Impact of implementing Management Walkabout in Patient Experience Outcomes



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Background

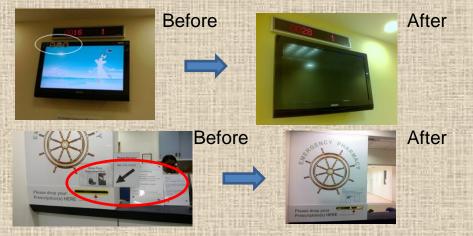
Patient Experience Outcome were poor from FY11 to FY12.

Aim

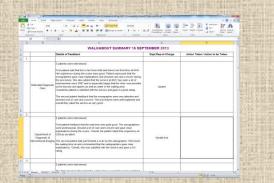
To study the impact of implementing Management Walkabout in Patient Experience Outcomes.

Methodology

Management Walkabout was implemented in September 2014. Observations are collated and shared with respective departments for actions.

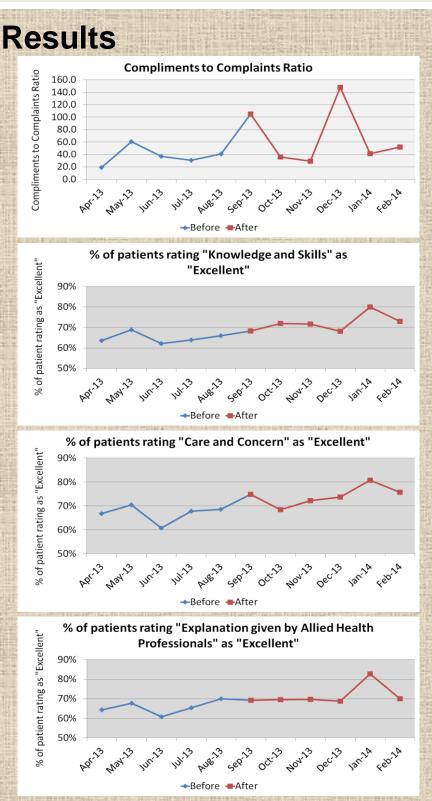


Two patients per department are invited for interview during the walkabout. Observations are collated and shared with respective departments for actions.



To study the impact, Feedbacks via Phone calls, Walk-ins, Mails, Emails, Verbal and Feedback Forms were consolidated between April 2013 to February 2014. The following outcome measurements were analysed.

- 1. Compliments to Complaints Ratio
- 2. % of patients rating "Knowledge and Skill" as "Excellent"
- 3. % of patients rating "Care and Concern" as "Excellent"
- 4. % of patients rating "Explanation given by Allied Health Professionals" as "Excellent"



Compliments to Complaint Ratio has remained constant while all other ratings have improved after implementing the Management Walkabout. This observation is consistent with the feedback from interviews.

Conclusion

Implementation of the Management Walkabout has positive impact on patient experience outcome. Feedback related to system and inter-departmental care coordination are collected and these feedback generally requires time.