



Singapore Healthcare Management 2018



Changi General Hospital
SingHealth

A new way of notifying patients of their upcoming Appointments

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Introduction

Current Situation

- Appointment Specialist are manually calling patients to inform them of their upcoming appointments.

Challenges Faced by Staff

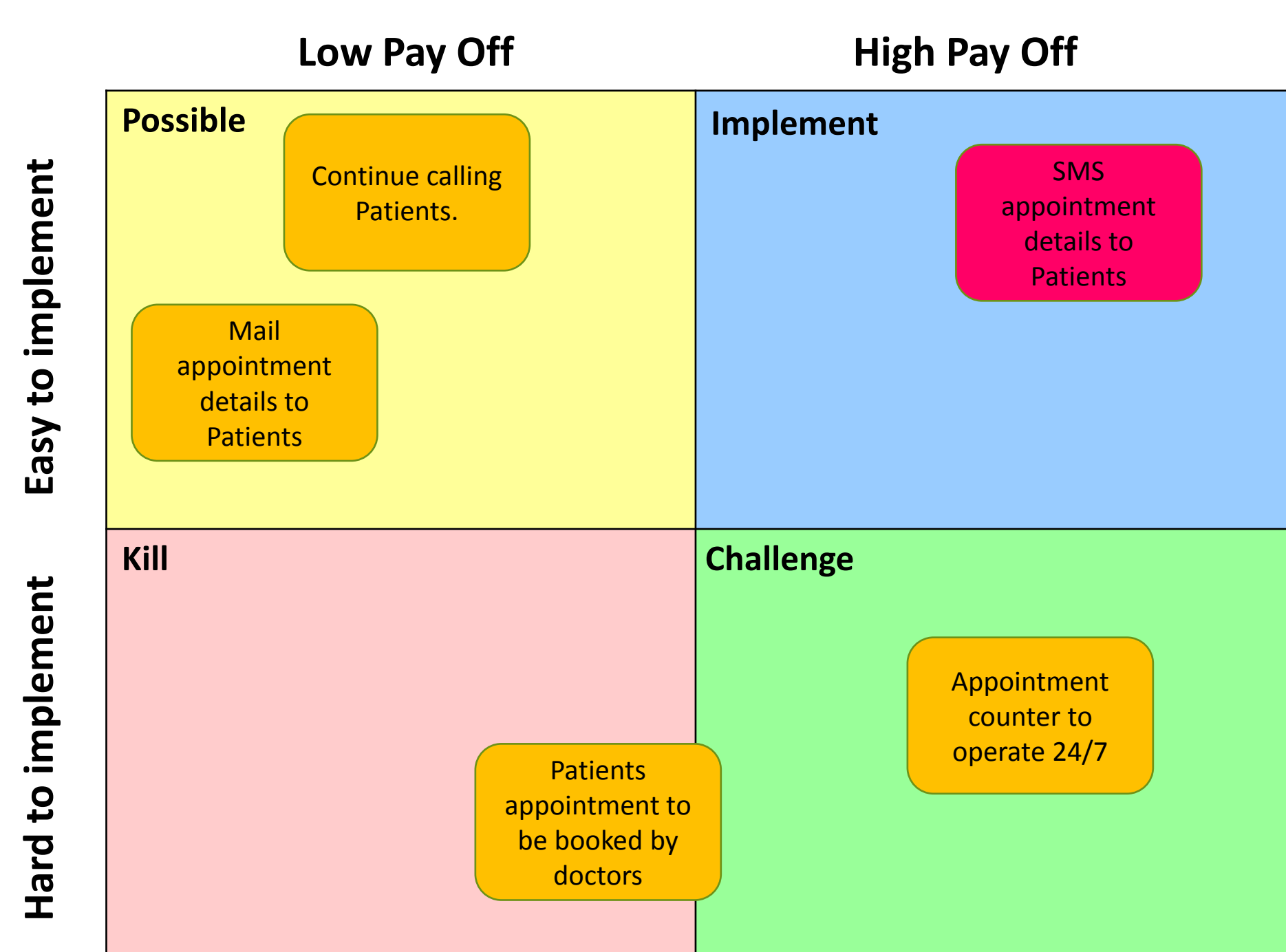
- A significant amount of time is used to inform patients of their appointment details on the phone.
- Some patients are uncontactable, thus the Appointment Specialists have to follow up on it, resulting too many man-hours spent calling patients.
- This reduces productivity.
- Patient's quality of rest might be affected/interrupted as the Specialist are calling them to convey their appointment details.
- Due to the above patients can only be contacted after 10am (to prevent disrupting patient's rest), thus time is wasted even though appointments have already been booked.
- When appointment details are conveyed over the phone, there is a possibility for patients to mishear the details, and present to the clinic on wrong appointment dates or timings.

Objective of Project

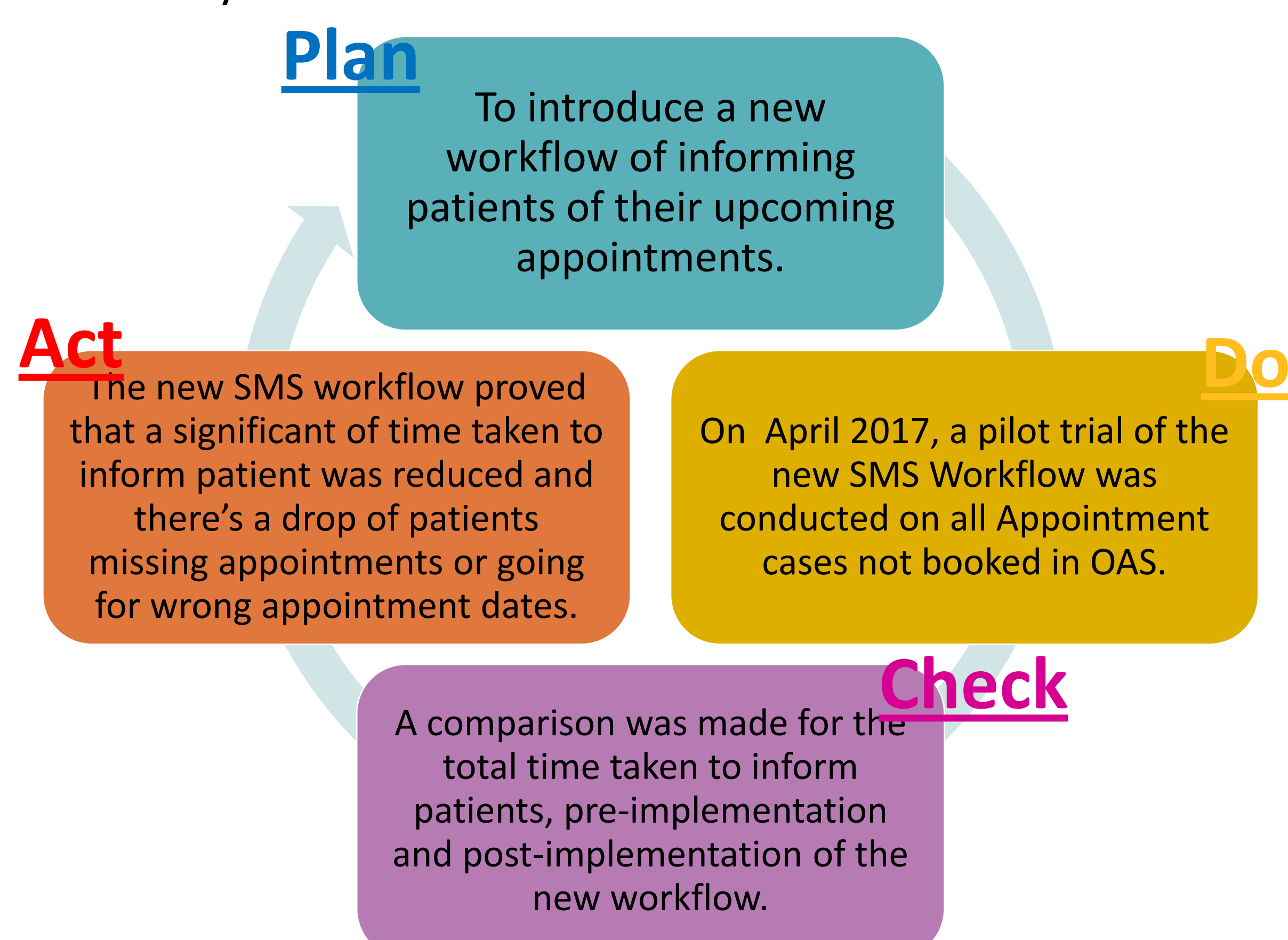
To reduce the time taken for Appointment Specialists to inform patients of their upcoming appointment details and improve efficiency in appointment booking process.

Methodology

- A Team of Appointment specialist was formed to brainstorm ideas to cut down time taken to inform patients of their upcoming appointment details.
- PICK chart was used to determine which idea was best for implementation.



- The SMS function was selected as it's sustainable, easy to implement and is able to make the most impact.
- A PDSA cycle was also conducted to test the idea.

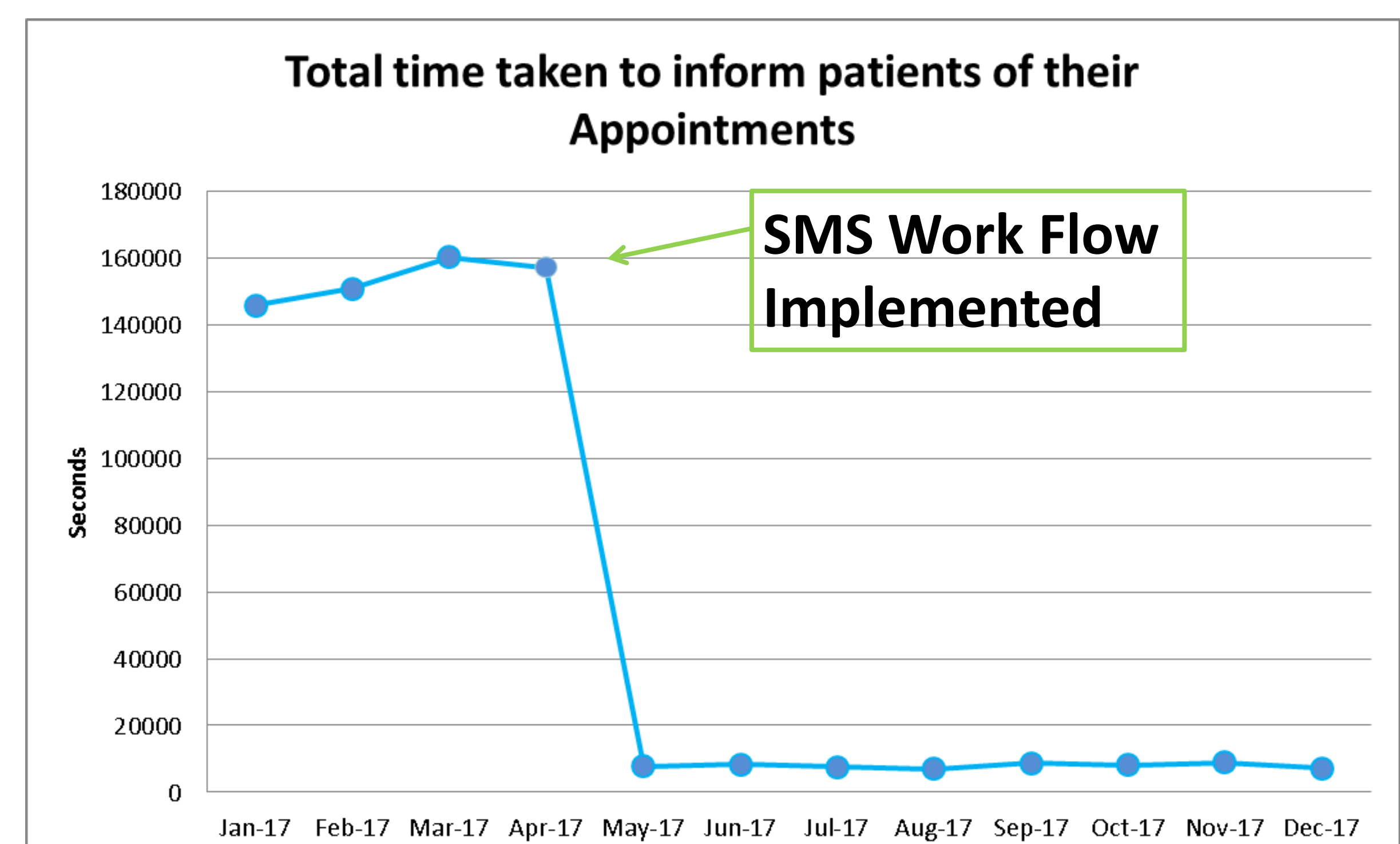


Result

	Pre-implementation	Post-implementation
Time taken to notify <u>each</u> patient of his/her appointment.	5 Mins	15 Seconds
Average number of downtime appointments booked per day.	35 Cases	35 Cases
Total time taken to inform all patients of their appointments	2 Hours 55 Mins	8 Mins 45 Seconds

Results: With the implementation of the new SMS workflow, the Appointment Specialists are able to save almost **2 Hours 47 Mins** each day !

Time Saved = ↑ Productivity.



With the new implementation, Appointment Specialists managed to reduce the time taken to inform patients of their appointments by **94.8% !!**

Staff satisfaction

With this new implementation, ANE Ops have also received positive feedbacks from our staff and specialists that the new SMS workflow have help to offload them.

'Before the SMS function, calling is tedious and troublesome, because of hard to reach patient. Now with this SMS function it's easier because we only need to SMS to inform them. Patients have also feedback that it's easier for them.'
- Appointment Specialist Sally.

Conclusion

Learning Points

With the intervention of technology, it enables us to reduce the time taken to complete task and direct the time providing better care and attention to our patients.

Impact of the project.

With the time saved, Appointment Specialist are now able to delegate more time looking through cases, going through the outlier report, ensuring that no cases may have fallen through the cracks. Making sure patient's care are not compromised and there is always a continuity of care.

Moving Forward....

We are looking at moving the whole appointment scheduling work flow to back end, aimed to reduce the appointment scheduling waiting time for patients spent at ED.