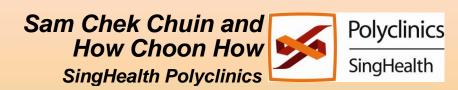


Registration Re-design





To reduce waiting time of patients waiting for registration

Problem

Long registration time for patients

Methodology

This project adopted the Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control) methodology to reduce the waiting time for patient's registration with the implementation of Registration Re-Design from Level 1 to Level 2.

Methodology

Measure:

Pre and Post Implementation Survey on Patient Waiting Time

Define:

Who are the customer: Patients
What do the customer want: Shorter
Registration Time





Methodology

Process Capabilities:

3 registration counters at level 1

Objective:

Reduction of Patient's Registration Time

Methodology

Control:

The process has been monitored using quality management tool - Waiting Time Survey to ensure that the performance could be maintained.

Results

Pre and Post implementation surveys were conducted and analysis was conducted based on the following periods.

Results

Pre-Implementation

Jan

Section 1. Section

Post-Implementation

Jun UUUUsss

Jul UUUsss

Aug



Conclusion

Based on the analysis of the survey results, the improvement plan of Registration Re-design from Level 1 to Level 2 had proved to be successful in reducing patient waiting time.

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