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Sengkang General Hospital
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Re-Imagining the Patient Experience at SKH Emergency Department

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Introduction

Patient experience received multiple feedback pertaining to long wait time at Emergency Department (ED). We started the ED Experience Improvement initiatives co-chaired by COO, ED HOD and CCO together with representatives from the relevant departments.

- Focus on keeping P2 next-of-kins (NOKs) updated and P3 patients informed of the waiting time
- Improving the patients/NOKs wait experience

Methodology

Patient Experience (PE) team worked closely with Ops and ED to put structural and system enhancements in place in FY2020/FY2021 to improve on two main areas:

	Initiatives completed in 2021
Keep patients/NOKs better informed of their care plan	<ul style="list-style-type: none"> ✓ ED Patient Dashboard to provide NOKs with near real-time update of patient's status in ED ✓ SCM enhancement on new column with flashing alert to alert ED doctors/nurses to provide updates to NOKs at stipulated timing ✓ SMS to update NOK on the admission status of the ED Patients
Better wait experience at ED	<ul style="list-style-type: none"> ✓ Free to air TV for entertainment to keep the NOKs occupied ✓ Hot and cold drinks/ food vending machines ✓ Re-configure grieving room into 2 separate areas to provide some privacy/ minimise interruption for counseling of grieving NOKs as well as to keep the toilet/water dispenser available for both the staff and NOKs ✓ Chairs with charging points to enable NOKs to use their mobile/laptop while waiting for updates



USB and charging point link chair

The PE team also conducted Peer Reviewing Learning sessions with 30 doctors (juniors to seniors) in ED to improve on communications, empowerment and care transition on 29 Jan 2021.

Dashboard together with a poster to better reflect patient's real-time status

Location	Room Bed	PatientID	Patient	Status	LAB	RAD	MED
07 North Zone	NZ06	XXXX1151447J	SCM184 E T 1	Awaiting Admission			
07 North Zone	NZ02	XXXX1152014D	SKH 1 U P 2	Awaiting Admission			
07 North Zone	NZ01	XXXX9512F	T	Awaiting Consultation			
07 North Zone	NZ05	XXXX5263C	T	Awaiting Admission			
07 North Zone	NZ03	XXXX0799C	CHONG O S	Treatment in Progress			

ICON	EXPLANATION
	No Lab/Rad/Med ordered
	Lab/Rad/Med ordered and in progress
	Lab/Rad/Med ordered and completed



Results

Feedback from NOKs at ED regarding long waiting time as well as lack of information has decreased significantly from 27 cases in 2019 to 7 cases in 2021.

MOH Patient Experience Survey data comparison between 2019 and 2021 showed improvement in waiting time, empowerment & care transition as well as willingness to recommend.

Measures	2019 (Jan to Dec)	2021 (Jan to Jun)
2 Top boxes*		
Waiting Time To See Doctor *very reasonable/somewhat reasonable	75.3%	90.7%
Empowerment & Care Transition *always, usually	89.4%	92.9%
Willingness to Recommend *always, usually	86.0%	92.0%

Note: MOH did not conduct any survey in 2020 due to the initial heightened alert/COVID-19 situation. The 2021 full year result have yet been released as of June 2022.

While perception of wait time has improved from 75.3% to 90.7%, the actual wait time at ED had actually remained the same. However, the waiting experience is deemed to be much better.

Conclusion

Patients/NOK's perceived that waiting time has improved, due to the better wait experience resulting from the initiatives mentioned above, including the system prompt to remind our doctors and nurses to update patients and/or NOKs on the care plan. These initiatives have also led to an increase in their willingness to recommend SKH ED to their friends/loved ones.