



IMPROVED TURNAROUND TIME FOR AD HOC TRACING OF CASENOTES USING E-MESSAGING SYSTEM

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INTRODUCTION

E-messaging is an in-house developed communication system, integrated with the OAS (Outpatient Administrative System) for processing Outpatient appointment, registration and billing.

OBJECTIVE

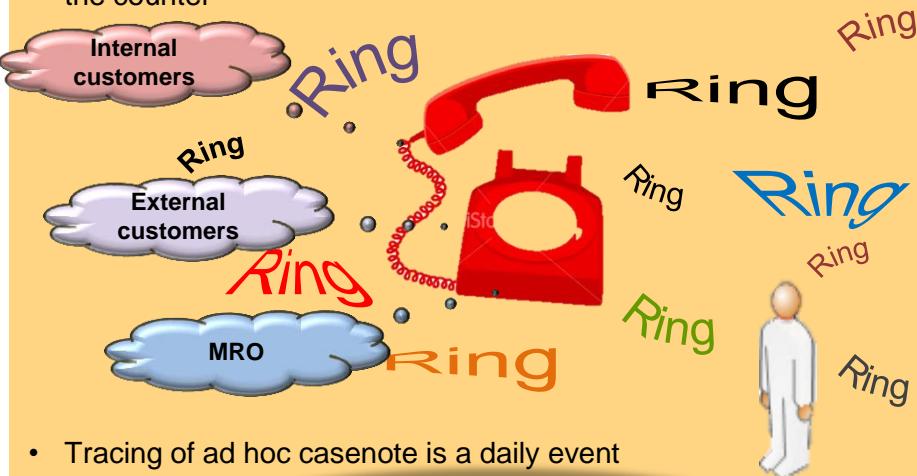
The objective of this project was to utilize an in-house communication system named 'E-messaging' system to create a seamless flow in the ad hoc tracing of casenotes for force-in consultation appointment. The outcomes were to:

1. set-up a communication system which brings visibility of the casenotes retrieval process to the users
2. reduce unnecessary paper work
3. reduce unnecessary phone calls
4. improve traceability of the process
5. save time of the front counter staff and nurses.

PROBLEM

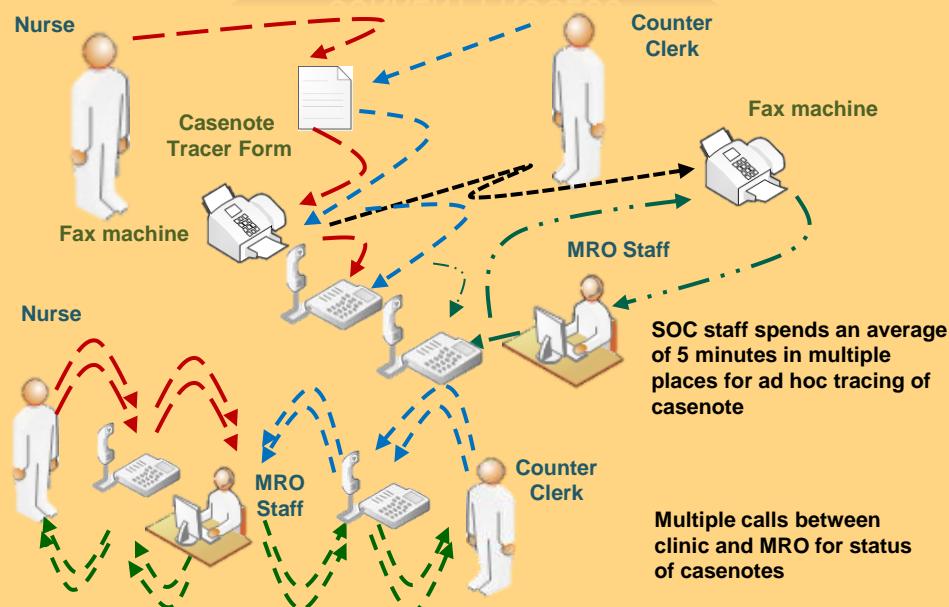
Problem identified at the front counter:

- Too many phone calls interruptions impeding the operational flow of the counter



- Tracing of ad hoc casenote is a daily event

CURRENT PROCESS



METHODOLOGY



The E-messaging system was configured by NCCS IT Team to meet users' requirement. The solution was deployed on 29 January 2014. Training was conducted for all front counter and nursing staff.

The solution was implemented in 2 phases: Clinic A, B, C and D in phase 1 and Clinic E in phase 2. Pre and post implementation data were collected.

RESULTS

1. Time saved on Paper Work

4 Clinics (average 8 ad hoc tracing per clinic)
Per day = 40 minutes
Per month (23 days) = 920 minutes
Per year (12 months) = 11,040 minutes
4 Clinics = 44,160 minutes = 736 hours

Clinic E (average 5 ad hoc tracing)
Per day = 25 minutes
Per month (23 days) = 575 mins
Per year (12 months) = 6,900 mins = 115 hours

Time saved for 5 clinics

851 hours

2. Time saved on phone calls

Per clinic
Average time for 3 calls per day = 30 mins
Per month (23 days) = 690 mins
Per year (12 months) = 8,280 mins

690 hours

3. Increased patients' satisfaction on Promptness in Service (excellent)

Before implementation

Target %	FY2010				FY2011				FY 2012
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
50	39	43	36	58	46	36	39	37	35

After implementation

Target %	FY 2014	
	Q1	Q2
50	59.3	59.8

CONCLUSION

The utilisation of the E-messaging system to manage the process of tracing ad hoc casenote has made the process seamless and efficient. Missing tracer has also been eliminated. By reducing phone calls and paperwork, it allowed the front counter staff and nurses to focus on their core duties including spending more time on patients' related issues.