



Improving Self-Registration Kiosk utilisation rate in specialist clinics

AIMS

Our department's KPI is to achieve 80% self-registration kiosk utilisation rate per clinic on a monthly basis. The average self-registration kiosk utilisation rate (for kiosks at specialist clinics and common areas) for FY15 was 48.5% and 60.1% for FY16. The increase in visits that can be actualised by the kiosk has increased by 10.8% from 47,877 in FY15 to 53,083 in FY16. With the increase in the number of visits that can be actualised at the kiosk, the improvement team was formed to improve the self-registration kiosk utilisation rate by creating an awareness of the existence of the self-registration kiosks, simplifying the self-registration process and improving the instructions at the self-registration kiosks for patients to be able to self-help at the kiosks.

This project aims to increase the self-registration utilisation rate for follow up cases from 60% to 80% by July 2017.

CHANGES

Feedbacks were obtained from Service Ambassadors and Traffic managers at the self-registration kiosks and the Fish Bone diagram (Diagram 1) was used to determine the root cause of the low utilisation rate. It was determined that:

Patients are not aware that they will have to click on the 'Registration' button prior to scanning their documents

Patients are not sure of where to scan the barcode

Patients do not feel confident to do the self-registration on their own and need guidance to complete the registration

Three changes were suggested to be implemented in phases to improve the self-registration kiosk utilization rate (Diagram 2). The interface of the self-registration kiosk was changed from clicking on the 'Registration' button (Picture 1) to start with scanning of the bar code (Picture 2) with effect from 2Jan2017. PSA shaped standees (Picture 3) were placed next to the self-registration kiosks in Clinics A, B, C, D, S and U (clinics with higher workload) to create an awareness of the self-registration kiosks and to encourage patients to self-register at the kiosks with effect from 17Apr17. Step-by-step instructions (Picture 4) to guide patients through the self-registration process were placed on the kiosks with effect from 15May17 in a bid to reduce the reliance of patients on service ambassadors and traffic managers to assist patients with registrations at the kiosks.

MEASURES

The team has set a target to achieve 80% self-registration kiosk utilisation rate per clinic on a monthly basis by July 2017. The table below shows the measures we used to determine the effectiveness of this project.

Data Period	Measures	Self-Registration Kiosks utilisation rate (Avg / Month)
Oct16 – Dec16 (3mths)	Pre-implementation	63.9%
Jan17-Mar17 (3mths)	Change of self-registration Kiosk interface	64.9%
17Apr17-14May17 (1mth)	Implement PSA shaped standee	66.2%
14May17 – 31May17 (2wks)	Implement step by step instructions and remove TMs in Clinics A,B,C,D, S and U	79.5%
1Jun17 – 31Jul (2mths)	Review step-by-step instructions and removal of TMs in Clinics A,B,C,D,S and U	80.0%

Diagram 1 – Fish Bone Diagram

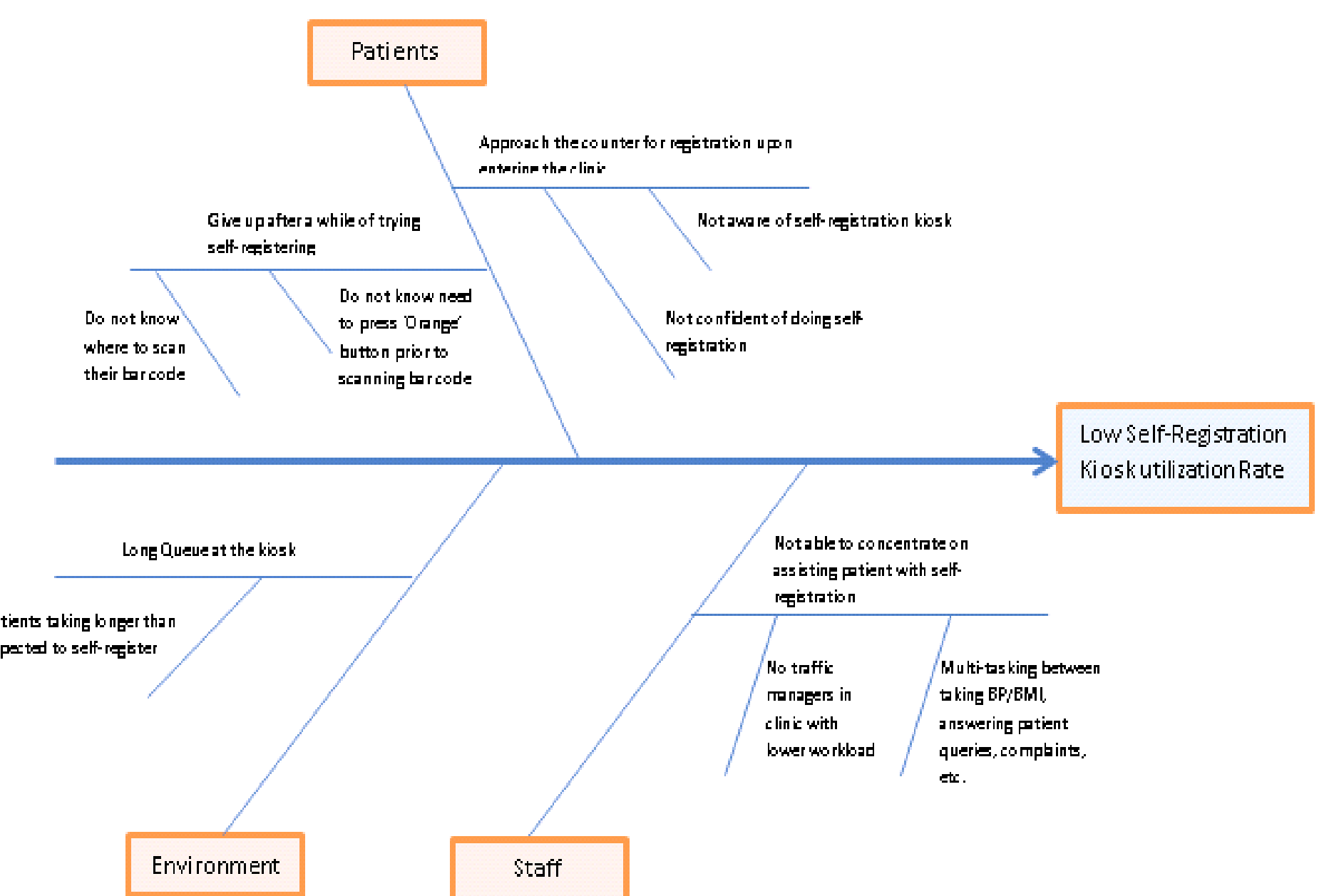
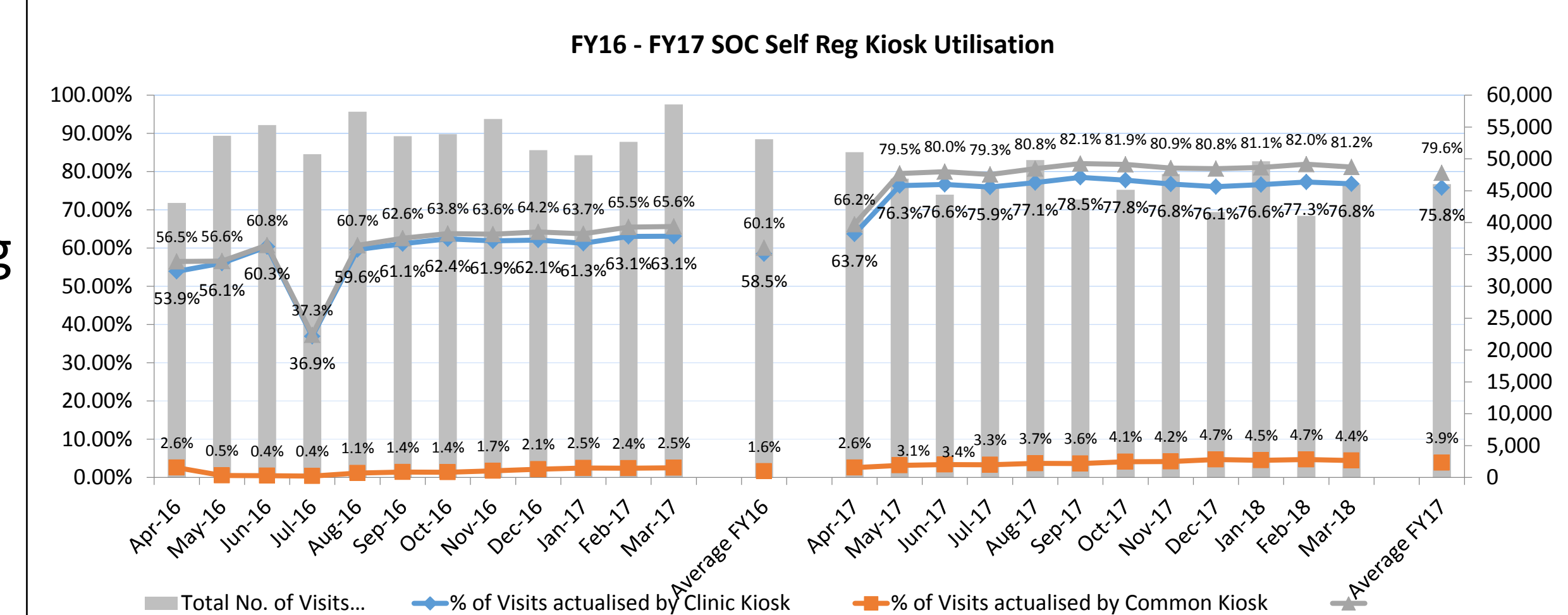


Diagram 2 – Self-Registration Kiosk Utilisation Rate



Picture 1 – Previous Landing Page at Kiosk



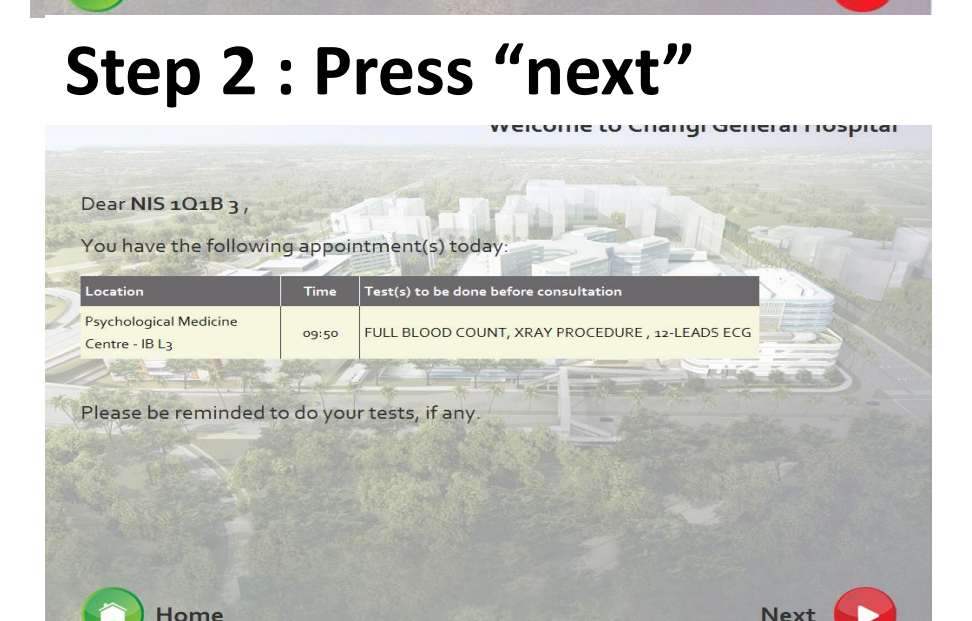
Picture 2 – Current Landing Page at Kiosk



Picture 3 – PSA shaped standee



Picture 4 – Step-by-step instructions



Step 3 : Update mobile number



Step 4 : Collect queue ticket



CONCLUSION

There was an increase in self-registration kiosk utilisation rate per clinic on a monthly basis from 63.9% in FY16Q3 to 64.9% in FY16Q4. The increase was not significant and the team proceeded to implement the PSA shaped standee. 1min will be saved per registration at the self-registration kiosk instead of over the counter. The self-registration kiosk utilization rate increased from 60% to 80% (based on 53,083 visits that can be actualised at the kiosk in FY16), we saved 177 hours more per year by registering patients at the kiosks instead of over the counters. This allowed the staff to be move effectively deployed to other areas within the clinic.