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Operations (Surgery) & Medical Centre Masterplan



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AIM



Providing timely and accurate updates to patients to improve wait time experience

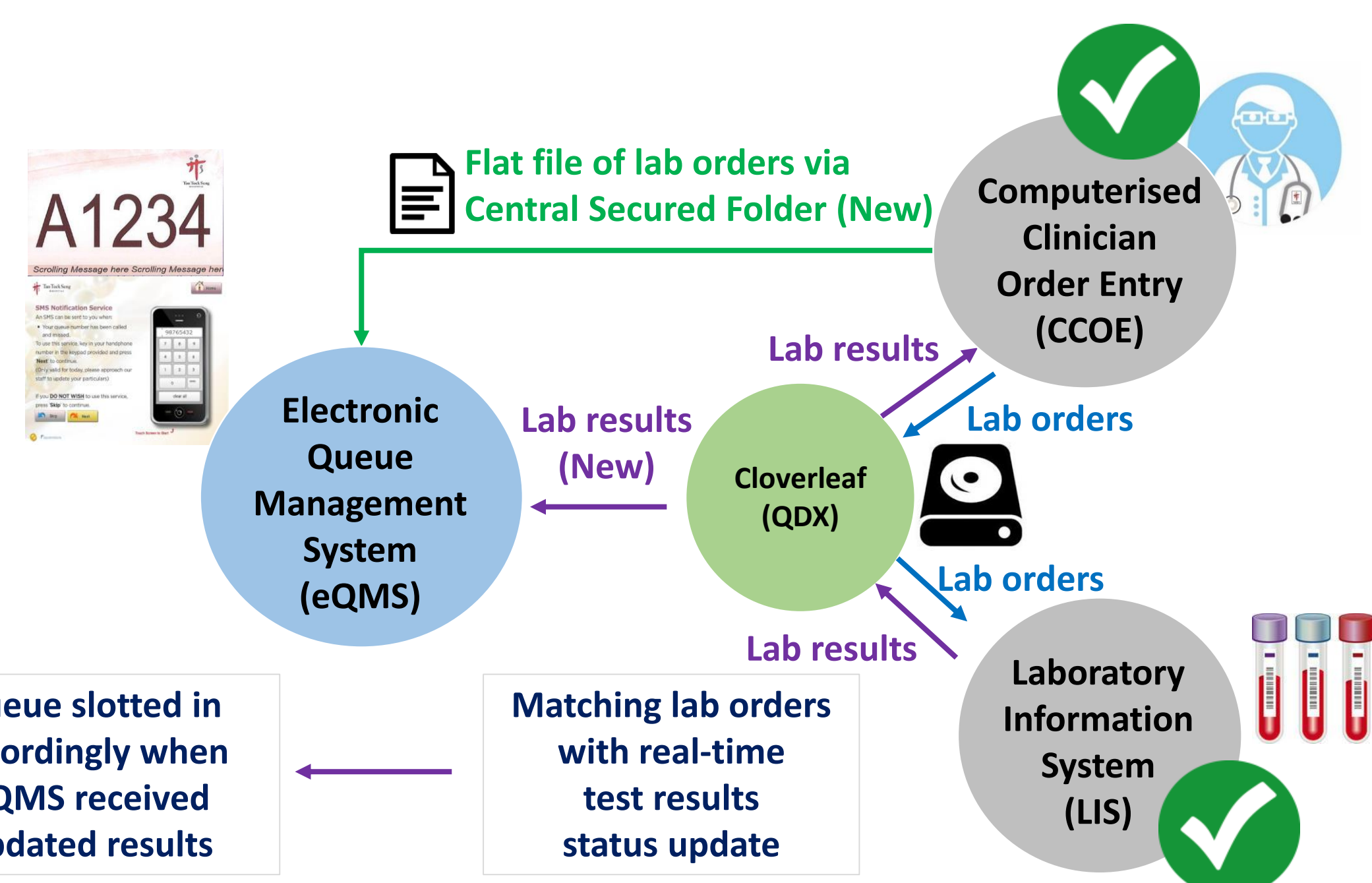


Automated tracking of pre-consultation test results that is linked with queue system



Negating staff manual intervention of queue when pre-consultation tests are required

METHODOLOGY

[illegible]

ACTION

Call Q	Silent Call	PAYMENT
Transfer	Miss Q	PHARMACY
Hold Q	End Q	Print Q
Blood+Transfer		

1

Additional icon feature:
“Blood + Transfer” function

😊 Easy selection of blood tests in Queue System for tracking

😊 Staff need not manually check for results in lab system

2

Status Panel:
Patients’ “live update” on blood tests status

BT Status
Completed :0
Pending :0
Cancelled :0
Delay :0

3

Q. No	Salut	Name	Patient ID	Reg.Time	Appt Time	Status
AE6226	MR.			08:38	8:45	Waiting
AE6226	MR.	AUNTY ORIANA	5234567A	08:38	8:45	Waiting

PSAs are automatically alerted when results are back

“Completed” status:
Auto-updated upon return of blood test results

RESULTS



SMS notification received
when turn is nearing



Automated tracking of pre-consult status and transfer of queue



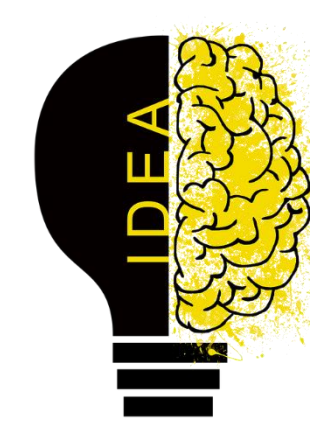
An estimated 5.6 FTE savings (translated to \$282,190 per annum) is expected following the implementation to 18 SOC's.



TTSH's SOC's Patient Experience Score was 93.9%, above National's and NHG's standing at 86.9% and 88.2% respectively.



SOCs experienced a drop in the number of missed queues despite an increased workload. In one pilot clinic, missed queue was reduced by 0.4% despite a 23.7% increase in workload.

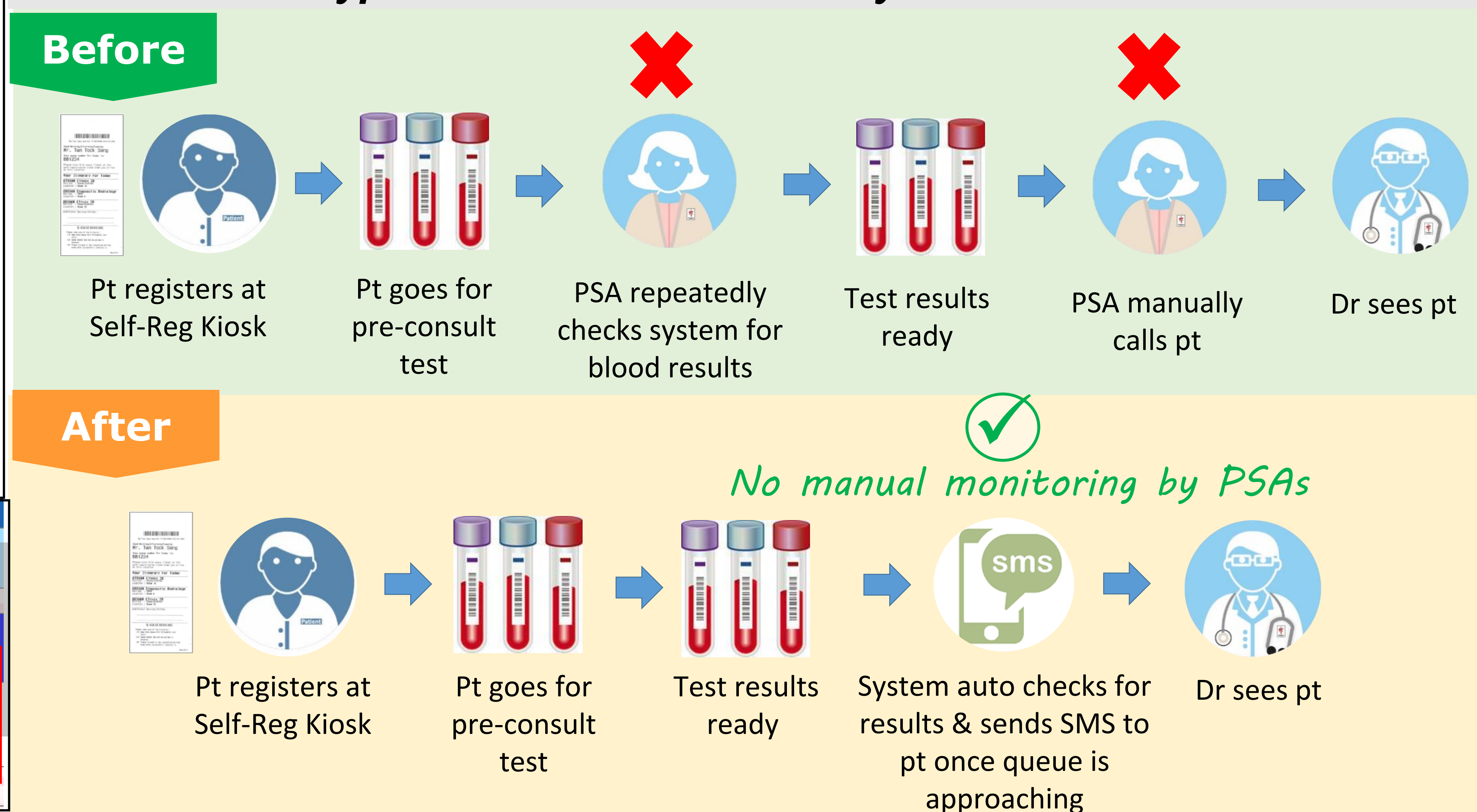


First-of-a-kind integration in local hospital setting and the project have received support from TTSH managements and Group Chief Information Officers. This feature would be adopted by all other public healthcare institutions from FY2019 onwards.

CONCLUSION

Patients are now presented with a clear visibility of their queue status, empowering them to manage their wait time better and to avoid unnecessary missed queues.

A Typical SOC Patient Journey with Blood Test



The project team would like to extend the recognition and appreciation to IHiS (for their support and work on integrating the systems), the laboratory team (for their inputs), and last but not least to all our clinic colleagues (for their inputs and hard work to implement a new workflow).