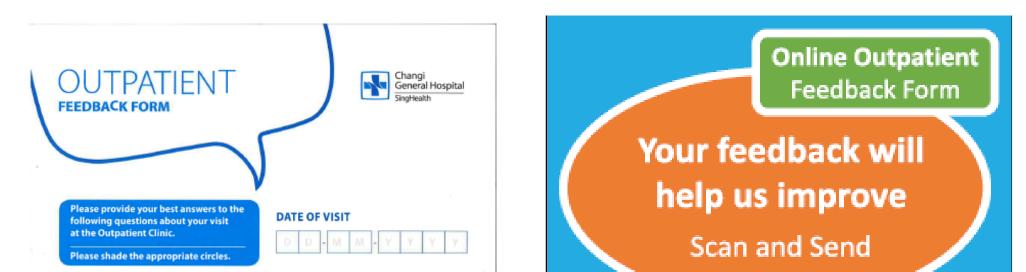


Singapore Healthcare Management 2021

- Vivian Lim, Office of Patient Experience
- Lee Siau Huey, SC Ops
- Chang Sook Mei, Office of Patient Experience

Let's switch from hardcopy to online feedback form



Introduction

A new feedback platform to our patients as we transit from traditional hardcopy to online feedback form, Zedoc.

A stopgap measure was created via FormSG and it aims to capture new audience in using this channel via QR code.

Methodology

Due to COVID-19, all physical documents displayed in care areas including feedback forms were removed for infection control. With the mandatory Safe Entry requirement, public are now familiar with the scanning of QR code and we took the opportunity to introduce online feedback forms created via FormSG.

OCATION		
edical Centre (MC)	CGH Main Building (MB)	The Integrated Building (IB)
Pharmacy @ MC	O Ambulatory Surgery	O Diagnostic Centre @ IB
1A SNEC Eye Clinic	 Changi Sports Medicine Centre (CSMC) 	 Geriatric Medicine Centre (GMC)
2A NDCS Oral & Maxillofacial Surgery Clinic	O Day Surgery	 Medical Social Services @ IB
2B ENT and Head & Neck	O Endoscopy Centre	O Neuroscience and
Surgery Centre 2D Lung Clinic & Integrated	 Medical Records Office (MRO) 	Rehabilitation Medicine Centre (NRMC)
Sleep Centre	 Medical Social Services @ MB 	○ Pharmacy @ IB
2E Dermatology Clinic	O Pharmacy A O Pharmacy B	 Psychological Medicine Centre (PMC)
3A Urology Clinic 3B Renal Medicine Clinic	O Pre-operative Anaesthesia	O Rehabilitative Services @ IB
3C General Surgery Clinic	Assessment Clinic (PAAC)	
3D Digestive Diseases Centre	 Radiology (basement 1) Radiology Ultrasound 	Medical Specialty :
3G Breast Centre	(Outpatient)	
4A Cardiac Clinic	 Rehabilitative Services @MB 	
4B Internal Medicine Clinic	O Renal Dialysis	O Private
4C Vascular Clinic	 Specialist Clinic K 	O Subsidised
4D Diabetes, Obesity, Metabolic & Endocrine Centre	 Specialist Clinic U 	
4G Clinical Measurement Unit (CMU)		

Results

Able to attract newer audience with higher take up rate. The advantages of online feedback forms are (1) convenience via patients' mobile devices (2) reduce printing costs (3) reduce need for data cleaning (4) reduce time to transcribe data

A phased approach piloting in 8 specialist outpatient clinics in October 2020, and scaled up to all 21 clinics by November 2020. Similar approach for all 32 inpatient wards.

QR code posters were placed at the patient care areas, clinics and wards and the counters.

Forms submitted are extracted from the

(5) eliminates need for forms storage and disposal (6) eliminates manual compilation of data (7) real-time and easy retrieval of data

Within 3 months,

787 online forms were received which accounts for 5% of all feedback forms received.

The Inpatient wards achieved the highest take up, with online forms contributing 9% of all returns within 3 months.

FormSG portal and exported to excel for data management. Thereafter the data can be used to create Dashboards via Tableau.

Online forms are a very viable option for

collecting feedback.