



Singapore Healthcare
Management 2019

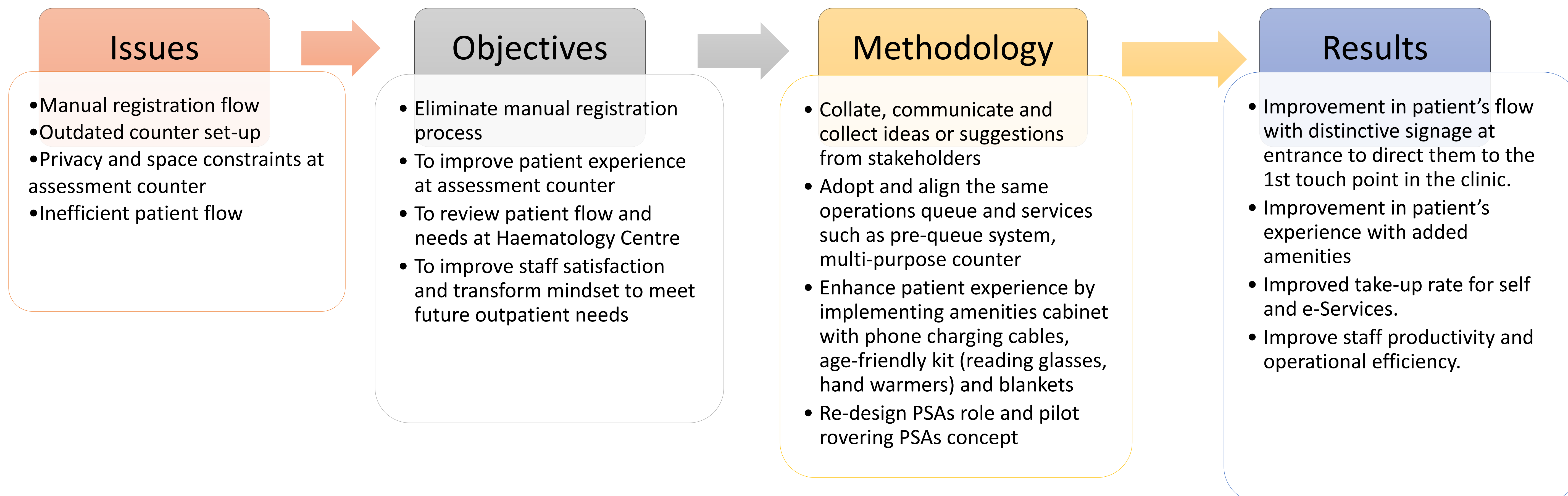



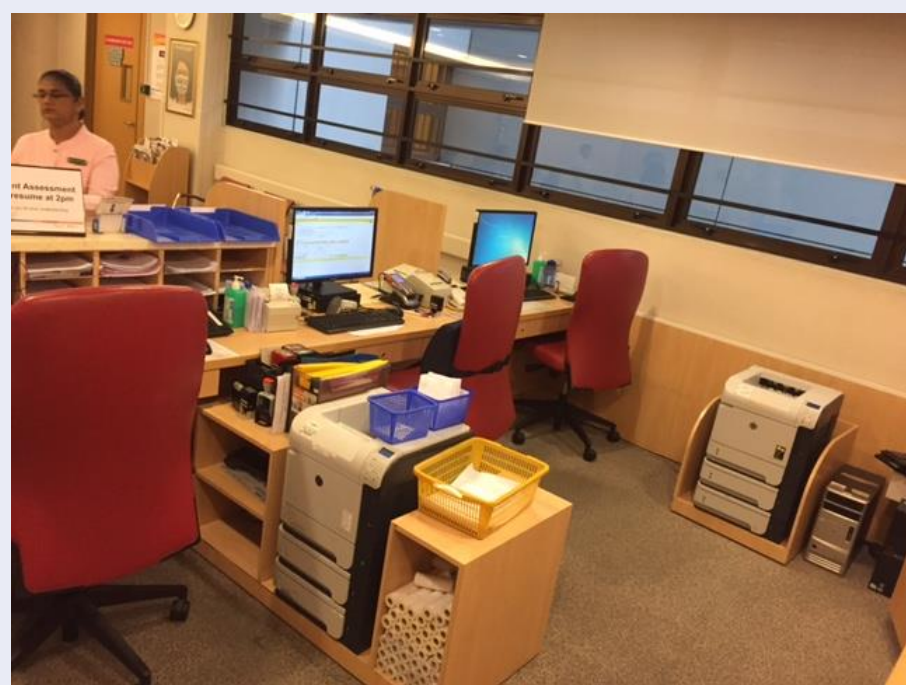

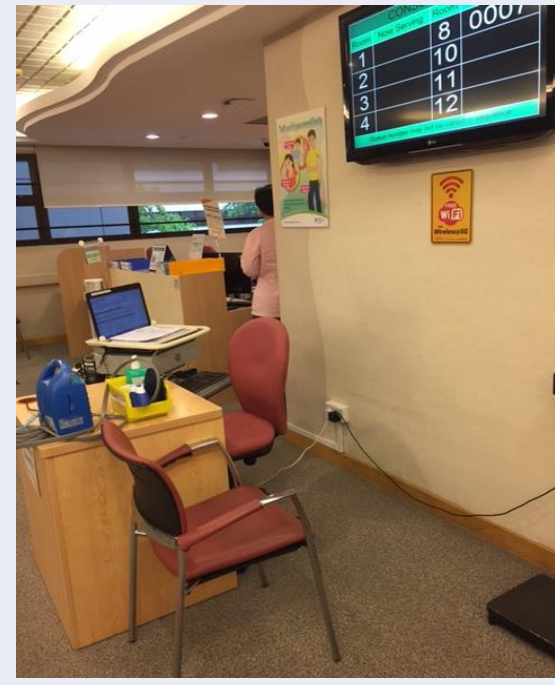








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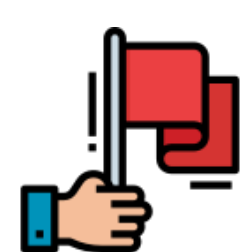


Background

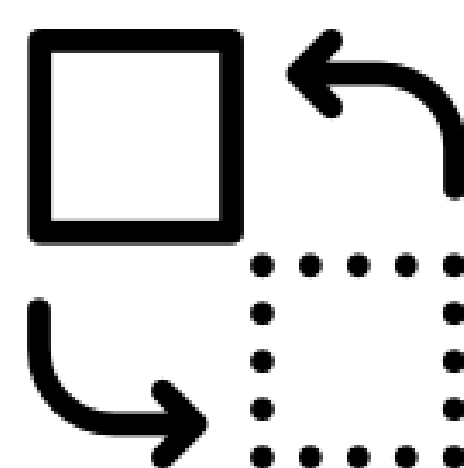
- Haematology centre co-located with Inpatient ward 72
- Renovation for ward 72 was approved in year 2018 hence, Infection Control raised concerns on the carpet flooring at the main waiting area of Haematology Centre
- Specialist Outpatient Clinic (SOC) reviewed the outpatient process to align with Outpatient settings and process



Area	Work flow	Patient experience	Amenities
Before	  Dim lighting, cluttered set-up, 3 counters	  Limited circulation space, no privacy provided	  Dis-organised facilities
After	  Bright lighting, organized set-up, self-registration kiosk	  Privacy panel installed, sufficient circulation space, centralised queue TV	  Centralised amenities location, distinctive signage



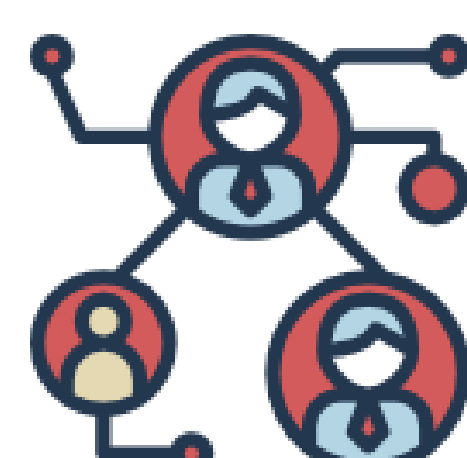
Conclusion



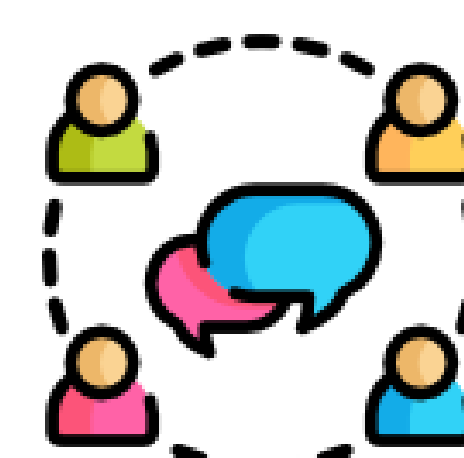
The renovation approval for ward 72 gave an opportunity to redesign the work process and be prepared for the future outpatient journey



The opportunity gave the clinic supervisor a platform to drive clinic performance for self-registration and e-services.



The collaboration between various departments and internal users ensured a successful implementation



Communication channels like daily briefing, huddle board to seek buy-in from end-user



Factors leading to transformation
1) Reduction of 1 counter
2) Improved patient experience and workflow
3) Improved job satisfaction