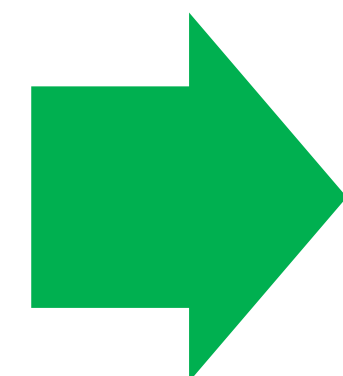




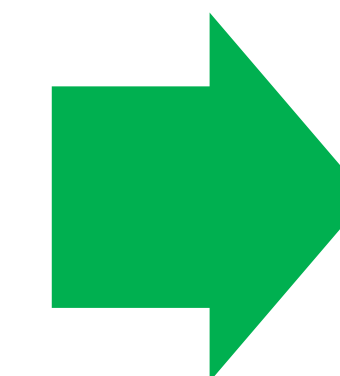
# Improve the Waiting Time to Appointment for Orthopaedics Consultation & MRI for SAF Servicemen

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Referral from  
SAF Medical  
Centre



First Orthopedics  
Appointment



MRI  
Appointment

## Background

- 1) SAF Servicemen have a long waiting time to Orthopedics Appointment and MRI Appointment
- 2) Resulting in extending waiting time from initial diagnosis to treatment

## Objectives

- 1) Waiting time to obtain first appointment from SAF to SGH orthopaedics of no more than 14 days
- 2) Waiting time to obtain appointment from SGH orthopaedics to MRI services of no more than 14 days
- 3) Expedite care and treatment for SAF Servicemen

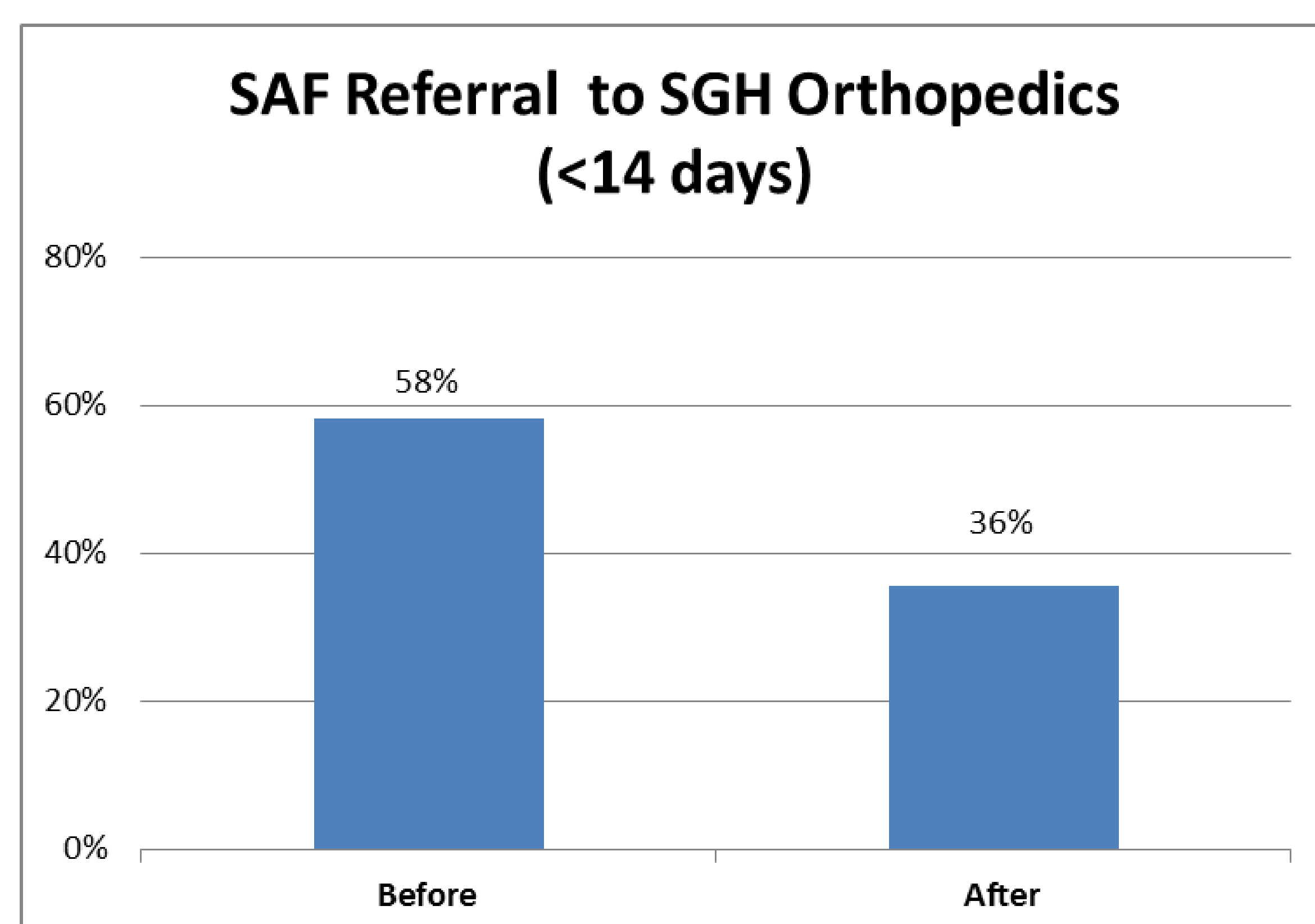
## Review, Brainstorm, Plan

Review → waiting time from SAF to SGH orthopaedics

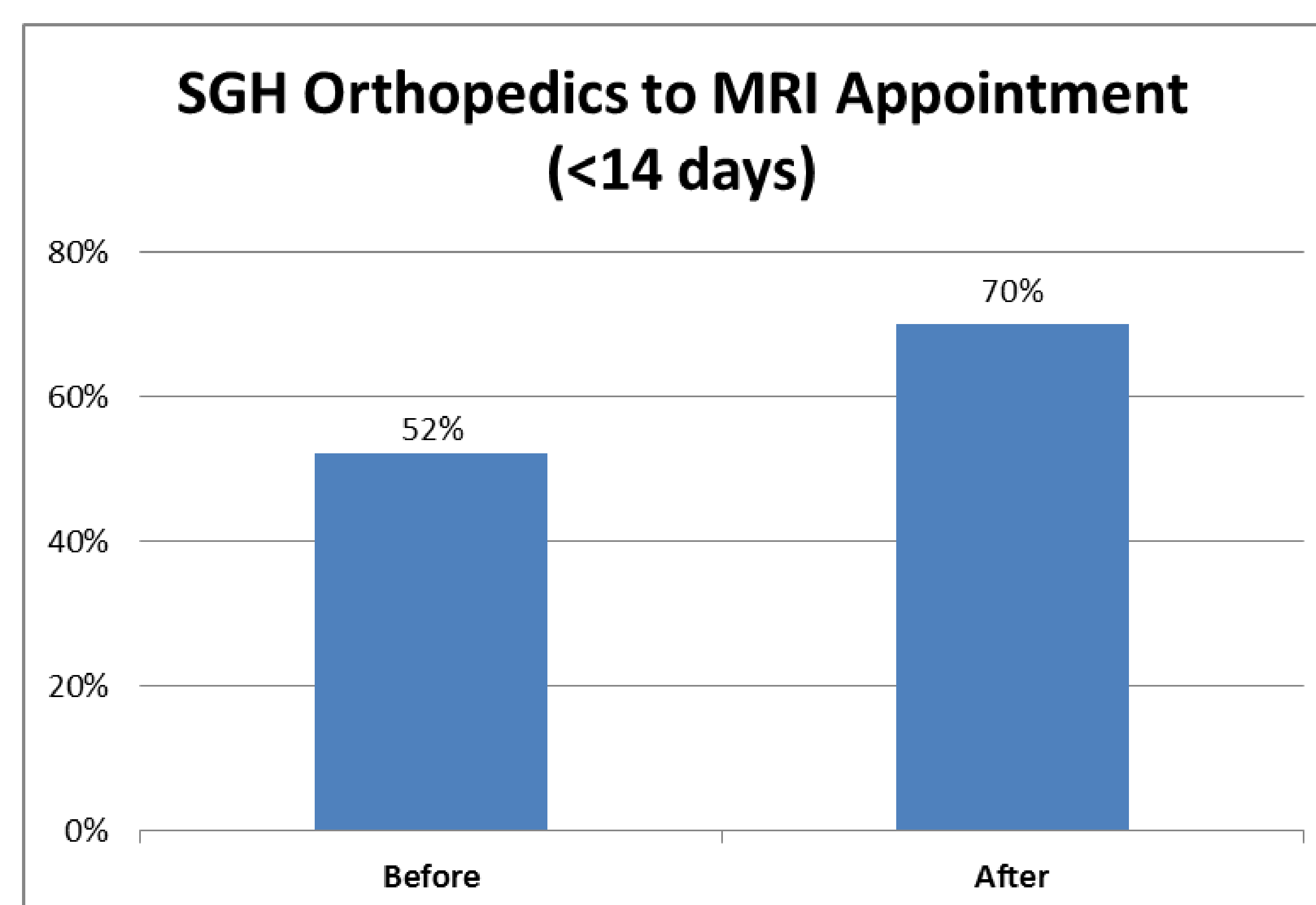
Brainstorming → Stakeholders came together for possible solutions to improve waiting time

Plan → Fast Track referral for easy identification upon appointment booking and registration

## Implementation



Waiting time to 1<sup>st</sup> Orthopedics Appointment within 14 days was **reduced** from 58% to 36% after implementation



Waiting time to MRI Appointment within 14 days **improved** from 52% to 70% after implementation

## Conclusion

The collaboration between the various stakeholders by adopting this fast track methodology improved the duration from diagnosis to treatment. The sharing of this success is vital as it could be a learning platform for other specialities which could potentially explore collaboration with SAF to fast track referrals in the future.

Key Success Factors

People

Communications

Planning

Team Work

Collaboration