Transforming patient flow at Haematology Centre **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

issues

- Manual registration flow
- Outdated counter set-up
- Privacy and space constraints at assessment counter
- Inefficient patient flow

Objectives

- Eliminate manual registration process
- To improve patient experience at assessment counter
- To review patient flow and needs at Haematology Centre
- To improve staff satisfaction and transform mindset to meet future outpatient needs

Methodology

- Collate, communicate and collect ideas or suggestions from stakeholders
- Adopt and align the same operations queue and services such as pre-queue system, multi-purpose counter
- Enhance patient experience by implementing amenities cabinet with phone charging cables, age-friendly kit (reading glasses, hand warmers) and blankets
- Re-design PSAs role and pilot rovering PSAs concept

Kesuits

- Improvement in patient's flow with distinctive signage at entrance to direct them to the 1st touch point in the clinic.
- Improvement in patient's experience with added amenities
- Improved take-up rate for self and e-Services.
- Improve staff productivity and operational efficiency.

Area

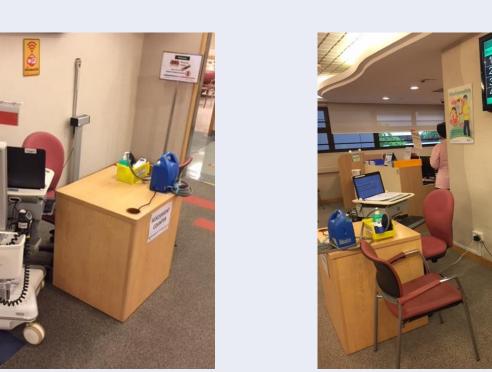
Before

Work flow



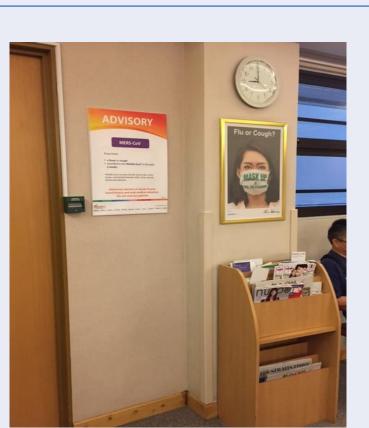
Dim lighting, cluttered set-up, 3 counters

Patient experience



Limited circulation space, no privacy provided

Amenities





Dis-organised facilities

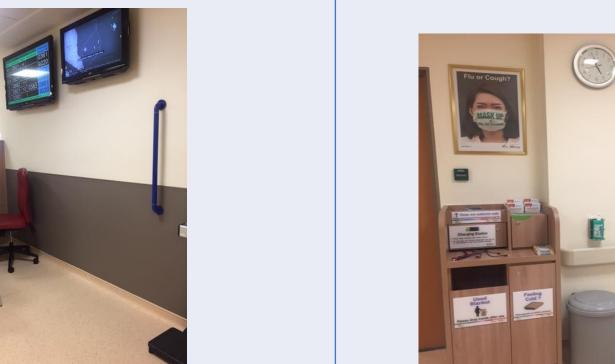
After



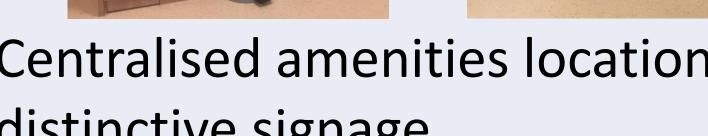
Bright lighting, organized set-up, self-registration kiosk



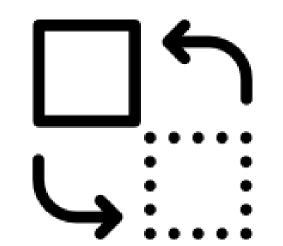
Privacy panel installed, sufficient circulation space, centralised queue TV



Centralised amenities location, distinctive signage



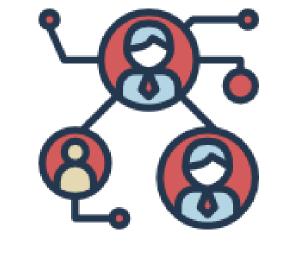
onclusion



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





