESCRIPTION	RATING				Average	Weighted
		POOR=1	FAIR=2	GOOD=3	V. GOOD=4		
Old VTS System							
1	Convenient	9	18	38	7	2.60	65
2	Easy to Use	7	18	37	9	2.68	67
3	Time Required for Registration Process	6	24	34	8	2.61	65
New AVMS System							
1	Convenient	1	11	35	25	3.17	79
2	Easy to Use	1	11	38	22	3.13	78
3	Time Required for Registration Process	2	10	39	21	3.10	77

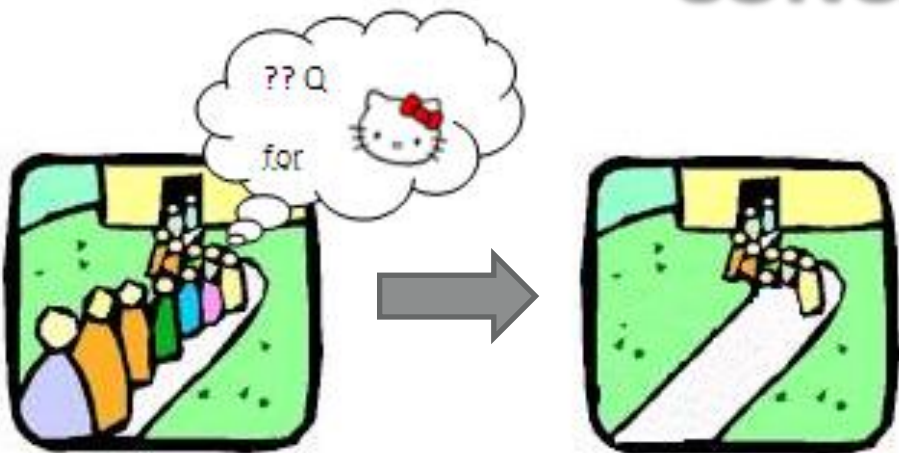
n = 78
Margin of Error/Variance = 10.92%
Confidence Level = 95%
Population Size = 3000

A survey was also carried out with the visitors using the method of "one time registration per episode" and they love it !!!

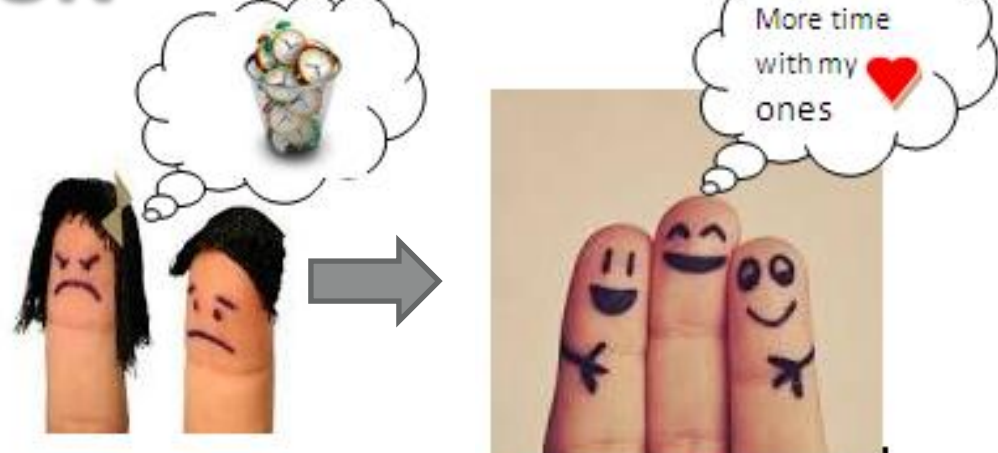
On the average, the improvement was by a vast 19% for all 3 areas that were surveyed.

A visitor who visits his/her love one daily would save an average of **12** mins daily or almost **an hour** if the patient is admitted for 5 days (average length of stay for most patient is 5-7 days)

CONCLUSION



Shorter Queues because only 1st timers need to register



Visitors have more time with their love ones