

Improving the longest consult wait time at O&G(24hr) Clinic



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Background

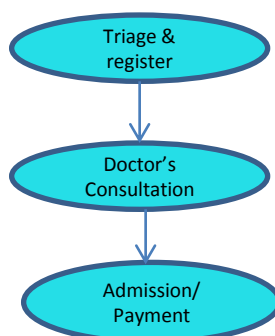
The O&G(24hr) Clinic is the only walk-in clinic in Singapore for women with emergency O&G conditions. It sees an average number of 100 patients per day.

The clinic spans over an area of 209.5sqm and has three consultation rooms and one observation room.

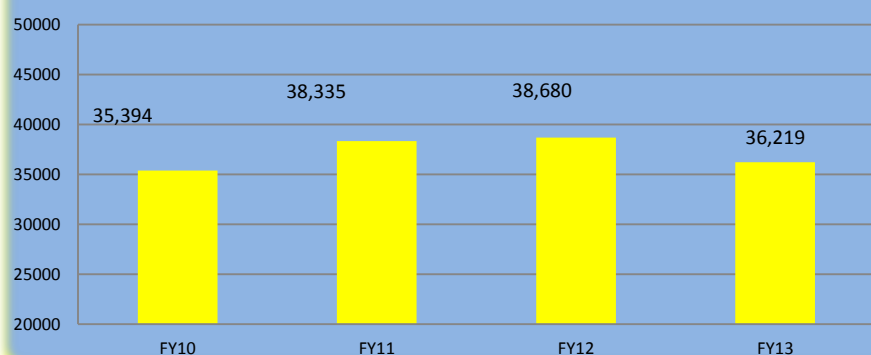
As the group of patients seen needs urgent attention, it is thus important to attend to them as soon as possible.



Processes at O&G (24hr) Clinic



Attendances at O&G 24-hour Clinic



Methodology

Factors that contribute to the long consult wait time were analysed. Both qualitative and quantitative data were collected and analysed intensively :

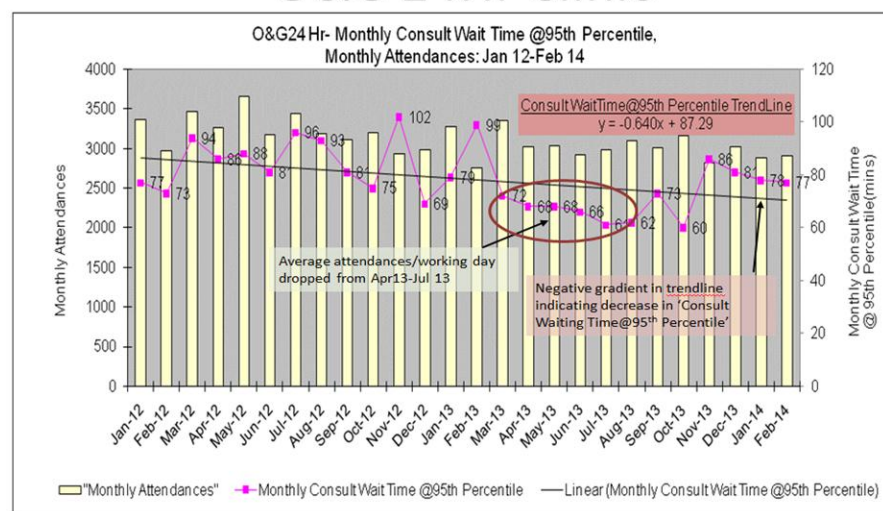
- Quantitative data such as arrival pattern of patients, daily longest consult wait, patients' feedback, peak and lull periods were collected on a daily basis since early 2013
- Qualitative data such as feedback and discussions were collected both from the clinicians and operations team to understand the various challenges faced

Intervention of the supply of resources to meet the demands from patients after studying the peak and lull period. Manpower rostering was reviewed to meet the peak period demand and changes were made to the shift the working hours of the clinicians. Medical guidelines were reviewed and non- urgent cases are referred to our Day Non Acute Clinic.

Result

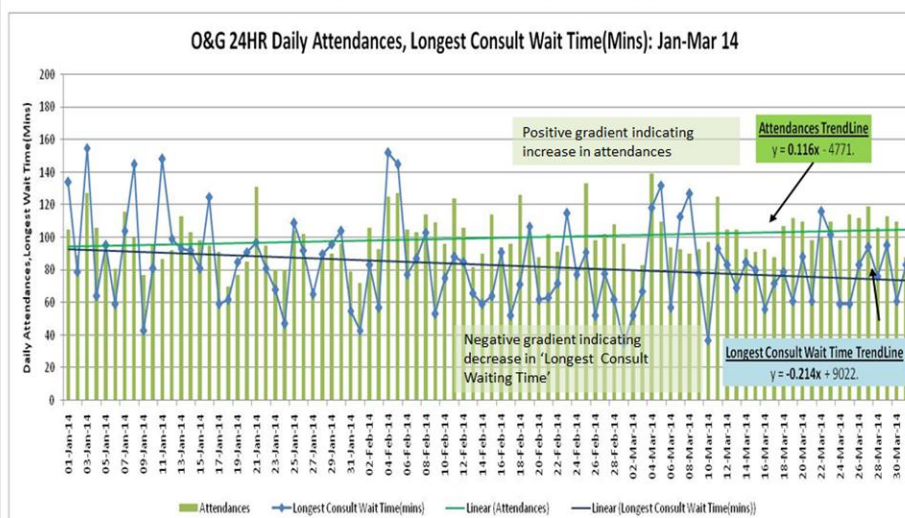
After the intervention, feedback on long consult wait time is greatly reduced and average of longest wait time improved by **11.6%**

O&G 24Hr Clinic



An overall decrease in 'Consult Wait Time @95th Percentile' was observed with time

O&G 24Hr Clinic



Increase in attendances did not bring about an increase in 'Longest Consult Waiting Time' due to gradual add on of clinical staff to run additional consultation room from January 2014 onwards

Conclusion

It is an ongoing effort to continuously improve the consult wait time at the clinic as part of its service quality journey. The team continues to discuss strategies to tackle the waiting time issues as situation evolves. We are looking into a second phase to further streamline its services so that it can further improve the turnaround time at the clinic.