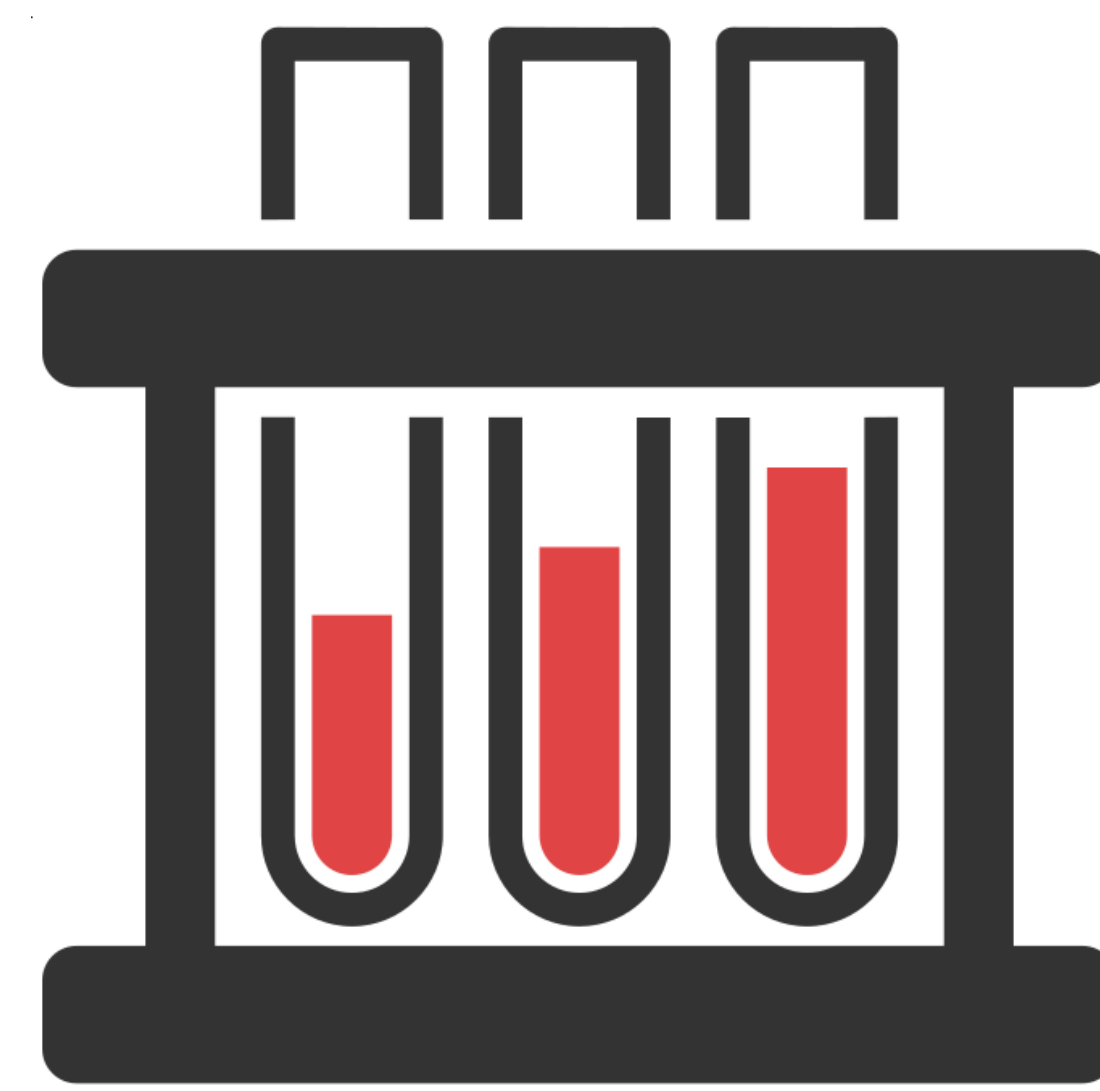




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Goodbye to Manual Checking of Lab Tests Results



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Introduction



For patients with lab tests done on-arrival before consult, Clinic staff have to check patients' lab tests results in SCM (Sunrise Clinical Manager) and transfer the patients' queue manually to the next service station in 1Queue (1Q), before patients can see doctor.

Problem Statement

1. It is inefficient for clinic staff to constantly check two different systems - SCM and 1Q.
2. Patients may encounter delays in seeing doctor as the queue numbers are manually transferred by clinic staff.



Methodology

PLAN

Clinic Ops team met up to map the process and brainstorm for possible solutions

DO

Team provided the user requirements, defined the logic and requested for a system enhancement

CHECK

Clinic Ops team piloted the enhanced process to 2 SOC clinics. Continual feedback sessions were conducted to review the issues arose.

ACT

Rolled out to all 21 SOC clinics after the successful pilot implementation.

BEFORE

After lab tests are collected by clinic nurse, patient's queue number is moved to 'Await Results' service station in 1Q

Clinic PSA checks printer for the lab tests results (Lab tests results are printed once resulted)

Clinic PSA collates the printed results and checks against the q-ticket for number of lab tests done

Clinic PSA checks SCM, if lab tests are not resulted after 30 minutes

When all lab tests are resulted, Clinic PSA manually transfers patient's queue number to next service station

AFTER

After lab tests are collected by clinic nurse, patient's queue number is moved to 'Await Results' service station in 1Q

Process has been simplified from **5 steps** to **2 steps**.

Eliminate manual checks done by Clinic PSA

System auto transfers patient's queue number to next service station when all lab tests are resulted

Results

1. Frequency of checking lab tests manually **reduced by 95%**
2. Estimated total savings of **14.5 man-hours** per day on average



Conclusion

As the checking has been automated, this has enabled the Clinic PSAs to focus on other service-oriented duties such as answer patients' enquiries, appointment making and room assisting.