

# Reduce Counseling Time Spent by KKIVF Nurses Per Day

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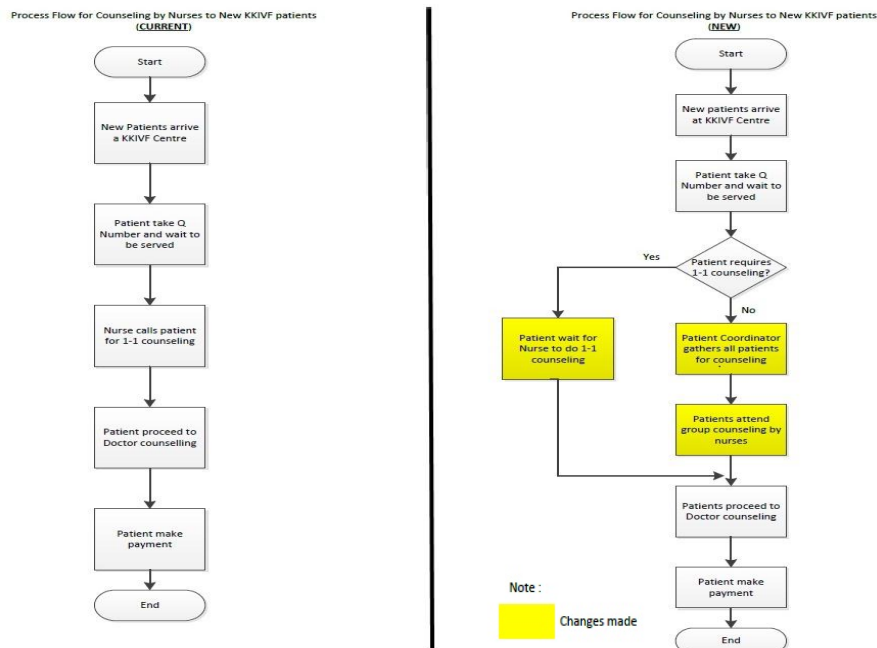
## INTRODUCTION

As part of our continuous commitment to enhance patients' care and experience, our team has taken on the project to improve the long waiting time in KKH IVF Centre (KKIVF). We have identified unscheduled nurse counseling session to be the main contributing factor of the long waiting time as sessions are conducted in 'a couple at a time' basis. As such, couples who are waiting in the queue would have to wait for at least 30 minutes. Furthermore, counseling materials were not standardized with nurses conducting the counseling sessions in their own approach. These practices have resulted in both patients' and staffs' dissatisfaction.

## OBJECTIVE

Redesigning of KKIVF nurse counseling process to reduce waiting time for patients and increase stakeholders' satisfaction.

## METHODOLOGY

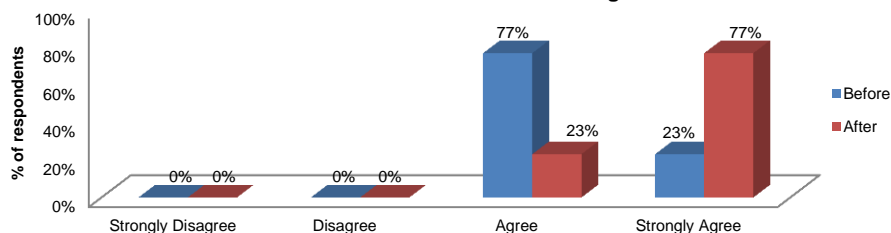


- P.D.S.A is the key method for the study, data collection and testing
- Change concepts allowed us to identify the gaps in processes for improvement
- Video presentation with voice-over was created to standardize the counseling materials
- Common FAQs with answer have been created to increase staffs confidence
- 4-point Likert scale survey was conducted on 26 patients and 12 staffs on the new counseling materials and methods (from 1 to 1 to group counseling) to check for improvement

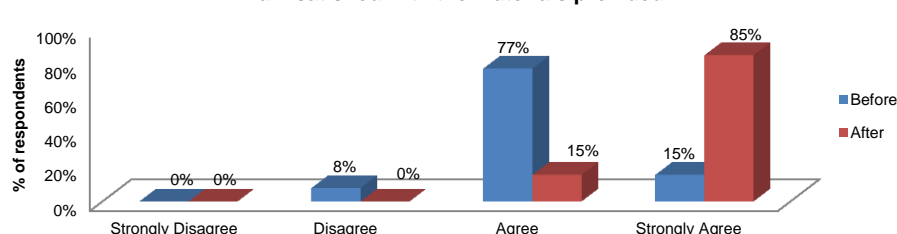
## RESULTS

### Patients' Satisfaction Rating

**I am satisfied with the current counseling method**

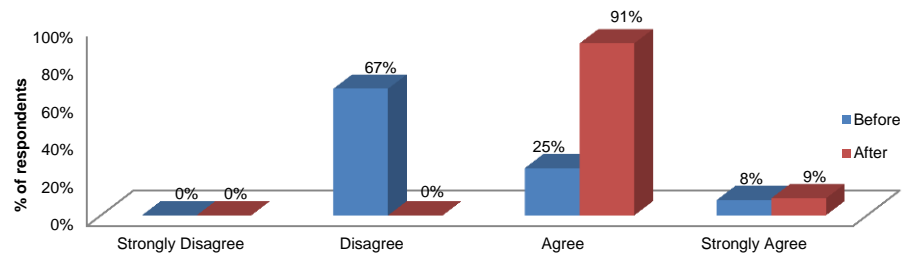


**I am satisfied with the materials provided**

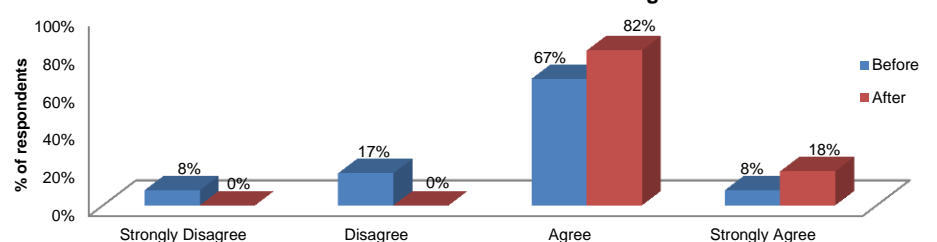


### Nurses' Satisfaction Rating

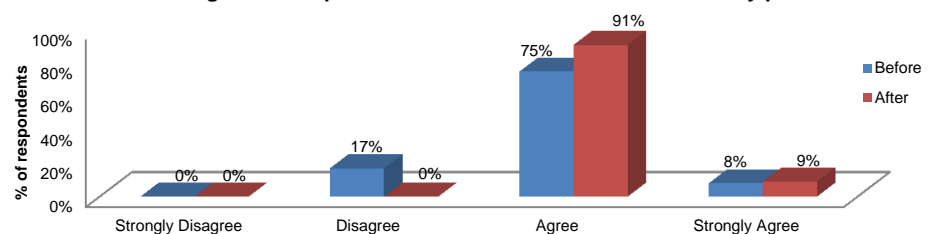
**I am satisfied with the current counseling workload**



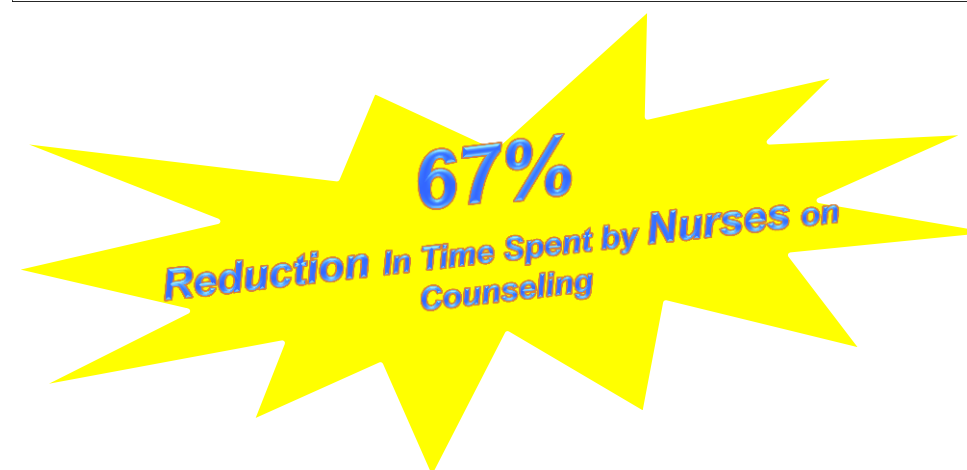
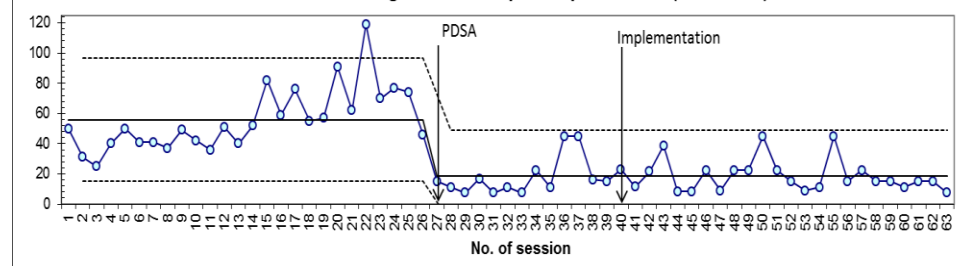
**I am satisfied with the current counseling method**



**The counseling materials provided is sufficient for me to counsel my patient at ease**



**Counseling time for one patient per session (in minutes)**



## CONCLUSION

The project not only enables us to streamline the processes, reduction of waiting time and tremendous increase in stakeholder's satisfactions, it also allowed us to gain the opportunity to work collaboratively with various stakeholders in the hospital which enhanced the briefing materials, created an informative video which improve the service and experience for our patients. Our team has exemplified the core values of "Compassion" and "Collaboration".

## FUTURE PLAN

- To develop mobile application to enhance the information on service and treatment at KKIVF Centre
- To raise patients compliance through alert message on their treatment schedule by auto trigger system