


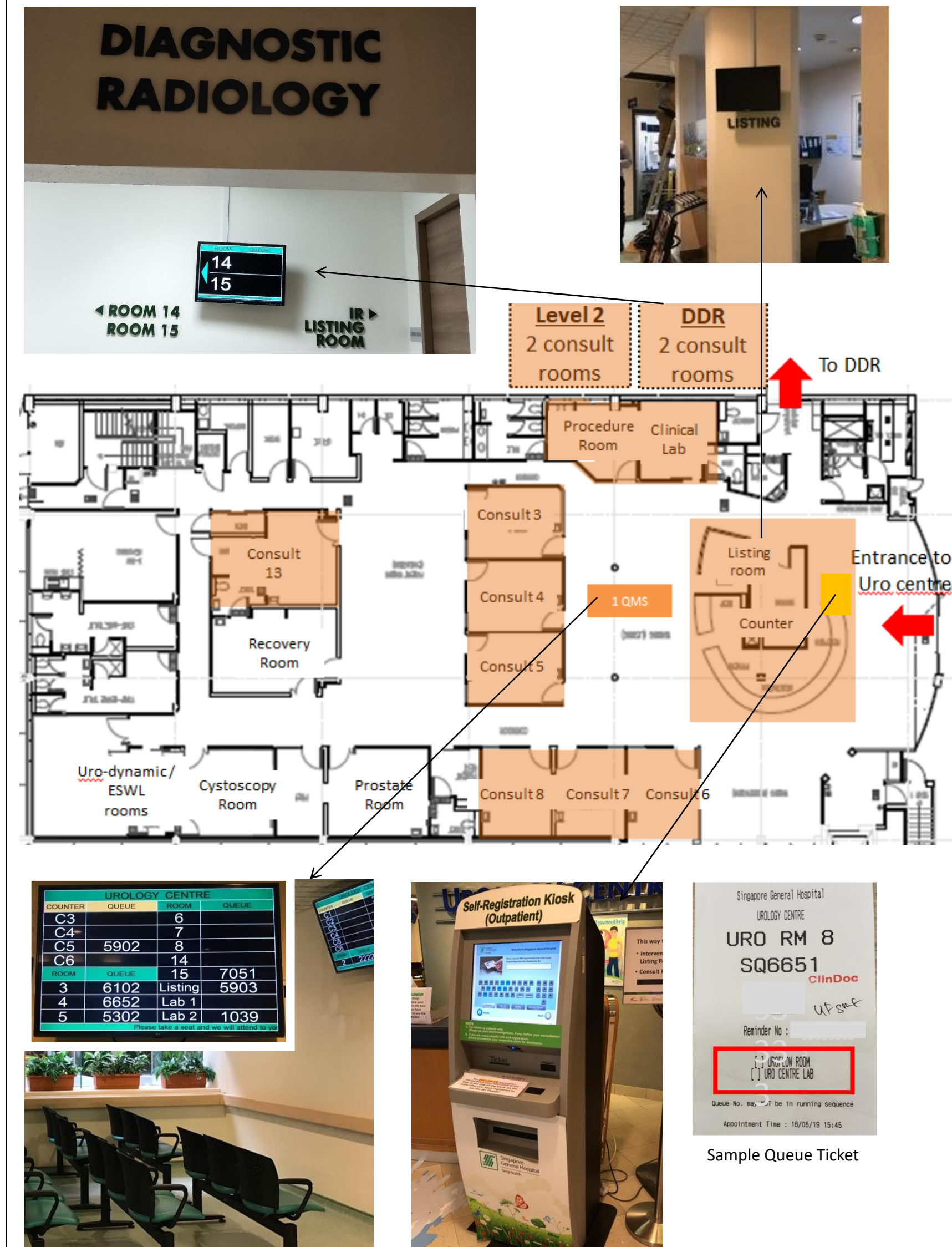

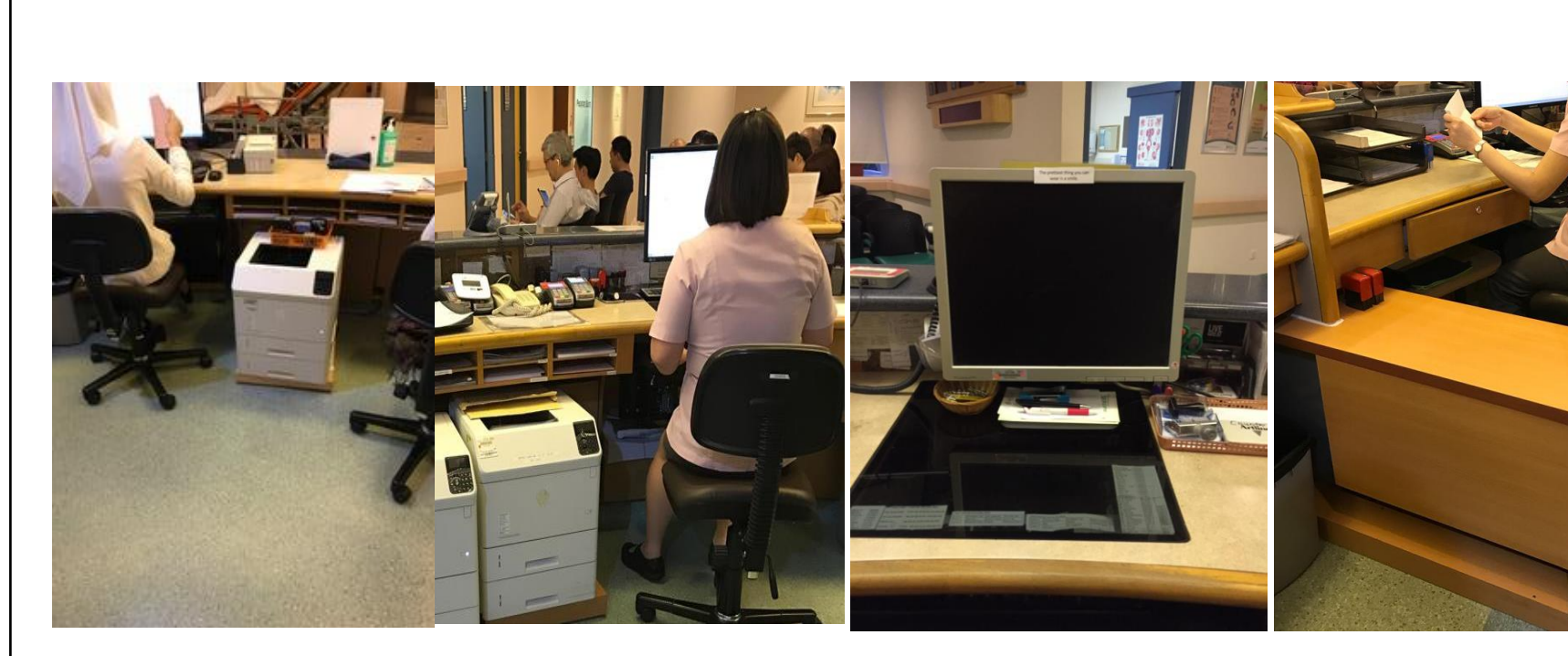
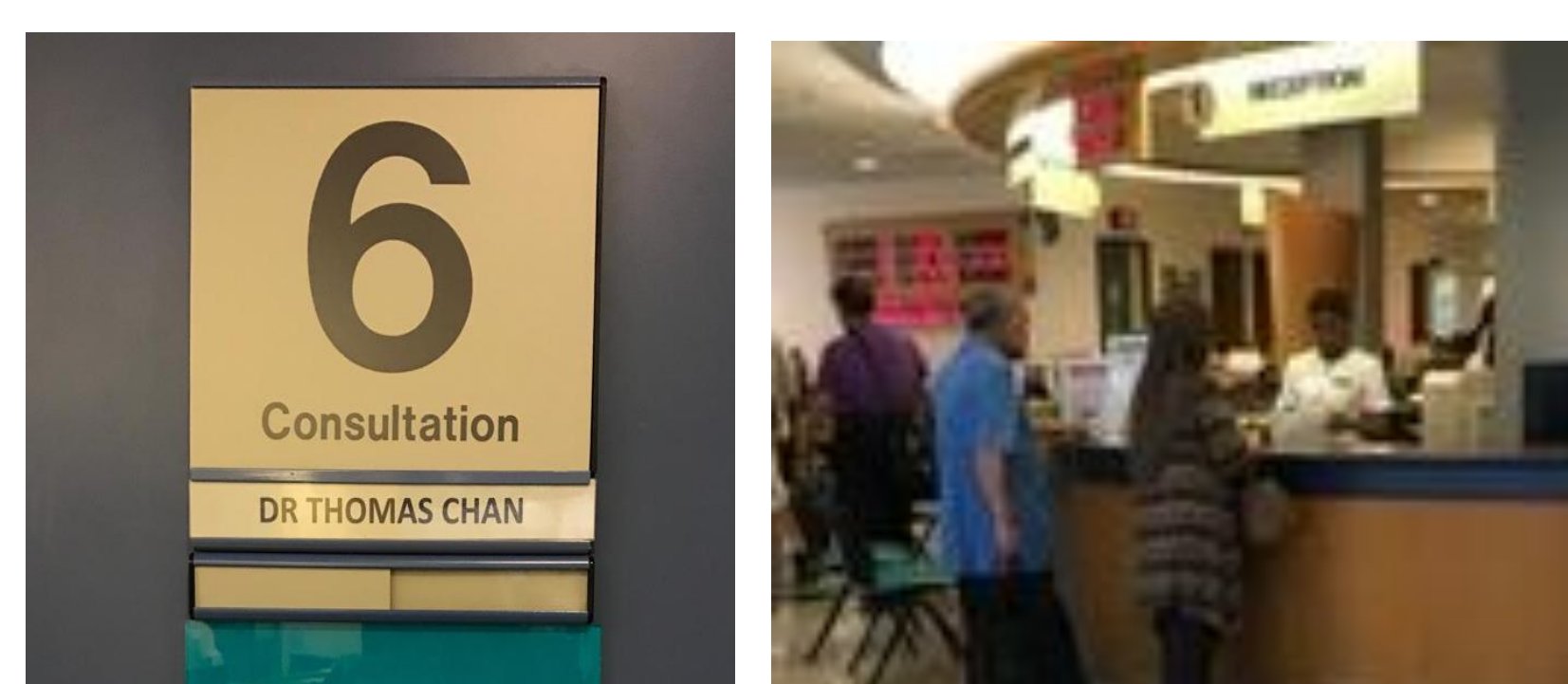
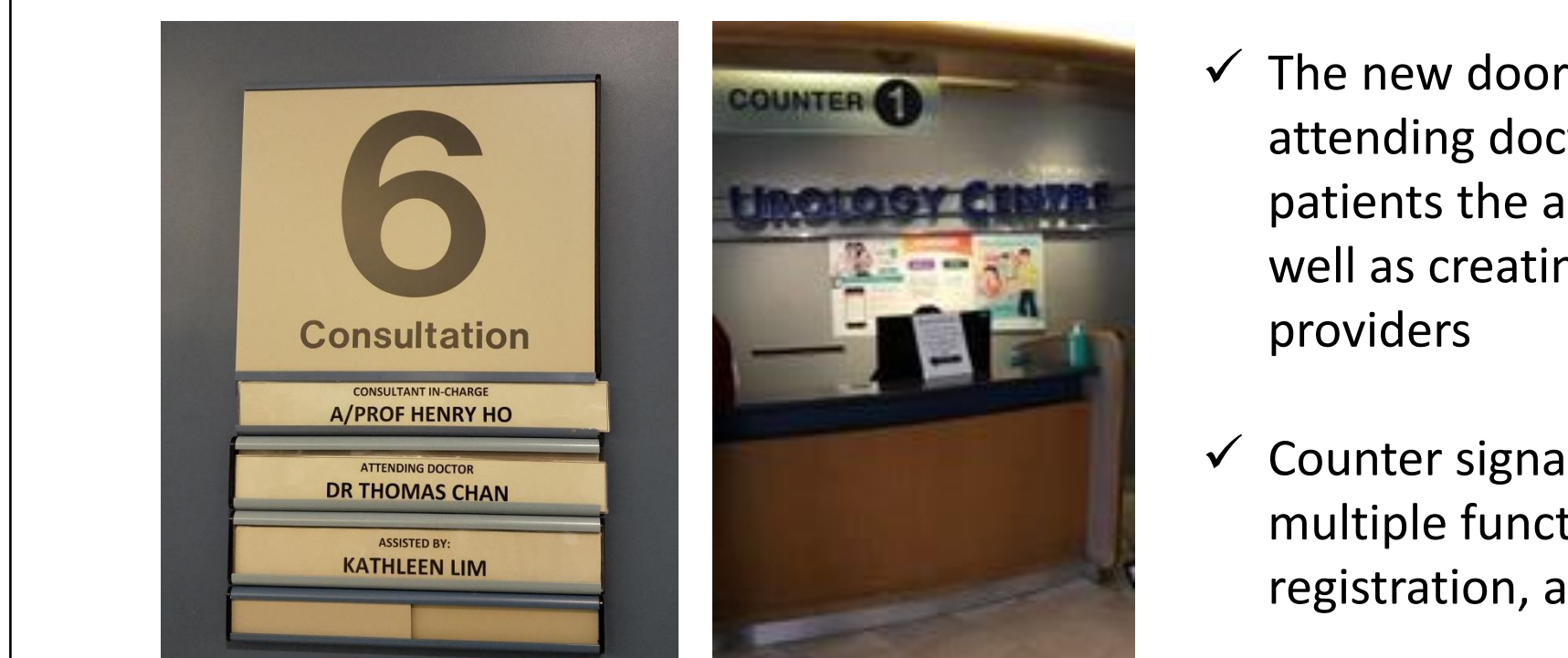
## INTRODUCTION

“Patients. At the Heart of All We Do.”-This is a priority and commitment for SGH Specialist Outpatient Clinics (SOC) team as we strive to provide quality care to our patients. With growing patient needs and limited resources, we are driven to innovate for Best Outcome, Best Experience. With limited approved budget, the 30 year old Urology Centre underwent refurbishment to optimise outcomes without disruption to the operations of the busy centre.

## AIMS

- Enhance patient experience in the centre
- Improve visual communication in the centre
- Improve productivity and working environment of the clinic team
- Minimise interruption to clinic operation

## RESULTS

	OLD	NEW
Enhancement to Queue Management System (QMS) and introduction of new self registration kiosk	 <ul style="list-style-type: none"> <li>3 different QMS in centre, not all service points were included</li> <li>Staff had to toggle between different software during registration to obtain Queue tickets, Sticky Labels and Documents</li> <li>Staff had to manually call out patients' names for consultation /listing in rooms without QMS.</li> <li>LED Queue displays were limited to Rooms 1 to 8.</li> <li>Manual data collation by the clinic team</li> <li>Manual Pre-Queue system where all patients ( New Case or Follow up) have to take a queue number and wait for counter team to call for them to register</li> <li>As all registration have to be performed by counter team, the waiting areas near the counter were always crowded</li> </ul>	 <ul style="list-style-type: none"> <li>Integration of QMS into 1 enables a more seamless patient experience</li> <li>Helps to segregate and disperse the crowd in the centre</li> <li>All service points were included in the queue displays, allowing patients to wait at any one of the waiting areas for their turns</li> <li>QMS was extended to the 2 rooms in radiology to leverage on the centre's manpower and resources, resulting in effective and efficient use of scarce resources.</li> <li>The introduction of a self-registration kiosk encourages patients to embrace technology while we move towards a “Smart Nation”.</li> <li>Time savings. Registration processes shortened. For follow up patients, self registration allows them to “skip” counter and go straight to their next service point, freeing up counter team to focus on new cases and other roles</li> <li>At least 70% of Urology patients require some forms of investigation before consultation-namely Blood, Uroflow tests. The queue ticket indicates the service(s) needed before consultation to serve as a reminder to patients</li> <li>Data can be easily obtained from hospital systems</li> </ul>
Counter refurbishment works	 <ul style="list-style-type: none"> <li>Large cabinets at the counter reduced the space for staff to walk through which is a safety hazard for staff</li> <li>Not ergonomically friendly features – PCs were placed under the table, staff had to bend over to view, causing neck aches; staff had to turn around to take printouts from the printers</li> </ul>	 <ul style="list-style-type: none"> <li>Printers were relocated next to counter staff, allowing for easy reach and more space to maneuver within the counter area</li> <li>PCs were relocated to within eye level of the staff</li> <li>Additional cabinet was built within reach, for documents storage</li> </ul>
Visual Cues, Signage	 <ul style="list-style-type: none"> <li>Door room signage used to include the attending doctor name only</li> <li>Signage at counter used to be specifically labeled such as “Reception” and “Payment”, which gave patients wrong impression to the roles of individual service points (e.g. Reception counter used to manage patients' queries as well as registration)</li> </ul>	 <ul style="list-style-type: none"> <li>The new door room signage includes the consultant in charge, attending doctor and room assistant. This visual aid gives patients the assurance that a consultant oversees the clinic as well as creating an opportunity for compliments for the service providers</li> <li>Counter signage were renamed to allow for flexibility of multiple function roles (e.g. counter 1 can now perform registration, appointment and billing)</li> </ul>

## OUTCOMES

- Received positive feedback from patients and stakeholders
- From pre-implementation in 2016 to post implementation in 2017 and 2018, the centre continually received a significant increase in compliments from patients from 74 to 117 to 290, testament that patients value the enhancement made.

Overall system improved a lot since (a) year ago.

From: Mr Leong

The clinic is very systemically run & all staff are very professional. Staff always provide high level of care & concern for patients.

From: Mr Lee

In the past, patients always ask “why no kiosk in Uro centre?” With the kiosk, patients stop asking, registration process is faster too.

My neck aches less from counter duties. When patient is happy, I am happy too.

SPSA Loke Wai Peng

## CONCLUSION

The increasing healthcare needs due to ageing population, limited resources and skilled manpower shortage requires us to continually innovate and improve. With limited budget, the team managed to work around to transform the centre to achieve the goals. Most commendable is that the planning that enabled improvement works to be carried out in phases resulted in no disruption to the clinic operations or any inconvenience to patients. As a result of the improvement, patients and staff at SGH Urology Centre benefited.