



Bridging the Digital Divide

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Flora Ang Cai Feng, SGH
Yeo Shuan Khiag, SGH
Chang Rui Fen, SGH
Siti Nur'aliy Binte Sulaiman, SGH
Siti Aisyah Bte Saleh, SGH
Nurwana Binte Ali Noordin, SGH
Nurhida Binte Mohamed, SGH

Introduction

It's their **first** outpatient visit to Vascular Surgery at Diabetes and Metabolism Centre Level 1 (DMC L1).



Mr Tan, 67 years old
Owns a smartphone
Only uses it to make phone calls and watch YouTube videos



Ms Diya, 45 years old
Owns a smartphone
Keen to explore ways to improve efficiency with it



Mdm Siti, 88 years old
Multiple appointments under different specialties managed by tech-savvy 55 years old son

After registration, there tends to be a waiting period before patients are being called into the consultation rooms. This waiting period is an **opportunity** to reach out to patients and their NOK to engage them on the various hospital digital initiatives and address any of their queries before they see the doctor.

Methodology

Thus, a new service station '**New Case Engagement**' was introduced to the patient journey for those referred to Vascular Surgery where a **Patient Ambassador** will:

Let me guide you!

Harh? Press what to download?

Oh, so I can do this!

My son is the one managing my appointments

1

Onboard Mr Tan to HealthBuddy by providing step-by-step guidance starting with downloading the HealthBuddy app onto his smartphone

2

Explain various hospital digital initiatives – HealthBuddy (mReg, managing appointments & payment, request for medication top-up), Drop & Go, Video Consultation – to help Ms Diya manage her hospital visits **more efficiently**

3

Help Mdm Siti's son manage his mother's appointments, payment and medications in SingHealth **seamlessly** with the addition of Adult Caregiver function

4

Explain a typical patient journey of a DMC L1 patient to give patients/NOK an idea of what to expect

5

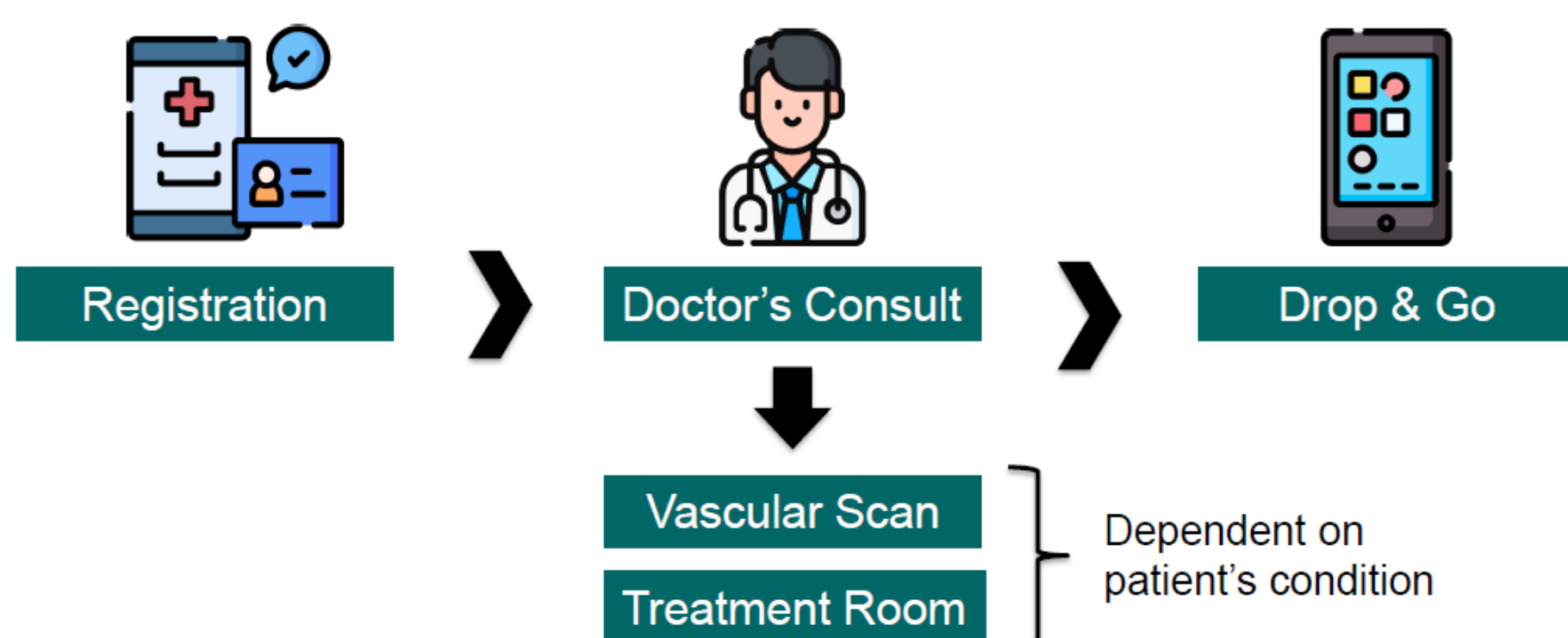
Address any non-clinical concerns patients/NOK have before consultation e.g. shuttle bus services or useful contacts to **reduce their anxiety**

6

Gather feedback for review for **continuous improvement** on the engagement process

Patient Ambassador, Nancy

Journey @ DMC Level 1 (Vascular Surgery)



Results

When asked how useful they found the new case engagement session with patients, staff gave an average rating of **3.67 out of 5¹**. 😊

*"Previously, we kept having patients return to the counter after consultation to ask what they should do after seeing the doctor. Nowadays, we see that less often and patients are more **clear on the process and know what to expect during and after the doctor consultation**. They have **fewer enquiries** after finishing the New Case Engagement process."*

- DMC L1 Staff



*"I like the journey because the staff **clears my questions** before consultation. Not only that, they go the extra mile to **teach me how to use the HealthBuddy App**. The staff was **very polite and patient** when explaining the things to me."*

- Patient A, New Patient of DMC L1

When asked how useful they found the information that were shared to them, respondents which included patients and/or their NOK gave an average rating of **4.73 out of 5²**. 😊

Data source:

¹: Survey with DMC L1 PSAs conducted Jan 2022

²: Survey with patients/NOK who went through the new case engagement process from Dec 2021 to Mar 2022

³: SOC Balance Scorecard (May 2022)

Out of the the patients/NOK surveyed, **77.5%²** found information on HealthBuddy useful which potentially translates into increased usage. 😊

- DMC L1 % eAppt and mAppt Utilisation: 5.56% (May 2021) vs 6.23% (May 2022)³
- DMC L1% mReg: 3.56% (May 2021) vs 4.67% (May 2022)³

Conclusion

The use of digital solutions has improved operational efficiency and experience for many patients and caregivers but it has also resulted in challenges to the less tech-savvy who struggle to navigate their way in a rapidly evolving, oftentimes faceless, digital environment. Proactively engaging our patients creates the human connection and empowers them with the know how to stay connected, relevant and give them the confidence to journey with us into the digital future.