

Minimizing disruption in ENT clinic for returned patients after completing hearing test

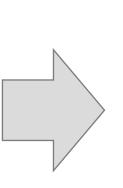
Shawn Poh, SGH Chiew Pei Pei, SGH

Background

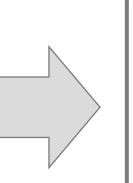
At SGH Specialist Outpatient Clinic (SOC) Ear Nose Throat (ENT) Centre, we often have patients who require specialists' attention regarding hearing loss and vertigo. As part of the doctor's diagnosis, patients are required to undergo comprehensive audiological evaluation and vestibular function tests conducted by audiologists. More often than not, the doctors who are seeing patients in the consultation room are disrupted by returning patients from the hearing test.

How we do it?

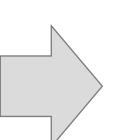
On-site discussion with the doctors and room assistants including exploring possible solution(s)



Narrowed down to current solution, taking into consideration patient confidentiality and housekeeping requirements



Met up with stakeholders to confirm the option, review and smoothening of new work process



After Implementation

Implementation of selected solution and subsequent evaluation of effectiveness

Doctor completes review for

Patient B before reviewing

Patient A together with his

report

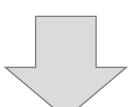
Zero disruption for doctor and

room assistant who might be

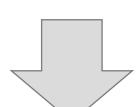
in the middle of a procedure

Before Implementation

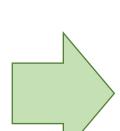
Doctor assesses Patient A in the consultation room



Doctor orders the necessary hearing tests for patient



Doctor will review Patient B in the meantime



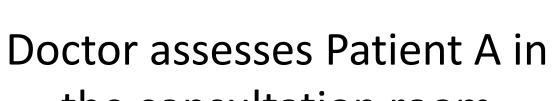
Procedure for Patient B is temporarily stopped to attend to Patient A



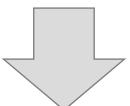
Doctor and room assistant might be in the middle of a procedure hence unable to attend to Patient A



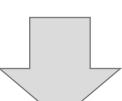
Patient A knocks on the door to pass the hearing test report to room assistant



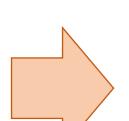
the consultation room



Doctor orders the necessary hearing tests for patient



Doctor will review Patient B in the meantime



Patient A places hearing test report in the concealable form holder outside the

consultation room





Results

1. Improved stakeholders' satisfaction

 Room assistants and doctors are able to focus with less external disruptions

. Improved patients' experience

- i. Patient A has the assurance that his report will be retrieved for the doctor to review
- ii. Full attention can be given to Patient B by the doctor and room assistant, without any unnecessary delays

Conclusion

It is essential to constantly review our processes and work with our doctors and stakeholders to improve work processes and enhance patients' experience. This implementation has benefitted both the doctors and room assistants as they are able to focus and attend to the patients in the consultation room without being interrupted. The patients who return from the hearing test are aware that the room assistants will retrieve the report for the doctor to review and will be attended to subsequently.