



e-SOC Request

'Closing the loop' for Service Excellence



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@ INTRODUCTION

SOC patients can make calls through the SOC Hotline if they have enquiries for SOC's to follow up. Previously, the Hotline staff is required to write the request on a manual form and fax the SOC Enquiries to the respective clinics for follow up. This manual system was a one-way communication and staff was unable to track the status of the enquiries. There were instances where patients called more than once to check on the status of their requests. The staff would have to spend time searching for the earlier fax request and re-fax it to the clinic for processing which was counter-productive. This led to patient's frustration and anxiety.

@ METHODOLOGY

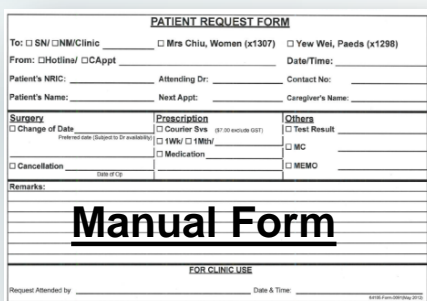
BEFORE

Step 1 3min

Patient makes call through the SOC Hotline for enquiries

Step 2 5min

Staff writes the enquiries in the Patient Request form



Manual Form

Step 3 1.5min

Walks to the fax machine; locates respective clinic fax number and fax enquiries over

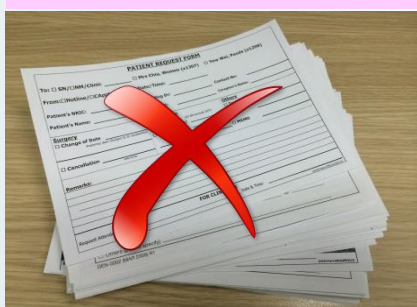
Step 4 0.5min

Files the Patient Request Form

Step 5 8min

Handles 'repeat' request

Total Time taken : 18min



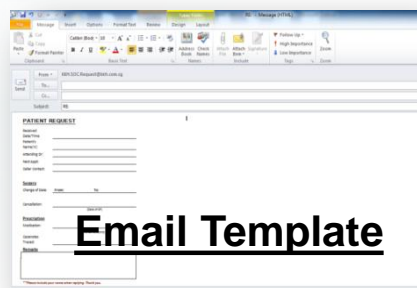
after

Step 1 3min

Patient makes call through the SOC Hotline for enquiries

Step 2 3min

Staff log-in enquiries in an email



Email Template

Step 3 0.5min

Sends enquiries to respective clinic common email account

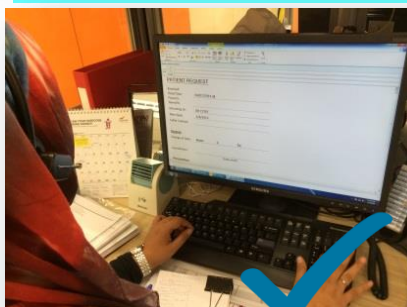
Step 4 0.5min

Moves the e-mail received from Clinic (upon task completion) to the respective folder

Step 5 4min

Handles 'repeat' request

Total Time taken : 11min



**7min
(39%)**

@ RESULTS



Increased productivity

Higher Job Morale

Ease of tracking requests

Better service delivery

Enhanced Communication between Hotline & SOC Staff



**Time Savings Per Year
= 2,520 work hours**

**Manpower Savings Per
Year= \$25,500**

**Paper Savings Per Year
= \$400**

**Additional calls handed
from time savings of 2,520
hours per year
= 50,400 calls**

@ CONCLUSION

All SOC requests can now be easily tracked with update on the status of the requests by the SOC staff. This has facilitated the follow through of the repeated requests and enhanced service delivery as Hotline Staff is able to better attend to patient's enquiries. Job efficiency is improved by eliminating the use of forms and free up storage space.



Closed-loop System