



Singapore Healthcare  
Management 2019

# Centralised Helpdesk @ Block 3 Level 1

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## Introduction



Pre-admission Centre (PAC) has taken over some of the listing duties from the Specialist Outpatient Clinics (SOC) at Block 3 level 1. As part of the plan to consolidate the remaining clinic duties formerly performed in the listing rooms in SOC H, SOC J, SOC K and SOC L, there is a need to review the scope of these duties for efficient use of the manpower and facilities. The review will help to streamline some processes, improve patient's journey for better patient's experience and job satisfaction.

## Aims



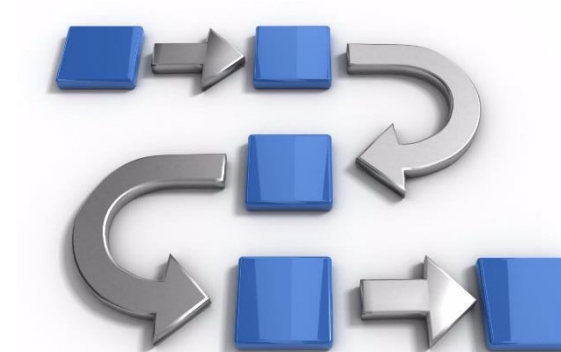
1. To streamline the remaining clinic duties done in the former listing rooms for better patient's experience and job satisfaction.
2. To review the scope of these duties for more efficient use of the manpower and facilities.

## Results

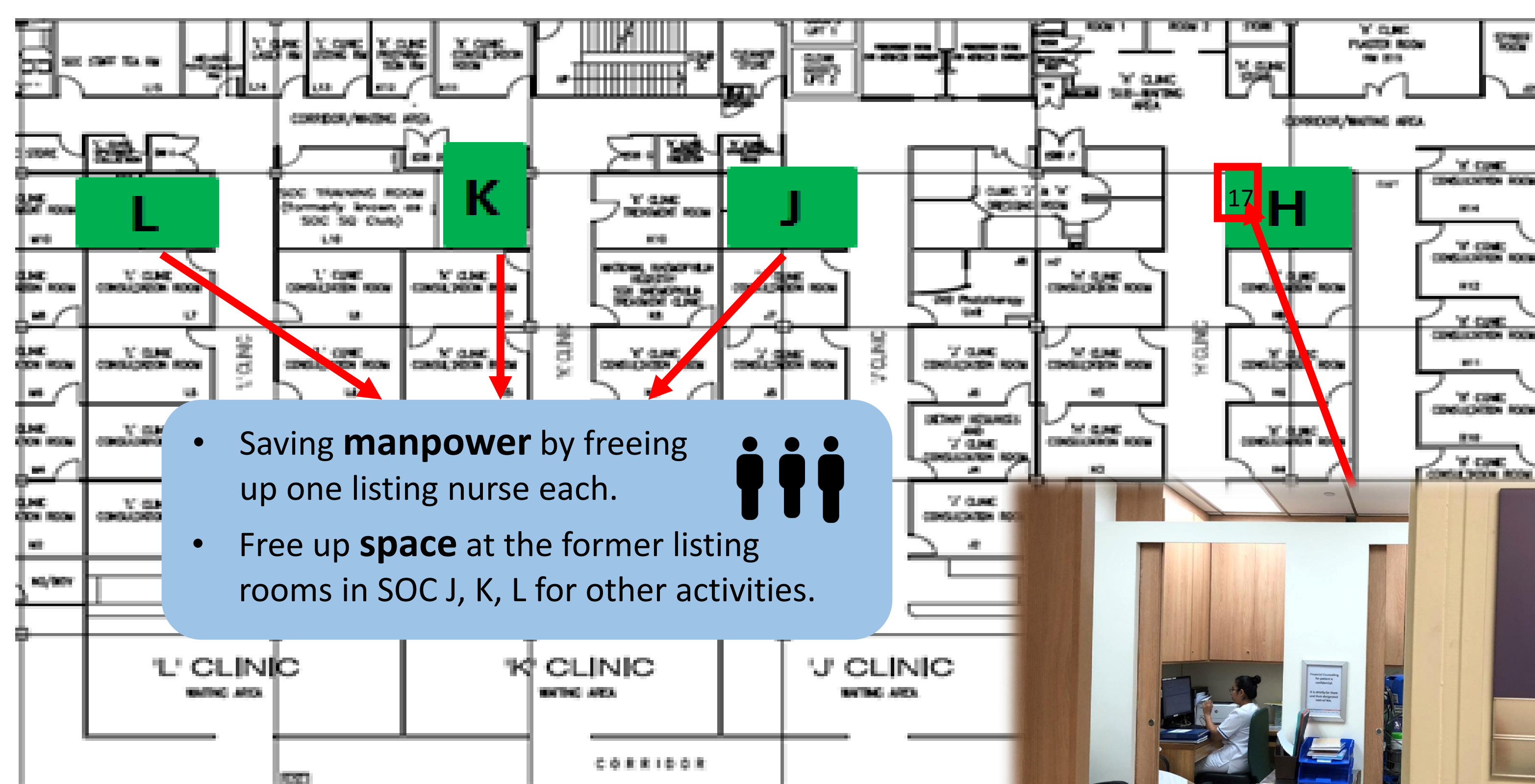


- ✓ A centralized work station was set up to assist patients from the clinics in Block 3 Level 1.
- ✓ The former listing rooms are re-designed to reduce wait time for clinic services.
- ✓ Better use of the resources for efficient operations and improve efficiency.

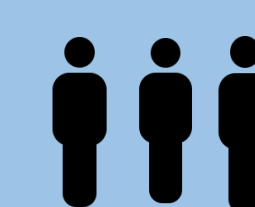
## Methodology



1. The team gathered feedback and reviewed the scope of the remaining duties formerly performed in the listing rooms in SOC H, SOC J, SOC K and SOC L.
2. These duties were consolidated and workflows were reviewed.
3. The pilot site was identified at SOC H Room 17 and supervisors conducted communication sessions to brief all the stakeholders.
4. The centralised Helpdesk was piloted and a review session conducted weekly to improve the workflow.

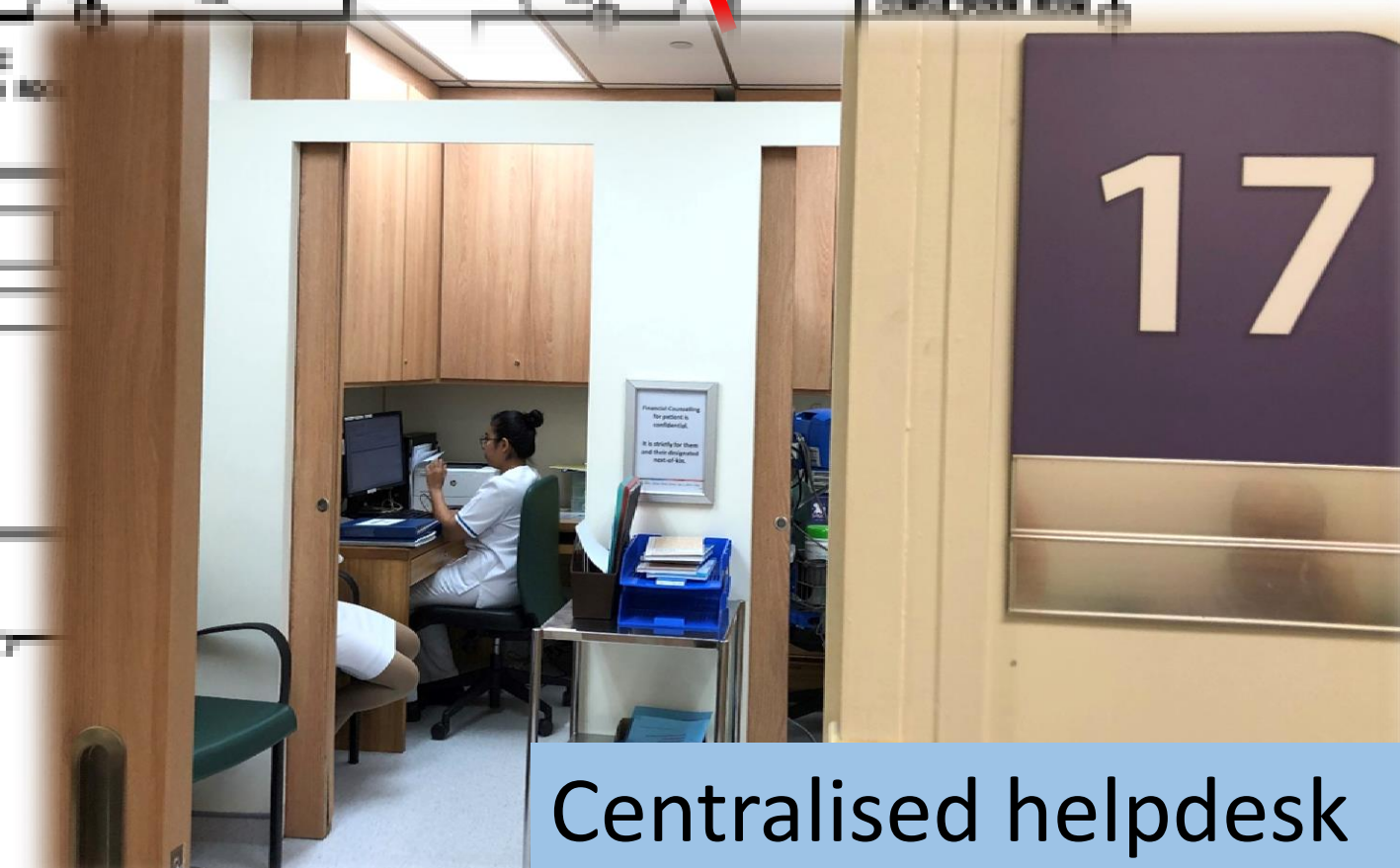


- Saving **manpower** by freeing up one listing nurse each.
- Free up **space** at the former listing rooms in SOC J, K, L for other activities.



## Conclusion

A centralised work station helped to consolidate the remaining duties formerly handled by the listing room nurses. This potentially freed up the nurses so that they can focus on the clinical areas, mainly at the Treatment, Procedure and Plaster rooms. It also provided learning opportunities for the nurses to be cross trained in other clinical speciality areas and also acquired a better understanding of other clinics' workflow and functions. The former listing rooms could also be re-designed for other purposes. The streamlining of work processes will improve patient's journey for better patient's experience and nurses' job satisfaction.



Centralised helpdesk