

Improving Patient Experience at Pre-Admissions Services

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Background

The Pre Admission Services (PAS) centre plays an important role in the journey of our patients who are scheduled for an elective procedure at the hospital. It is where several critical procedures are performed to determine and prepare the patient for the surgical procedure. This include the taking of blood, anaesthetist review, clerking of doctors and for some cases, x-rays and collection of medication.

In the past months, we had been receiving an increasing number of feedback pertaining to the area. From waiting time to the physical facilities of the place. The transaction time for some of the processes were also being mentioned.

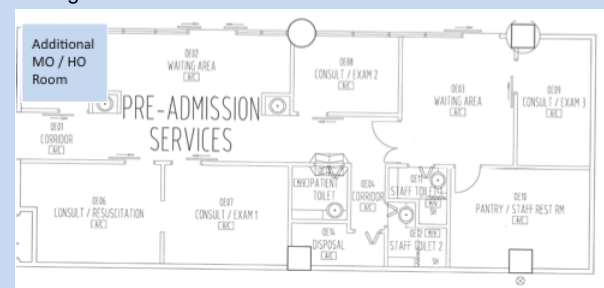
Interventions

Physical Site

Signages were re-designed and enlarged for clearer and improved visibility so patients do not get lost within the area.



One additional room was converted into an additional House Officer (HO) Room for clerking and anaesthetist review. This enabled the anaesthetist and O&G team to deploy additional resource to alleviate the surge in crowd during the peak times identified during our data collection.



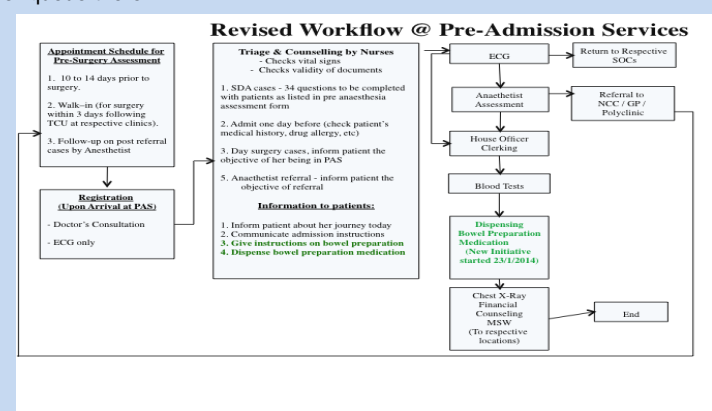
Patient Navigation

Patient Journey Brochure was developed to better managed the patient's expectation on what takes place at PAS.

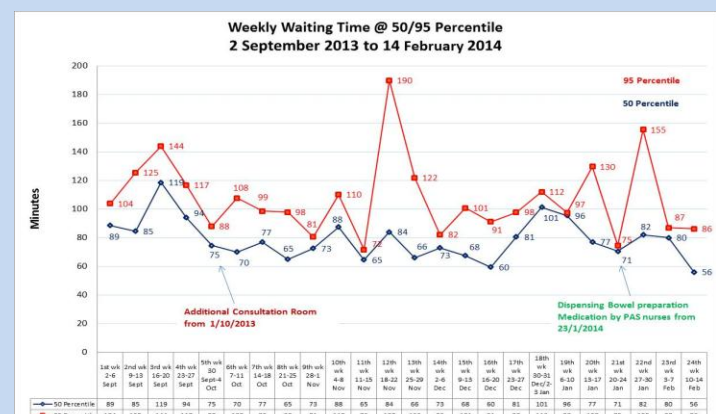


Waiting Time

To reduce the overall transaction time of the patient experience, the team redesign the process of dispensing the bowel preparation medication for patients listed for major gynecological operations at PAS. This reduced the patient journey time by at least 30 minutes and they also no longer need to walk to the Pharmacy to join another queue there.



Results



Overall, despite the physical and budget constraints, the team still managed to improve the patients' experience from shorter waiting times, better communication and information, and clearer directions and better use of the limited physical space available at the current PAS location.

Terms of Reference

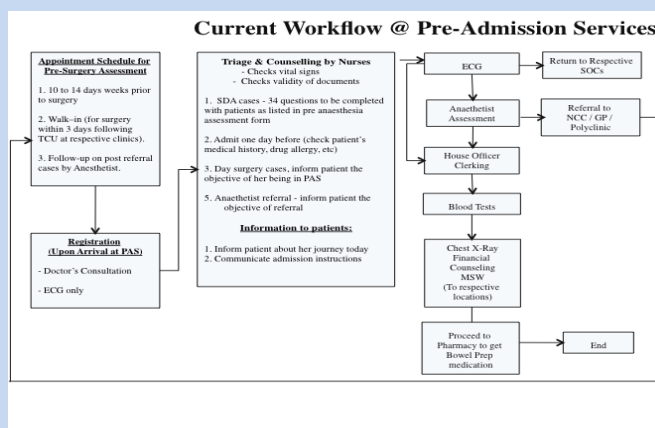
- To review physical layout of current Pre-Admissions Services area.
 - To improve the overall patient experience in PAS thru
 - Reduce waiting time
 - Improve patient flow
- To review current work processes for better work efficiency.

Methodology

The team set out to collect data starting with the patient load at PAS from September 2013 to February 2014. To identify the peak hours, data was collected on the number of patients at different hours of the day.

Other data consolidation involved the weekly waiting time for patients from September 2013 to February 2014 at the 50th and the 95th percentile pre implementation of any interventions.

The team spent considerable effort to review and work out the process map of the workflow in order to track the entire patient journey at PAS. The various transaction time and waiting time were then mapped onto this which allowed for the identification of where the "pain points" of the process were.



The team also walked the ground extensively to gather feedback from patients and to observe the physical layout of the area as well as analysis on how the patients moved from one station to another throughout their journey in PAS.

Interviews were also conducted with the staff working in the area to validate the feedback and statistics collected.

There was also consultation and discussion with some of the senior clinicians to gain valuable insights and advice as well. From these analysis, and being mindful that the location might be undergoing renovations or relocated in 12 to 18 month's time, various interventions to improve the immediate situation were introduced.