



Singapore Healthcare Management **2021**



Changi General Hospital
SingHealth

- 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.

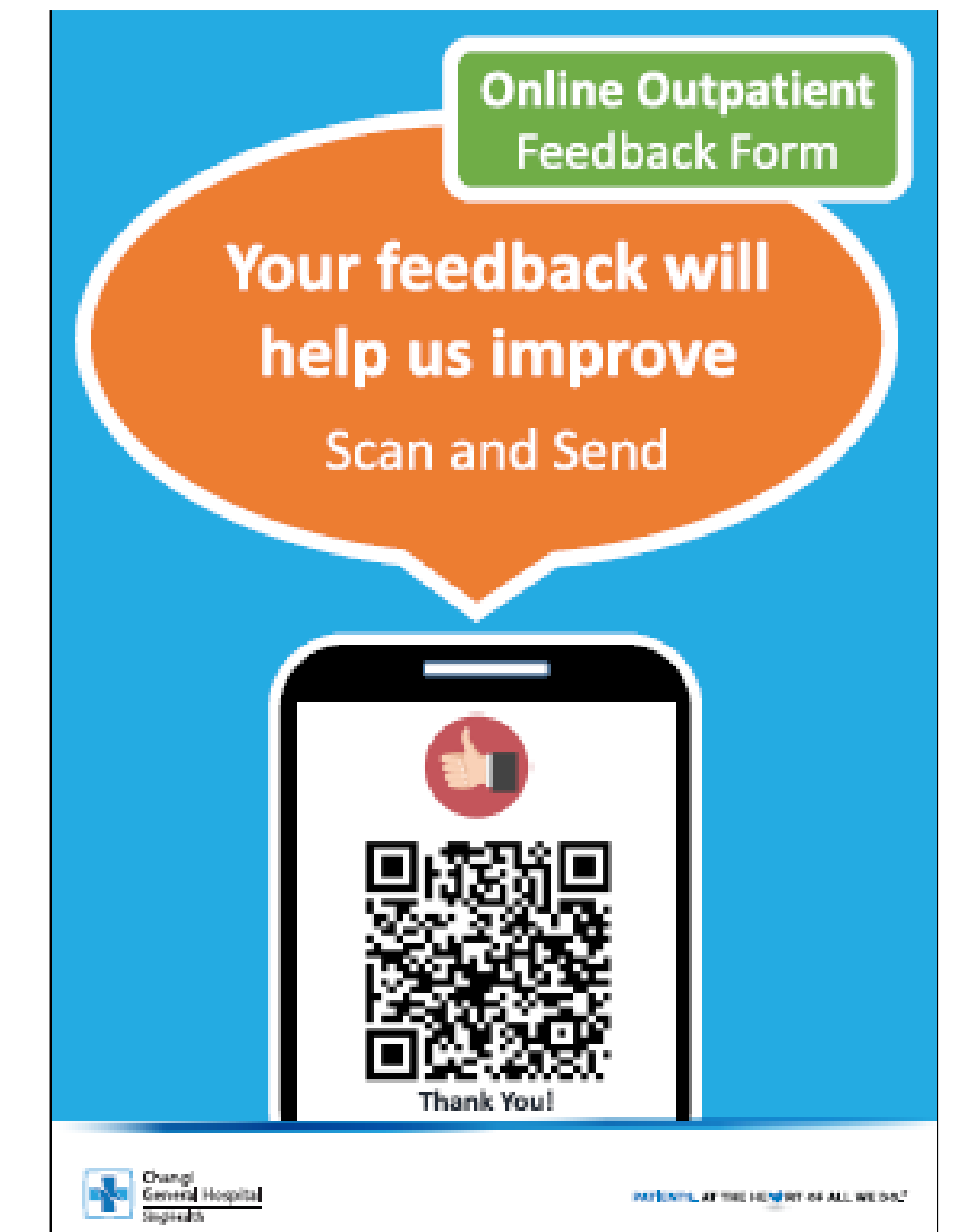
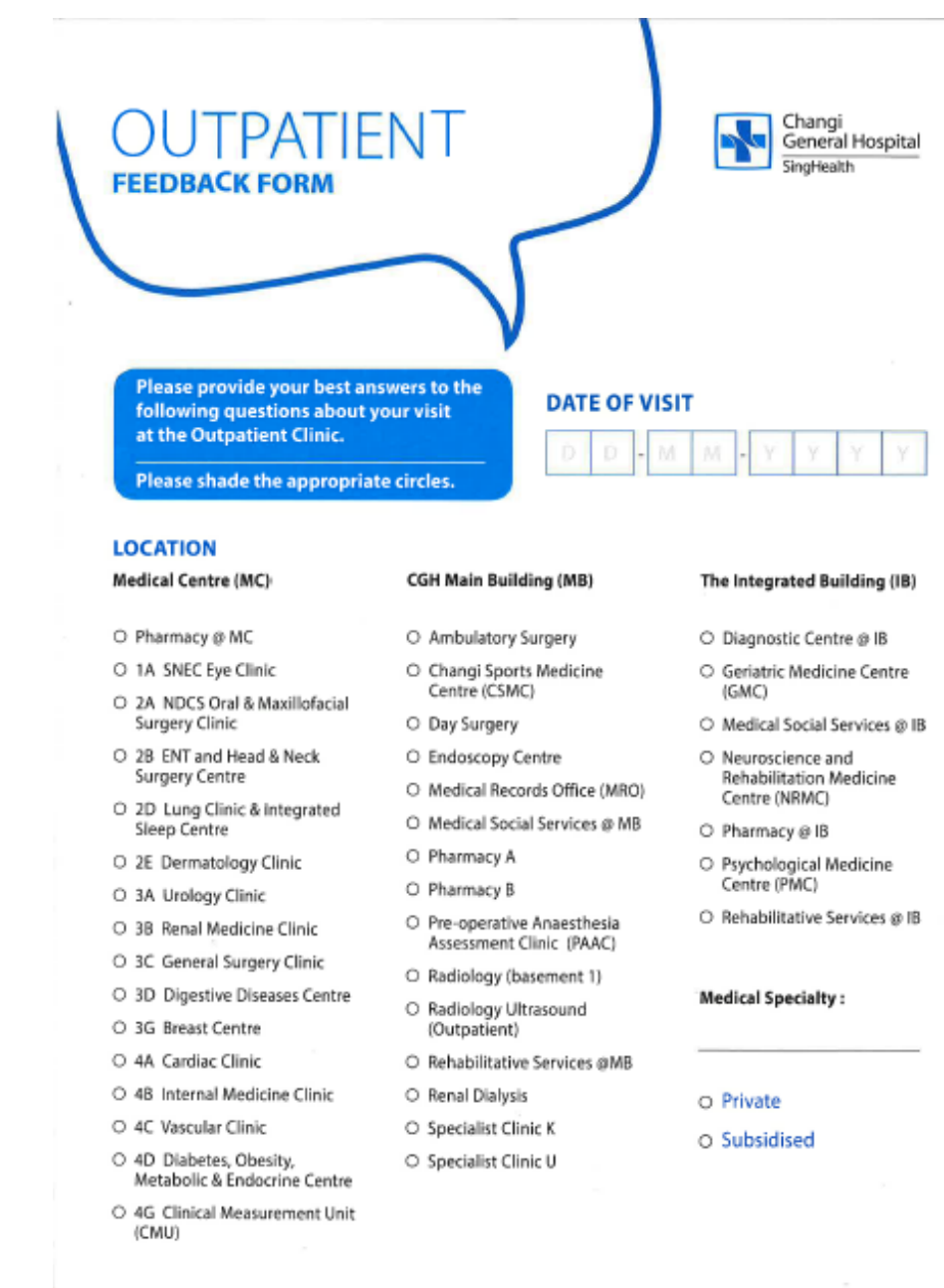
Methodology

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.

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



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
- (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.**

Online forms are a very viable option for collecting feedback.

