

## Introduction

At SingHealth Polyclinics, when children come for childhood vaccinations, Registered Nurses need to check child's vaccination records, screen for fitness for vaccination, check growth parameters and administer the vaccines. In addition, nurses have to address parental concerns and make appointment for child's next vaccination and/or developmental assessment. Based on a staff survey done, 90% of the staff felt that there was less quality time spent explaining the importance of vaccination, building rapport and addressing parental concerns. 67% felt that it was a source of distraction to give appointments.

## Aim

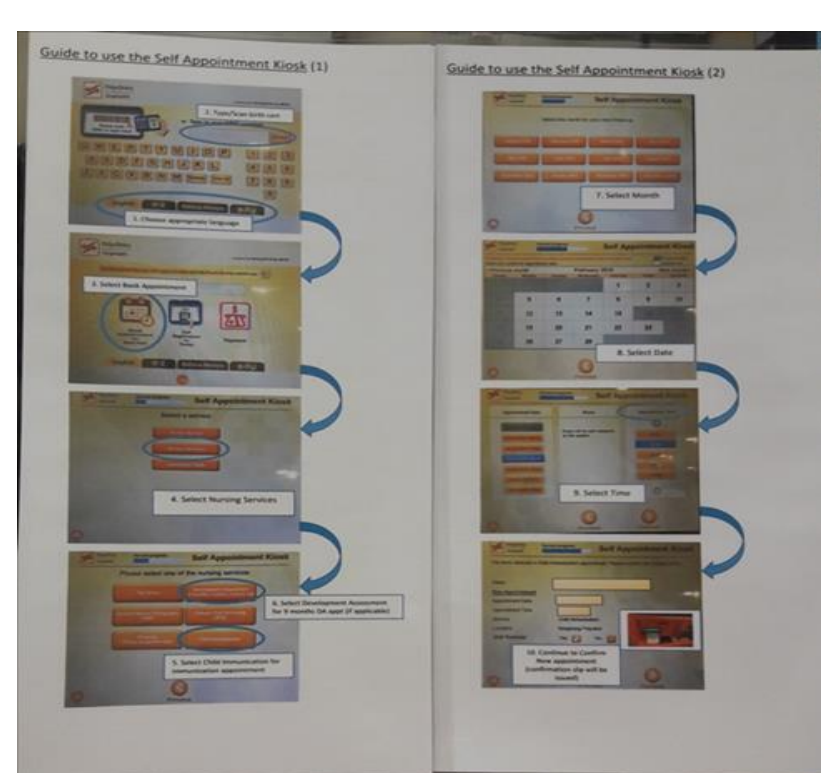
To empower parents to book appointments of their choice with 70% parents utilizing self-appointment kiosks for child immunization and/or developmental assessment making from February 2018 to April 2018 in Sengkang Polyclinic.

## Methodology

There were a total of 3 Plan-Do-Study-Act (PDSA) cycles in the project. Each PDSA cycle lasted for 2 weeks.

## Interventions

1. A step-by-step guide was created and placed at each Child Immunization Room counter and at the Developmental Assessment Room.



2. A step-by-step poster was created and placed beside all the kiosks at every level of the polyclinic.



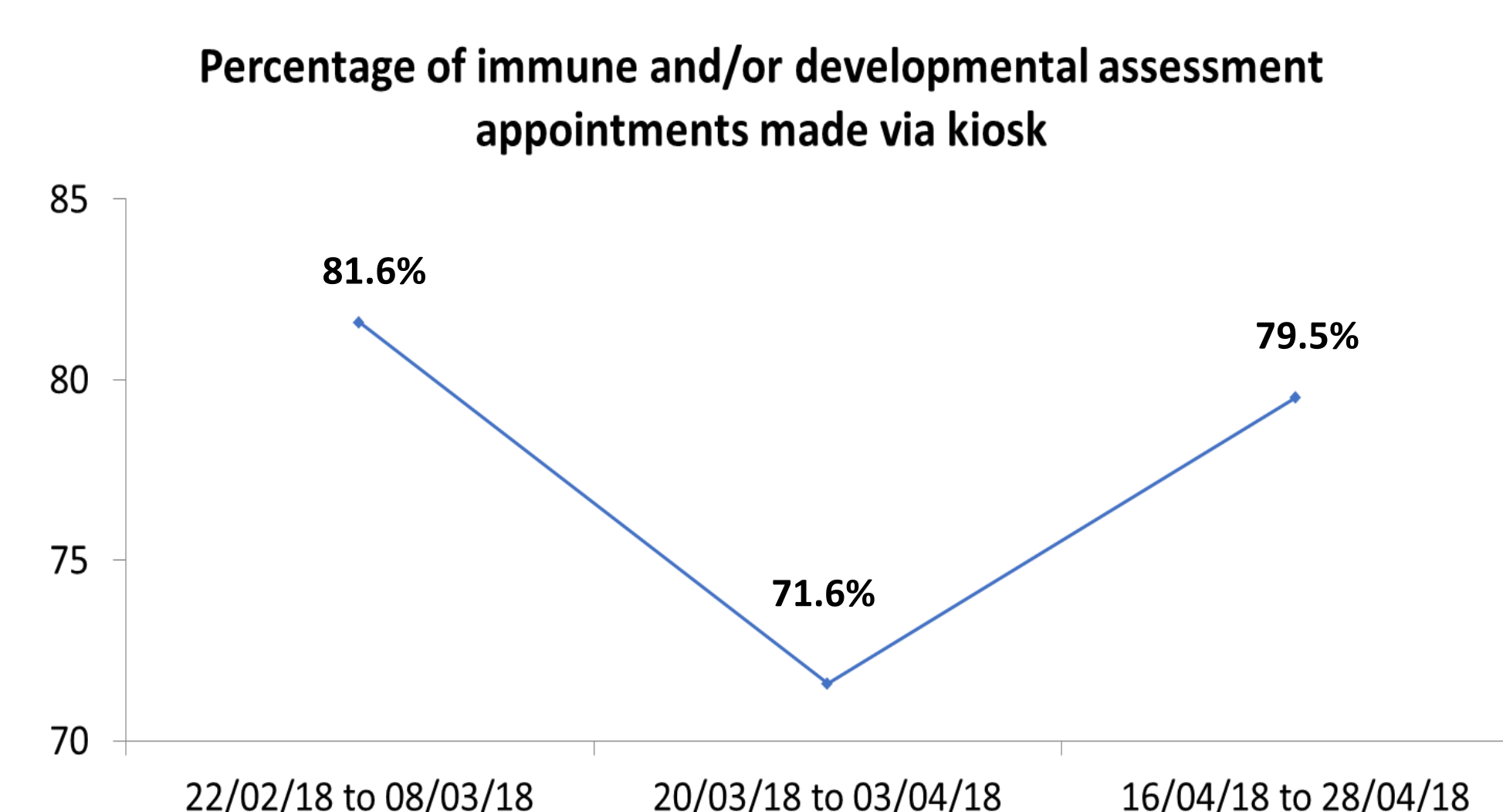
3. A stamp was made to indicate which vaccine is due and the recommended date range to come back for it. It also includes the recommended date for the child to come back for 9-months developmental assessment.



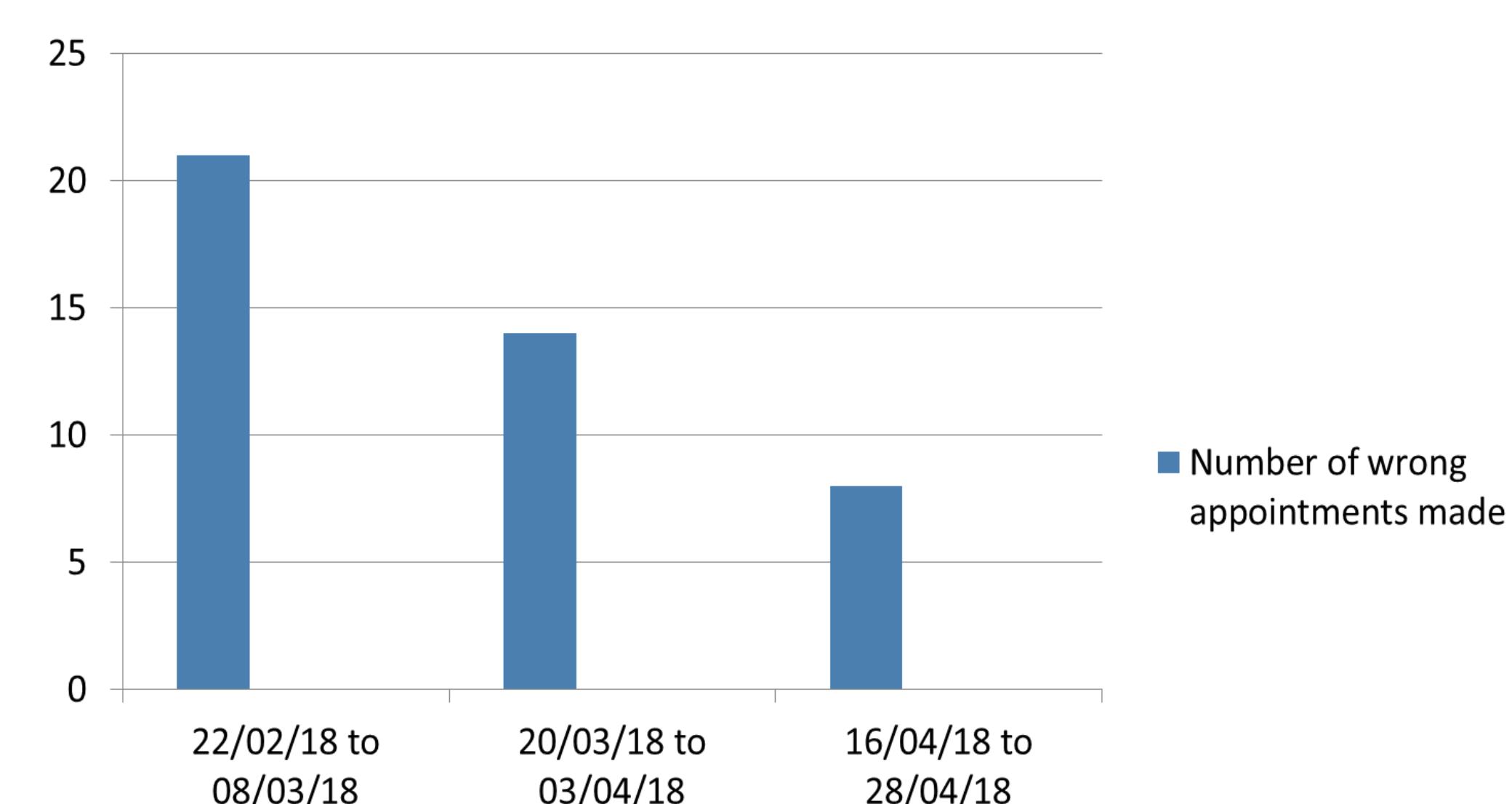
4. Ancillary staff were briefed to advise parents to use the self-appointment kiosks for appointment making when parents make payment at the counter.

## Results

The average utilization rate was monitored for each PDSA cycle.



The number of wrong appointments was also monitored.



## Conclusion

Nurses felt that there was lesser distraction during the immunization process and they could spend more time to address the parents' concerns.

Parents felt that it was useful to use the self-appointment kiosks for child immunization and/or developmental assessment appointment making.

The appointment making process using the self-appointment kiosks could be expanded to include other nursing services in the future.

### Acknowledgement :

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