

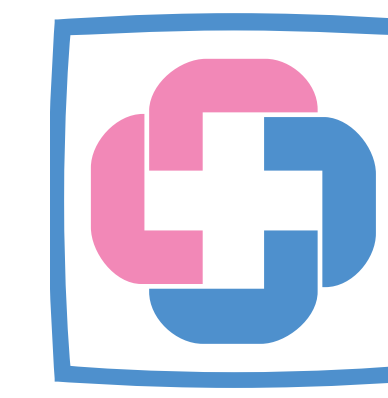


Better

Patient Experience in Subsidized Clinic

Singapore Healthcare Management 2018

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AIM

To improve patient experience in a busy subsidised clinic.

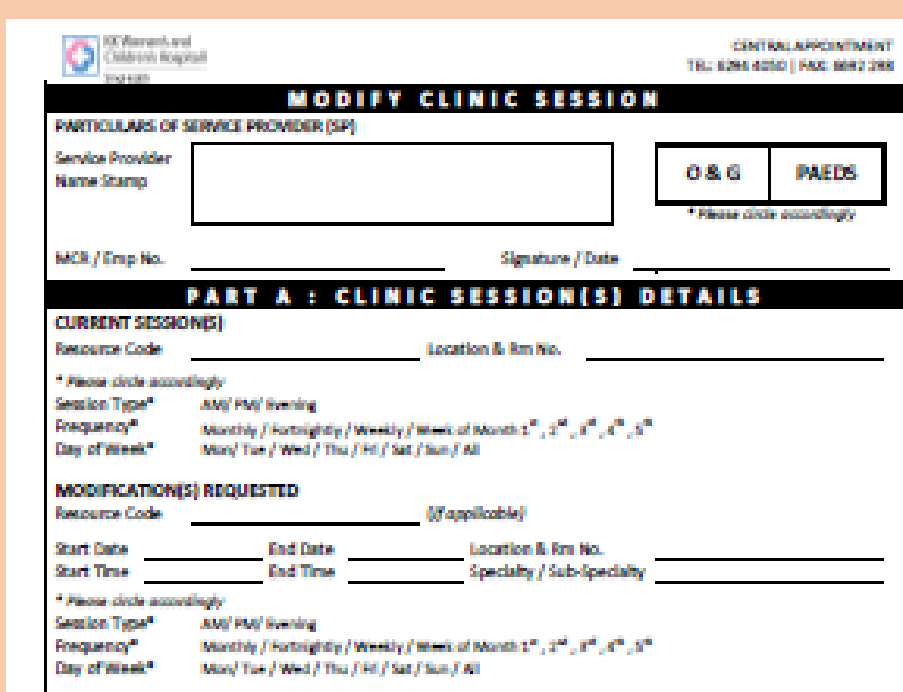
BACKGROUND

- ❖ Clinic C is a busy subsidized clinic seeing more than 350 patients in a day.
- ❖ Patients have to wait at various stops i.e. wait for routine test, wait for treatment, wait for doctors, wait for payment.
- ❖ A review was conducted with the Clinical team to review how we can better enhance the patients' experience in the clinic.

OUR INITIATIVES

Revision of clinic template

- Family Planning Clinic was created to see specialised cases which require longer consultation time. This helps to reduce the waiting for patients with other gynae conditions.
- Better manage patient's expectation while waiting to see doctor.



Introduction of the self-payment kiosk in May 2017

- Patients are re-directed to use the self-payment kiosk after consultation instead of waiting at the billing counter.
- Appointment will be sent via SMS to the patient.

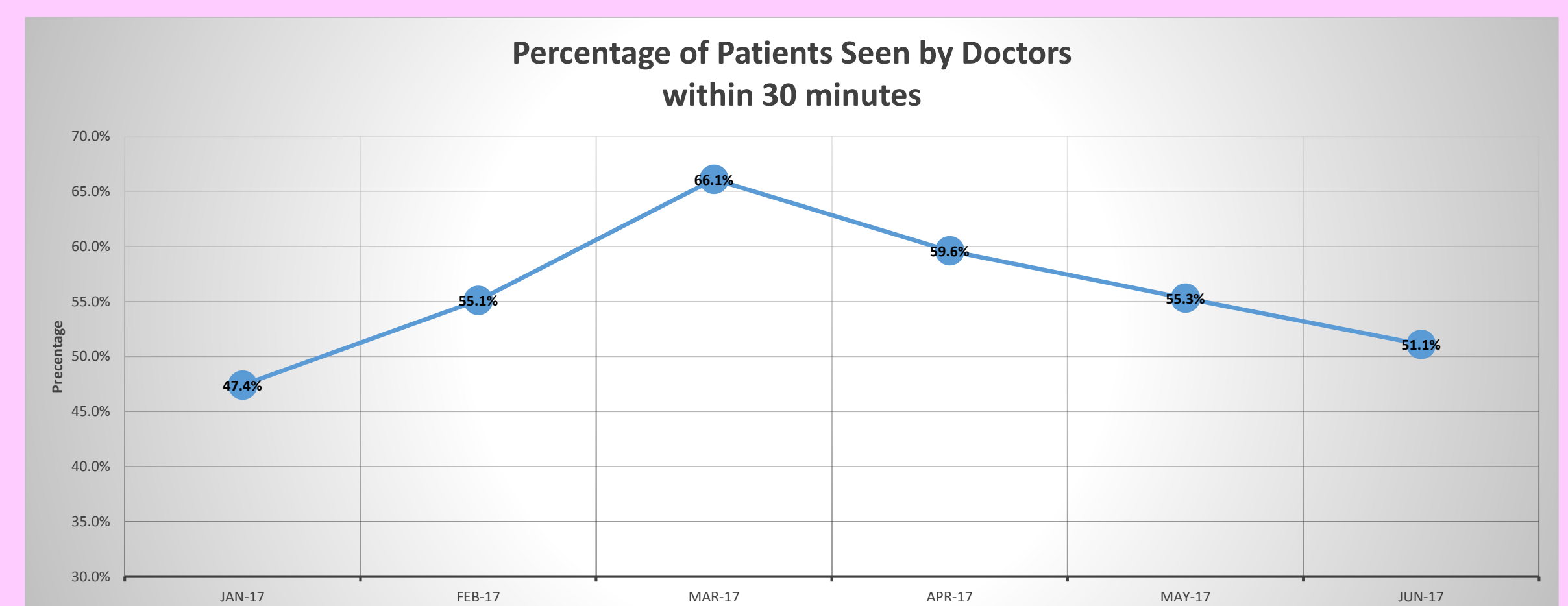


Up-skilling of PSA

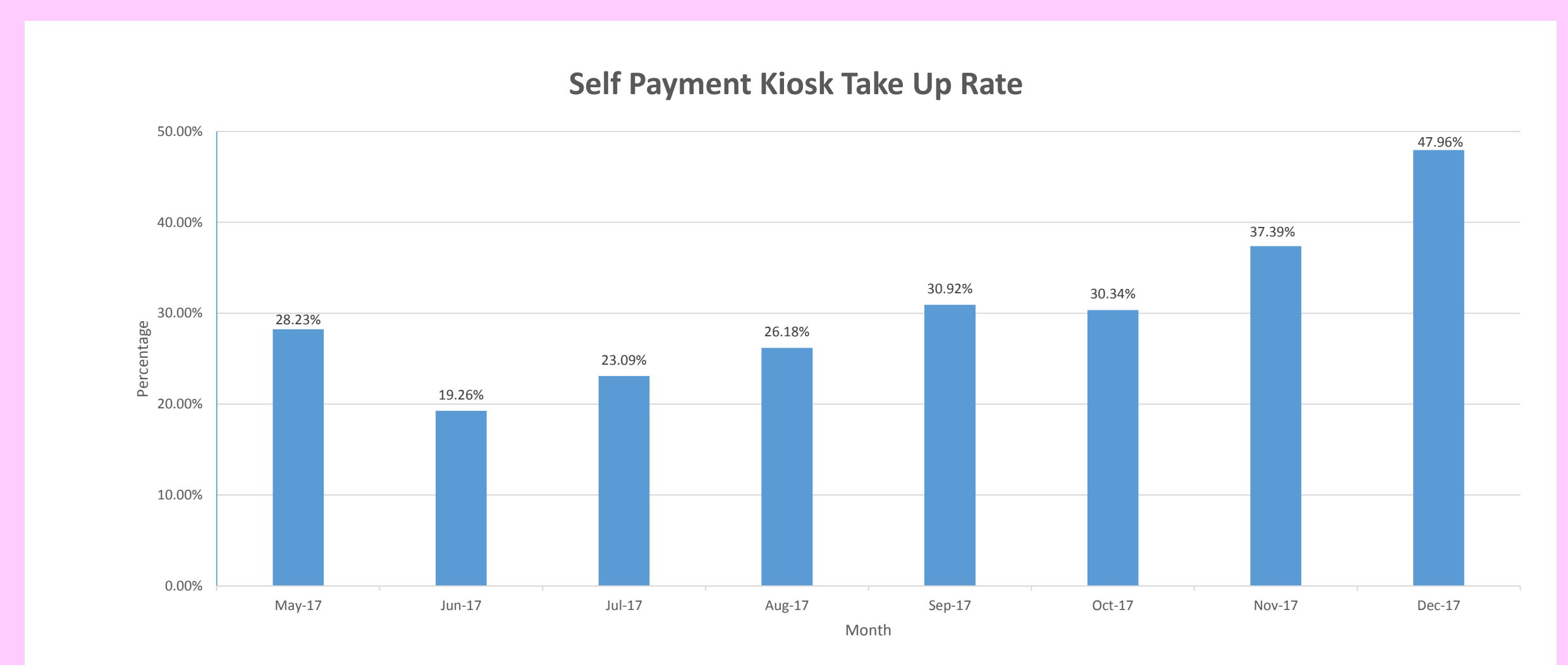
- PSA to help out at treatment rooms after sending them for venepuncture training.



OUR RESULTS



✓ **51.1%** of the patients waited ≤30min for consultation in June 2017 as compared to **47.4%** in Jan 2017.



✓ In Dec 2017, **47.9%** of the patients are making their outpatient bill via the kiosk.

✓ Better utilization of manpower resources as staff can be deployed to help out in other clinics.

CONCLUSION

Improving patient's experience is an ongoing journey. While we gain some success during the year 2017, there are new challenges that we faced in 2018. However, with the continuous collaboration with the Clinical team, we hope to enhance the subsidised patient's wait experience in the clinic.

