



Singapore Healthcare
Management 2019

Improve Waiting Times for Subsidized Hand Surgery New Cases (NC) at SOC K

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BACKGROUND



- Long waiting time for new-case consultation
- Registration process is not seamless
- Screening Doctor needs time to screen the diagnosis
- Patient feedback about process gaps

AIM

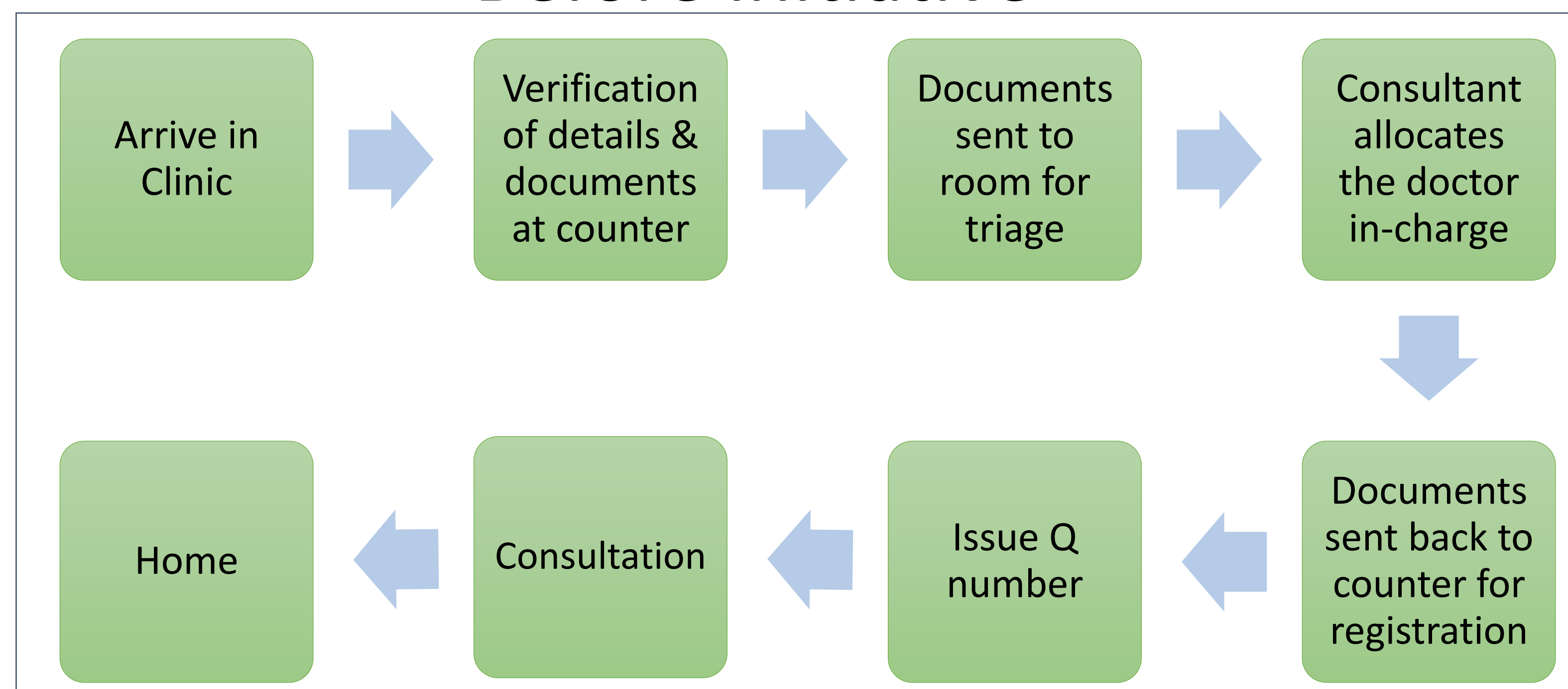


- To reduce waiting time for new patients to be seen
- To increase productivity and efficiency of clinic workflow
- To improve overall patient experience

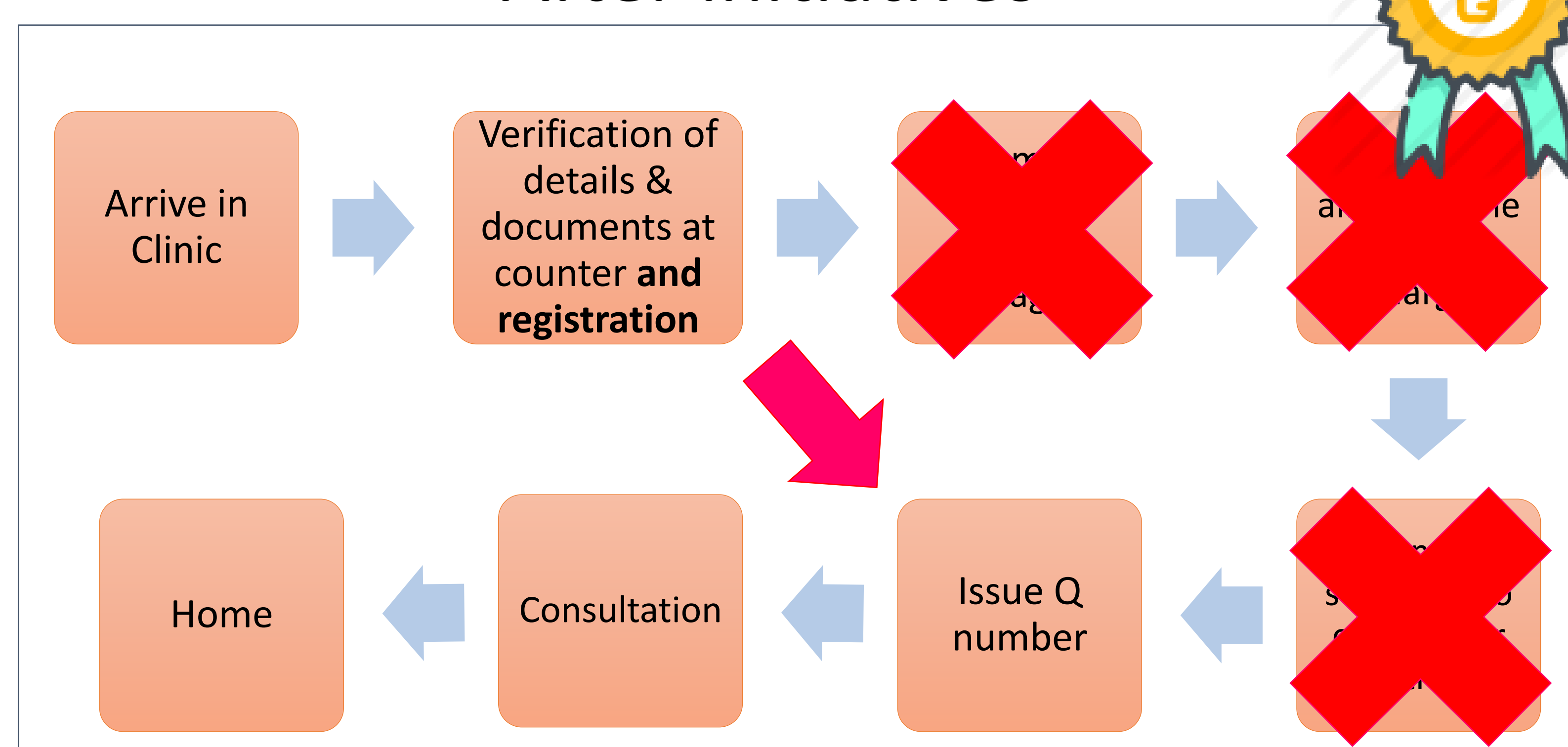
METHODOLOGY

- ✓ Review current workflow
- ✓ Gather feedback from stakeholders
 - Doctors
 - Patients
 - Clinic staff
- ✓ Review processes
 - Manpower allocation for Doctors
 - Duration of arrival of patient to receiving a Q-ticket for consultation
- ✓ Plan
 - Implement new patient workflow to reduce waiting time
 - Communicate new workflow to all stakeholders

Before initiative



After initiatives



Outcome

The changes in the workflow resulted in improved patient experience without compromising operational efficiency. The collaboration between surgeons and administrative team played an important part in ensuring a smooth transition to a seamless registration process.