



Singapore Healthcare  
Management 2019

# Paper-less Patient Feedback in NHCS 5A Cardiac Clinic

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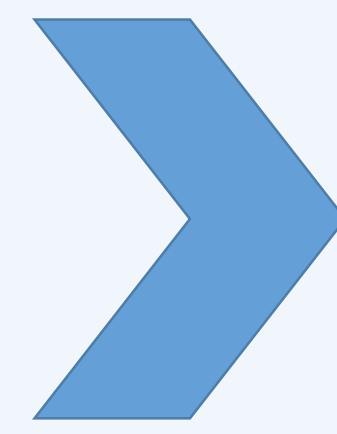


National Heart  
Centre Singapore  
SingHealth

## INTRODUCTION

Each month, NHCS sees around 11,100 patients in the outpatient Cardiac Clinics 4B and 5A. Hardcopy feedback form was given to patients to collect their feedback on the clinical care received. The feedback forms were consolidated and sent to the Office of Patient Experience (OPE) for screening and counting before sending to external vendor for transcribing. Random checks and audits were conducted before reports were generated for submission.

**Changes to workflow reduced hardcopy feedback forms collected from patients...**



To adapt to a manpower-lean economy, NHCS has implemented the Counter- 'less' initiatives at the Cardiac Clinics (5A and 4B) in November 2018. Over the counter Re-appointment/ payment services has since been migrated to electronic transaction, resulting in reduced opportunities for frontline staff to collect hardcopy feedback forms from patients.

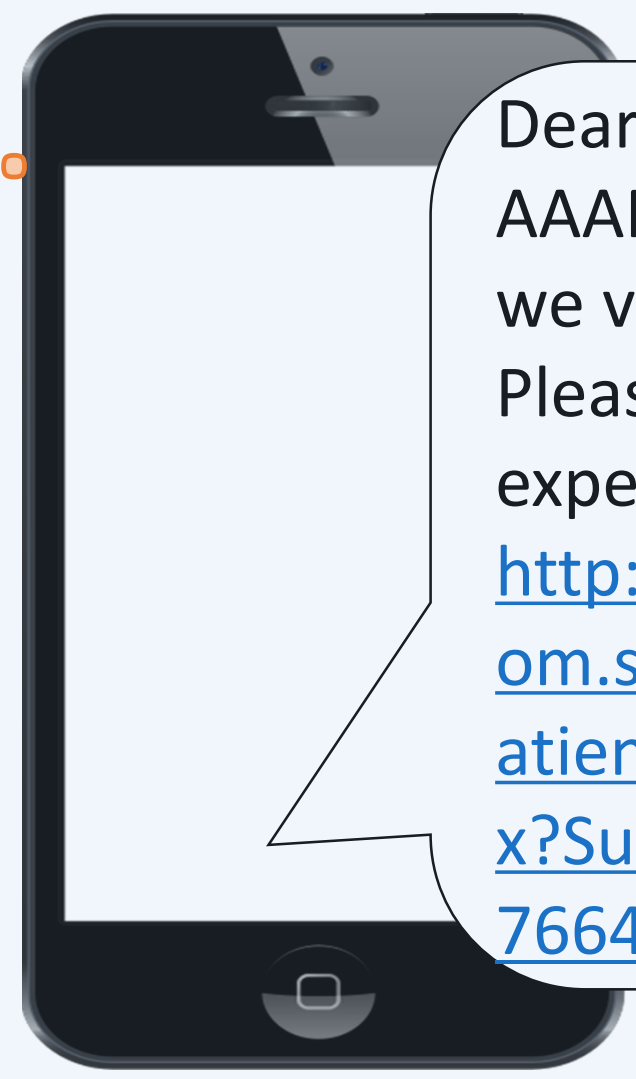
Number of hardcopy feedback forms collected from cardiac clinic 4B and 5A had dropped by 65% from an average of 920 to 322 per month.

## AIMS

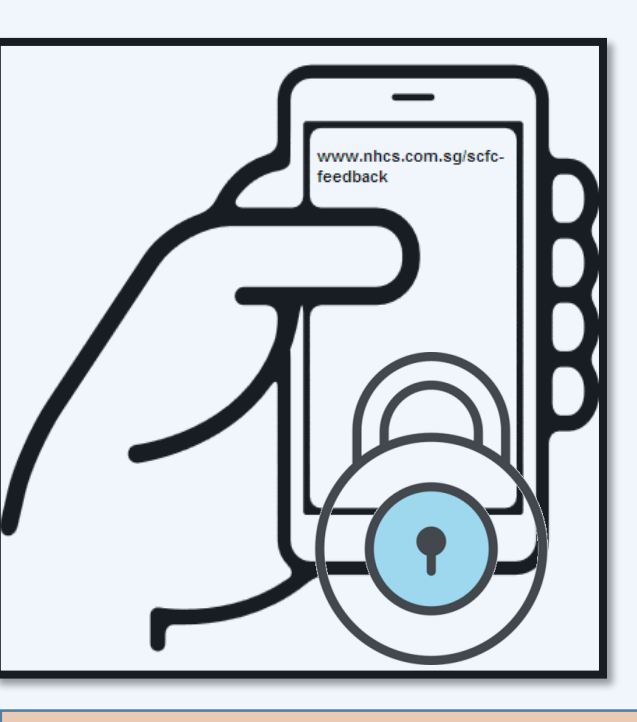
The aim of the project is to leverage on the current NHCS e-feedback platform and to increase the number of patient feedback forms collected to the target of 5%.

## METHODOLOGY

In view of increasing trends in using digital technology, NHCS developed an e-feedback system where questionnaire from the hard copy was reproduced in electronic format, allowing patients to use their mobile phones to provide feedback on the move. The URL link to the e-feedback will be sent to all actualized patients by 8pm on the same day. The e-feedback survey was piloted at 5A Cardiac Clinic in April 2019 where approximately 1,900 actualized patients were reached out via SMS.

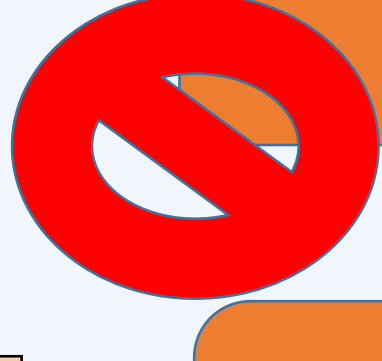
1.  Dear AAAPATIENTS9012345IQ, we value your feedback. Please share your experience in NHCS at <http://trial.interface.nhcs.com.sg/NHCSInterface/NHCPatientFeedbackEntryAll.aspx?SubmissionNo=00021307664>

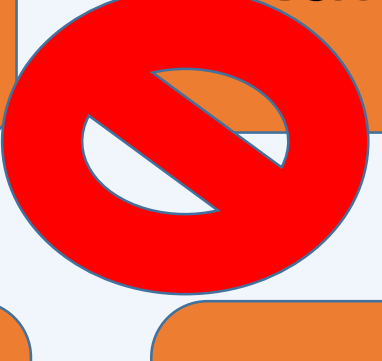
URL link to e-feedback SMS to all actualized patients by 8pm.

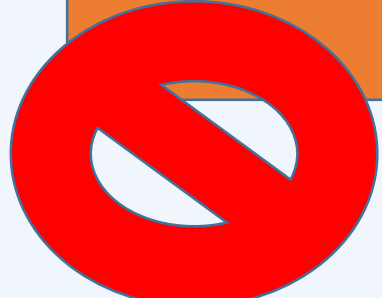
2.  Patients access the e-feedback form with URL link in SMS. It is a secured link authenticated by internal system to verify patient ID and visit date.


3.  Statistics reports can be generated for monitoring and reporting purposes.

### Processes Eliminated...

 Data Entry by vendors

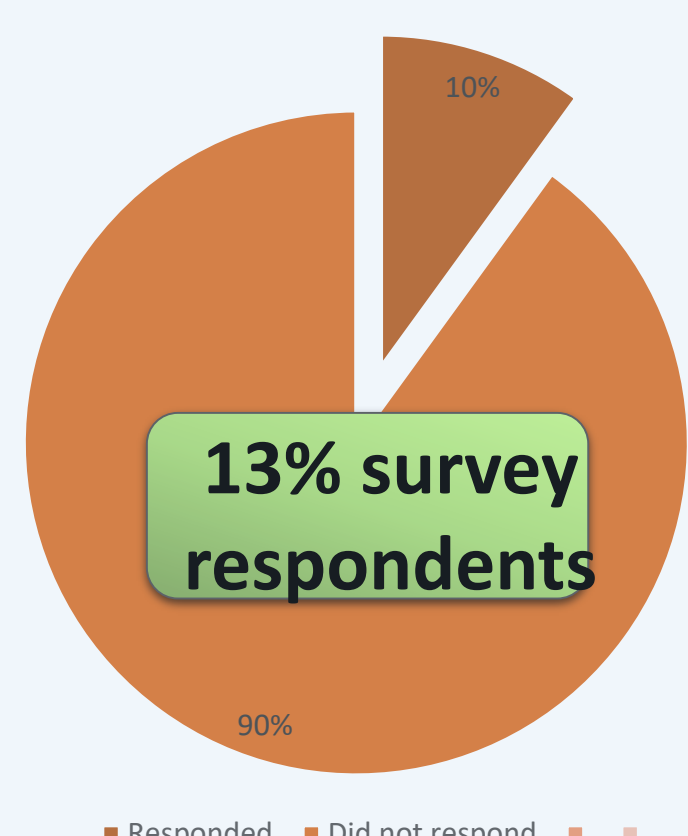
 Excessive Administrative Work

 Audit Checks of Data

 Management of Storage Facility

## Exceeded Target!

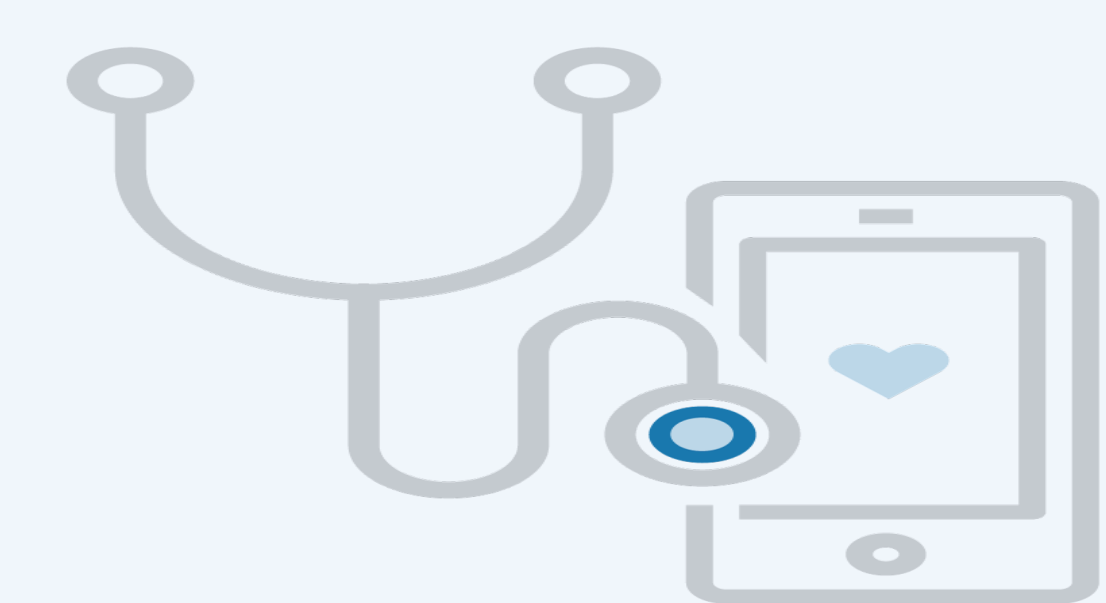
Cardiac Clinic 5A E-Feedback  
April 2019



In the pilot month, we received 247 responses for Clinic 5A, which is approximately 13% of the feedback survey sent.

## RESULTS

### Process Efficiency



With the e-feedback mechanism, data and statistics on patient satisfaction can be generated quickly using the system; feedback can also be received more promptly for follow-up actions when required.

### Manpower and cost savings



192 man hours saved/annum!

Time saved to process the forms from retrieving the forms from mailroom, counting, photocopying the compliments, sending for data entry and checking data is approximately 192 hours (24 working days) per annum. The e-feedback eliminated the need to send hardcopy forms for data entry by vendors, leading to an annual cost savings of \$2400.

## CONCLUSION

The e-feedback encouraged more active participation and responses from the patients. It is also more productive as staff do not need to manually process the forms and check for any errors in data entry and calculating the ratings.

