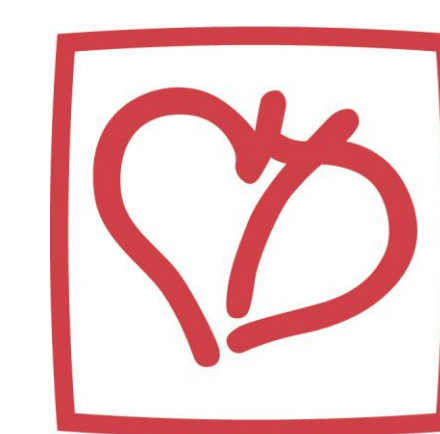




Singapore Healthcare
Management 2019

Earlier Outpatient Consultation for Patients on Wheelchairs

Goh Sye Lin, Chua Xin Ling, Koh Ley Hoon
Specialist Outpatient Clinics



National Heart
Centre Singapore
SingHealth

BACKGROUND

Long wait time for consultation in the Specialist Outpatient Clinics (SOC) for the frail and elderly patients on wheelchairs overcrowd the limited clinic space. They tend to fidget during the long wait and will often feel very uncomfortable.

The aim of the project was to reduce the waiting time of wheelchair bound patients by giving them priority.

FACT FIND

Waiting time for consultation, wheelchair bound patients are found to be over 40 minutes.

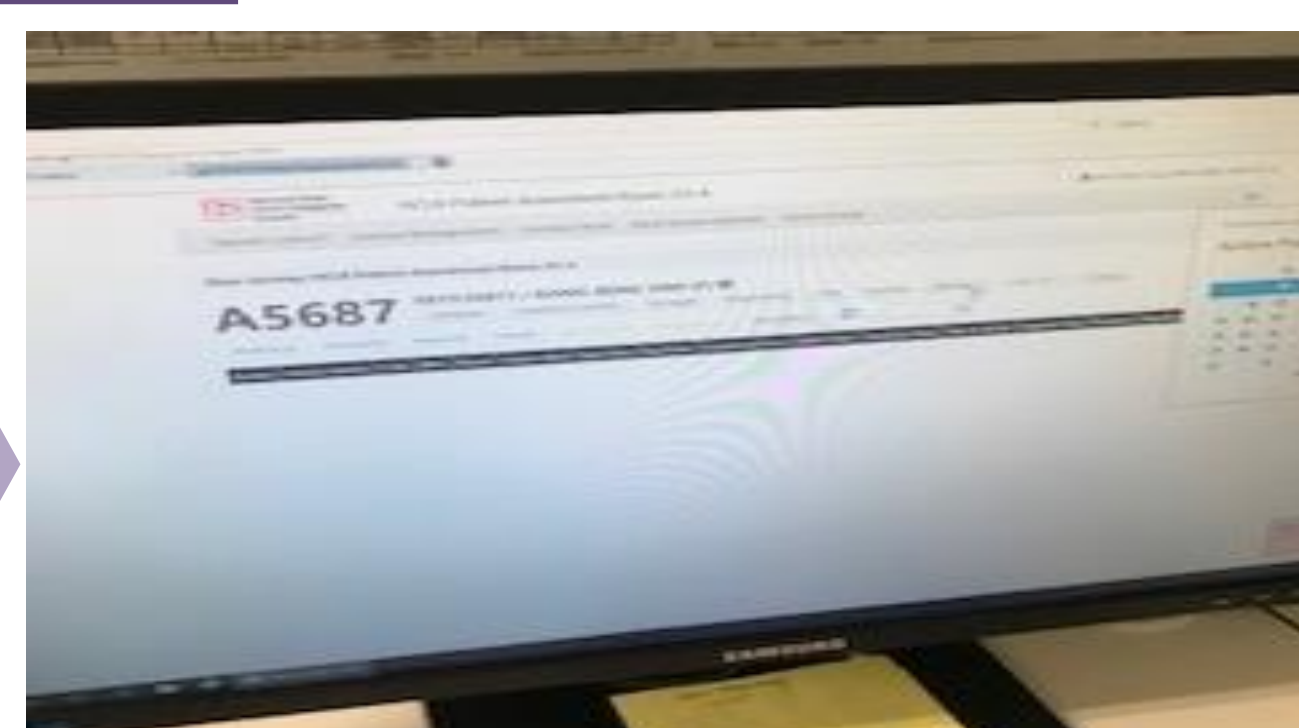
TARGET

To have more than 50% of patients on wheelchair to be seen by doctors within 40 minutes.

METHODOLOGY



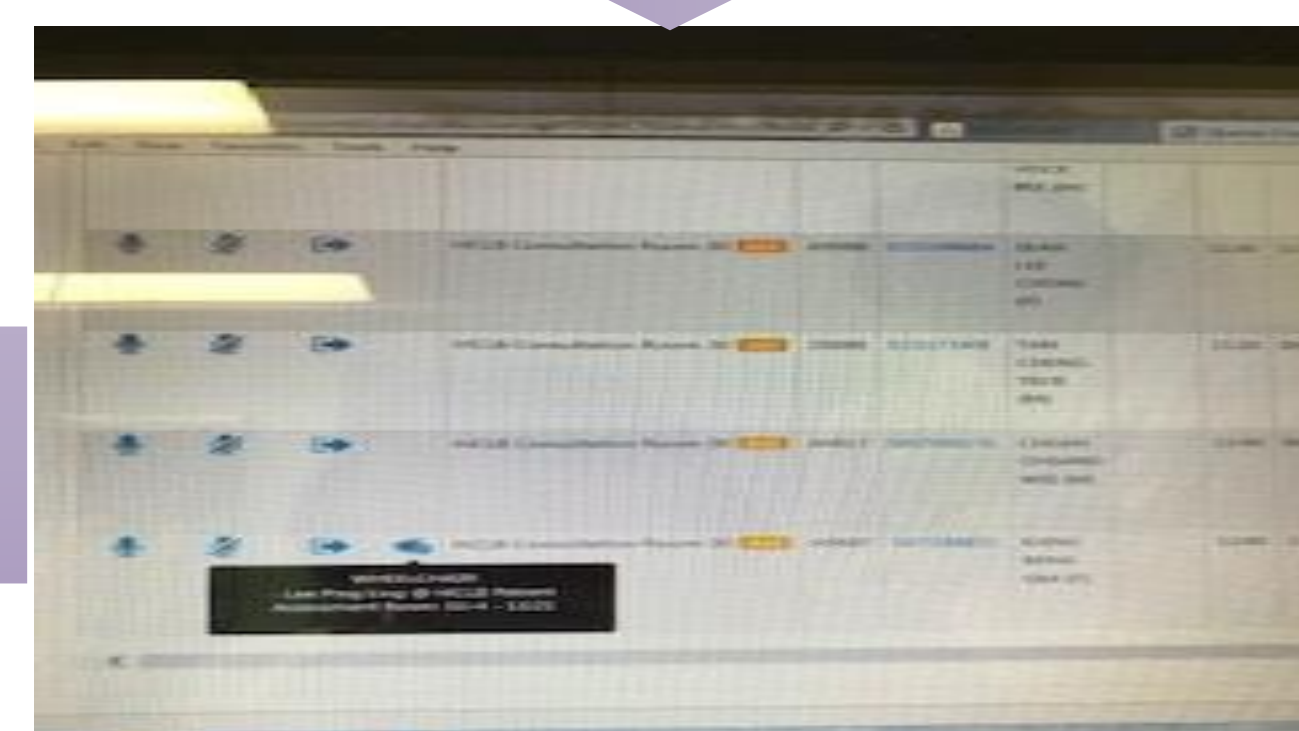
Identify patients on wheelchair in Patient Assessment room



Tagging on 1Q1Bill "wheelchair"



Room assistant will identify using message icon



Queue no. transfer to consultation room



Expedite case.
Wheelchair bound patients receive consultation earlier.

RESULTS

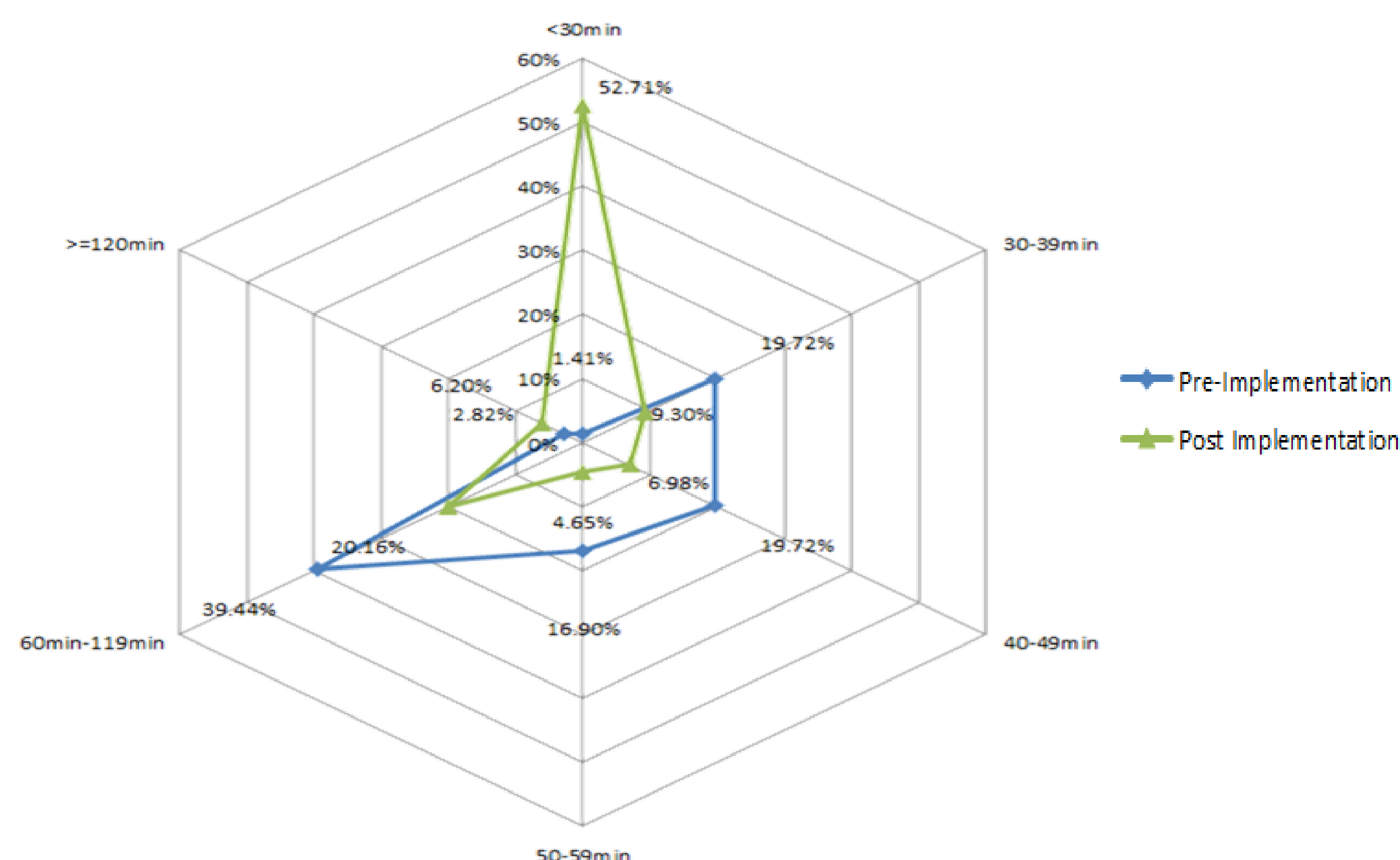
BEFORE

20.16%
waited more
than **60 minutes**

AFTER

52.71%
waited **LESS**
than **30 minutes**

3 months collection post implementation data results showed an increase of 53% of patients on wheelchairs seen less than 30 minutes after attended in Patient Assessment room.



INTANGIBLE BENEFITS

- Better service delivery standard
- Lesser congestions along clinic corridors
- Improved safety for patients
- Greater efficiency with less overcrowding
- Higher staff satisfaction
- Better image for NHCS

CONCLUSION

Wheelchair bound patients tend to be frail. Long waiting time on the wheelchair would increase discomfort and frustrations. The successful implementation of our project had shortened the wait time. Thus, improving patients' comfort and care. This project has enhanced our teamwork and increased job satisfaction for our staff.