

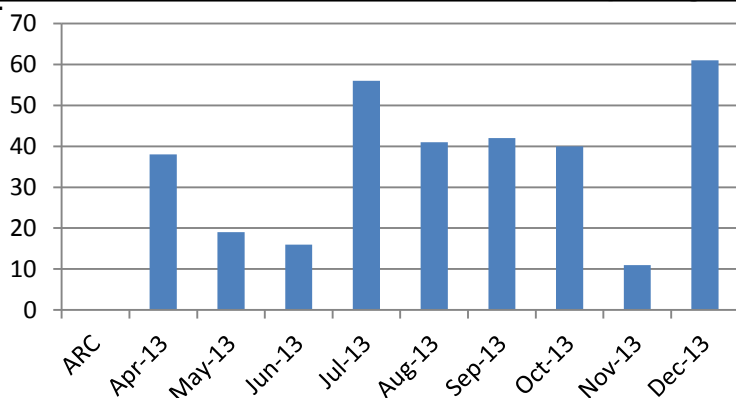
Achieving Clinic KPI For Feedback Form

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Background

In Singapore General Hospital (SGH), we hear our patients' voice via different channels such as feedback forms, emails and telephone calls. Over time, we identify feasible suggestions for improving the overall patient experience. These suggestions are then implemented by the relevant stakeholders. All clinics / centers are expected to submit patient's feedback forms that is equivalent to at least 5 % of the total patients' attendance. Autoimmunity & Rheumatology Centre (ARC) was set up since March 2013 and the center has not been able to submit the desired amount of forms and hence, there is a need to review the collation process and develop a methodology to achieve this target.

Number of feedback forms received since opening of ARC, March 2013



Plan & Intervention

1. The ARC team meet together and **brain stormed** to identify the root cause of the problems.



ISSUES IDENTIFIED

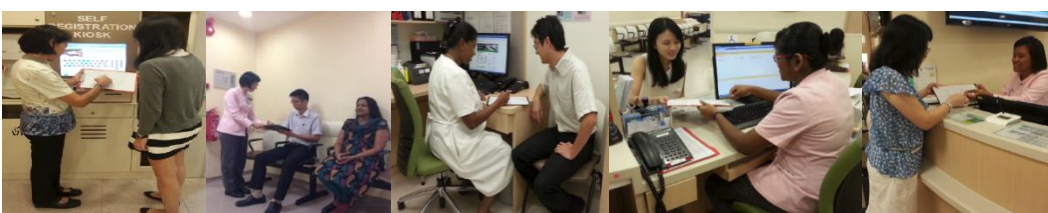
- Not aware of KPI
- No ownership
- Fear of receiving negative feedback
- How to do it

2. Supervisor in ARC conducts roll call to **educate** the team on the KPI of meeting 5% of total clinic attendance and the importance of collating feedback forms for improvement process.



Communication & Education

3. The team gathered ideas and decided to look at all the **patient's touch points**.



**Self-Reg
Kiosk**

**Waiting
Area**

**Nurse
Station**

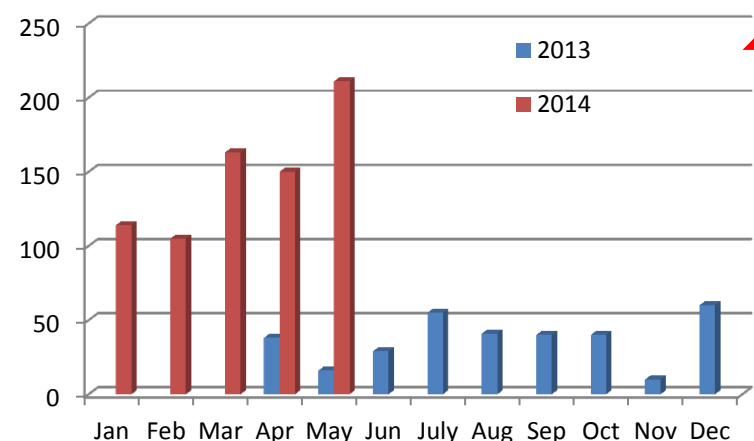
**Registration
Counter**

**Payment
Counter**

4. The team identified **champions to be in-charge** of monitoring the stats and updating the team on the performance.

Check / Result Review

Year	Month	Number of forms received	Target	Results
2013	April	38	77	-39
	May	16	82	-66
	June	29	69	-40
	July	55	81	-26
	August	41	76	-35
	September	40	84	-44
	October	40	85	-45
	November	10	80	-70
	December	60	71	-11
2014	January	114	87	27
	February	105	79	26
	March	163	84	79
	April	150	81	69
	May	211	83	128



Comparison of feedback forms received since March 2013 to May 2014.

Lesson Learnt

1. Communication is important in driving Team key performance indicators.
2. Constant review is essential for tracking performance.
3. Team work is essential to achieve common goal.

Feedback & Sustainability

1. The team feels a sense of job satisfaction upon seeing improvement in the stats and performance.
2. The team feels motivated when positive feedback is received from patients' feedback.
3. There is better communication and teamwork by working together to achieve a common goal.
4. This methodology was shared across in department's meeting for the other clinics' supervisors to adopt and apply accordingly.