Quality Service (Office of Patient Experience) Team

Singapore Healthcare Management 2018





Share With Me Your Thoughts – Virtual Voice of People (VVIP)



02

Identify immediate lapses and offer immediate service recovery.



Identify key areas on improvement to the respective stakeholders.

Compare and benchmark with MOH PES survey results.

	A K	c	12	F	F	0	н	D 54		ĸ	1.3	м	N	12		
12																
2			1.1 Sec.	-				-	-							12
2	<u> </u>			*	-				* *	-	· ·	- I elechone			Patient Llass	
.B 14	sit Date	Vai Time	Visil Day	Sch Specially Decorption	Chi Cale	Cinic Description		Paled ID	Pabent	Date of Fully	Gender		(Munite)	(Clice)		Visit i vi
905	31/05/2018	09:50	HURSDAY	LYERCAT & COMPRE OP	LLLU	SNEE OF LEASE MULDOR	00/05/2016	5207	SAV!	15/95/19430.00	I LMALL	0	э	C C	Subsicised	7 src
1836	JC/05/2018	.0:07	THURSDAY	EVE CAT & COMPR. CP-	BCL3D	SNEC EYE CLONDO @ BEDIOK	34/05/2018	\$136	CLEC	20/05/1059 0.00	FEMALE	6	5	Č.	Subsidiad	Follow (
524	51/05/2018	0.457.4	HERE ANY	нун-ак-мн ш ол	H1 SZ	SUBCONCE, IFFE 1	810:57:008	STEA	0.551	07/07/19-30.00	H-MA H	'n	215 0245	l i se si	Subracional	Follows
925	-1405/2018	07:35	THURSDAY	TYE-VR-MEDICAL	DCL32	SUD CLONE 3, LEVEL 1	01/05/2016	506.	SENG .	0.,00/.900.0.00	NALE	0	э		Subsicised	Follow-
4-84	00/05/2016	00: 8	TH OFDAY	EVE VO MEDICA	B0 52	SIRCITIC CLEVE 1	3 (05/2018	5009	PK.	22,05/ 05: 0:00	FEMA E	6	5	ć	5 Ibsidiand	Fainwi
939	5. (05/2018	09521	HURSDAT	EYE-VR-MEDICAL	BLLS2	SUB CLINES 2-LEVEL 1	50/05/2018	\$967	FRE	29/04/19510.00	PEMPLE	6	9		Subsected	Falare
11121	\$1405/2018	07:39	TILROAM	TYE-GLAUCOMA SVC	DOL354	SUB CLONES SILEVEL HIVEALODEVID.	0./05/2010	\$706	70	/55/.970.0.00	MALE	0	э	¢.	PR Dubsic sed	Folow-
1000	01/05/2016	07:32	THURSDAM	FYE OLA KOOMA SNO	F/3 554	SUBIC THIC SU EVEN AVIAL OBEY B.	31/05/2018	\$1.10	100 kT	10/11/10550.00	MALE	6	2	DALIG-TER	Subsidiant -	Follows
1021	81/05/2018	03:29	HU-GOAT	LYLHER DOOMA SHO	Diast#	SUB CLINIC STEVEL 4 VIA LODEY D	01/05/2016	\$1/9	KLAG LIN	15/01/19070.00	1.MAL	6	9	5	Subsidiated	I al own
1022	UC/05/2016	08:20	THURSDAY	EYE CLAUCOMA SVC	BCLS51	SUB CLORE 5, LEVEL 1 VEALOBEY B	5.,(05/2018	\$30.2	CHECKG	03/03/1055 0 00	MALE	6	5	ê	Subsicised	Follow u
1056	00/05/2016	08:44	THURSDAY	FYE OLA JOOMA SVC	F0 554	S. B.C. INIC 5, LEVE: 4 VIAL OBEY B.	81/05/2018	\$216	1401	01/00/1012.0.00	FFMA F	ñ	6		Subsidiant.	Falaret
1037	31/05/2018	03:45	TIC-SOAY	CYLHEADOUMA SND	L01.304	SUB CLINES SHEVEL A VENEDBEY D.	01/05/2016	S101.	SCON	00/05/1910 0.00	PALL.	9	3	R.	Subcomed	I al avre
1089	US/05/2016	.3:25	THURSDAY	EVE GLAUCOMA SVC	BOLS	CLINED E, LEVEL 3	31/05/2018	S LE 1	LI	.7/01/.0610.00	FEMALE	6	5	lí.	Private	Followic
1050	\$1,05/2018	13:25	TH RSDW	PYE-RIA JOOMA SVC	60 F	CLINEC P, EVEL3	31/05/2018	\$309	C-00	04/04/1954.0.00	FEMA F	ñ	9	C	Privale	Falazea
1134	81,05/2018	09:25	HURSDAY	LYE-HAED CP. IS STRAE	LLL.	CENES 2, ESPECT	00/05/2016	1042	V/ANG	05/08/20040.00	I LMALL	6 (9	E.	Subsicised	I plowe
1155	00/05/2018	08:28	TH OSDAY	EVE FAED MYOPIA	BO C	CONCESSIEVE 3	3 (05/2018	T050	-AI.	30/01/2009.0-00	FEMA F	6	8		5 ibsidant	Est swit
1140	31,05,2018	native	HERN XV	TYPEPOP 2 MYCIPIN	на :	O PACIELI AND A	304054/2018	1.064	CHEN	07/04/2006 0.00	H-MO H	n	4	E.	Salaranad	Follow-
1150	31405/2018	.3:25	TILROOM	DYE-VEREC RETENAL	DOLD	CLINES D, LEVEL D	01/05/2016	9136	FONS	07/12/19070-00	FCMALE	6	Э	e .	Subsicised	Follow-
1150	00AC5/2018	3:22	THURSDAY	FYE GAT & COMPR. OP-	E0 51	SUBICITIES INFORMATION	3 (05/2018	\$753	WOH FAI	r 20,08/ 046 0.00	MALE	ñ	2	î.	Subsidiand	V 411
1151	3.705/2018	13:31	HURSDAT	EYERGAT & COMPREMENT	B1S1	SUB CLINEG 1, LEVEL 1	81/05/2018	50:4	HONG	05/04/1943 0.00	MALE .	6	9	60	Subsected	Followed
11/1	\$1705/2018	.4:45	THURSDAY	D/E-CAT & COMPR. OP	DCL31	SUD CLONEC I LEVEL L	00/05/2016	5772	MARCO	05/59/19770.00	FEMALE	6	э	¢.	Subsicised	Folow-
1172	01/05/2016	14:54	TH DEDAY	FYE CAT & COMPR. OP+	E0.51	SIBIC THE LEVEL 1	81/05/2018	\$165	FILAY.	20/12/10610.00	FEMA F	ñ	2	6	S.d. sinise of	Falaren

Make

calls to

randomly

selected

patients

Send survey link to patient to ask for their

irectings from Singapore National Eye Centre (SNEC)

- Extract list of calling (randomly selected) who have visited SNEC on the previous day.

03

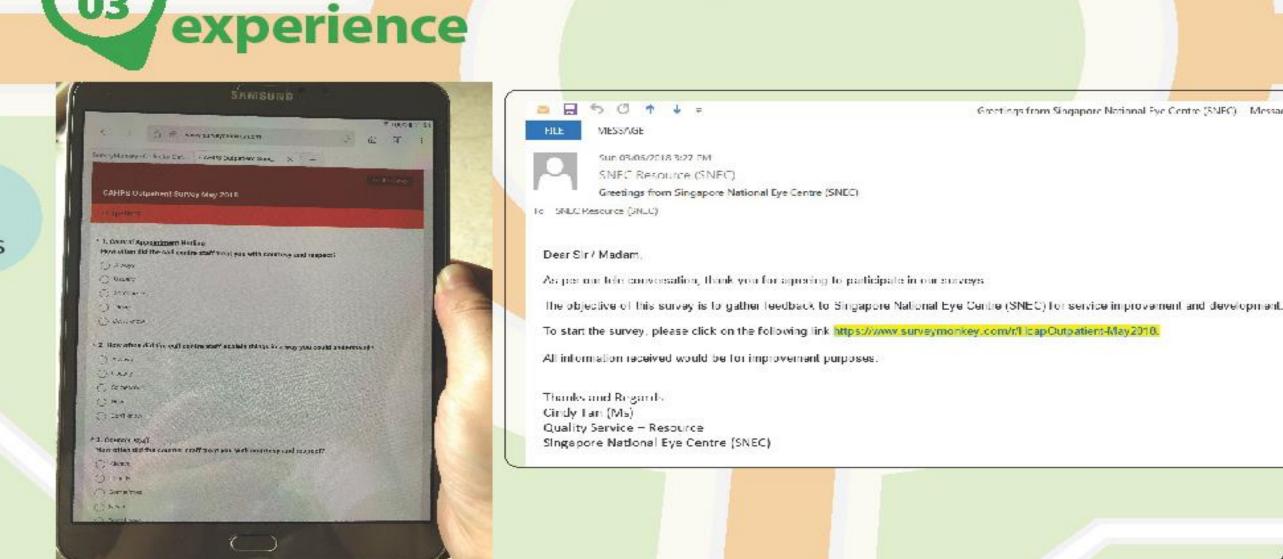
Call patients to have their feedback based on their recent visit to clear any doubts or solve any problems which they may have encountered.

Seedback "So many different clinic locations e.g. Outram, Bedok, DMC, Heart Centre. Which one do I go to?"

Action Taken Clearer and more specific communication of clinic location inclusive of addresses in SMS reminder.

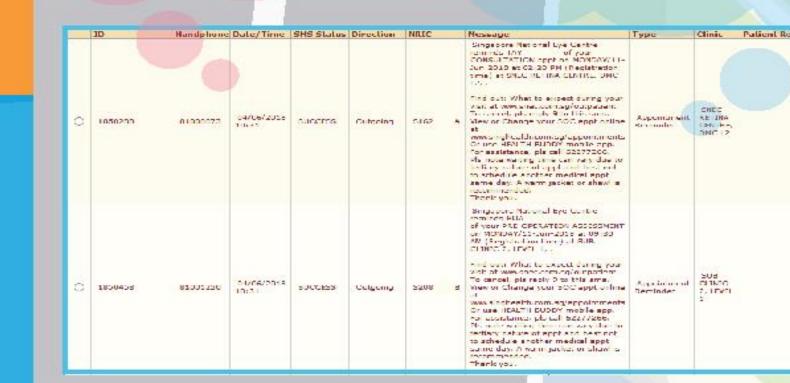
Pleasant

and biscuits.



03

Study reports and collate the common feedback which was given by patients or their next-of-kin.



fo start the survey, please click on the following link All information received would be for improvement purposes

Thanks and Regards Cindy I an (Ms) Quality Service - Resource Singapore National Eye Centre (SNEC)

SNEC Resource (SNEC

Results taken from VVIP feedbacks are used Step 04 to benchmark against Ministry of Health **Patient Experience Survey (MOH PES)**





- Channel to relevant department for action to do the right thing and focuses on patients experience at SNEC.

"Suggest to have hot drink machine for patients who had long wait to sustain hunger pangs"

Feedback "If waiting is necessary, please allow patient to know how many

Conclusion

people are in front before seeing doctor. This allow busy patient to better plan their time efficiently such as going for a toilet break or meals etc."

Nurse assists to advise patient on their queue number of how many patients are ahead of them.

Action Taken

Feedback

"Seats at the waiting area was stained with coffee stains"

ACTIVITIANCI

Greetings from Singapore National Eye Centre (SNEC) Message (HTML)

The waiting area at Clinic A is clean and pleasant.



This proactive soliciting feedback from patients' and their next-of-kin allows service recovery to be shared with respective stakeholders after our colleagues attended to them over the telephone conversations. The respective stakeholders will take immediate action to rectify the lapses and put on measures for improvement to enhance patients' experiences.