



# Decreasing Patient Waiting Times for SKH Anesthesia Pre-operative Evaluation Clinic

Dr Lim Wan Yen, A/Prof Sharon Ong Gek Kim (SKH Anaesthesiology),  
 Dr Leong Kah Mun, Dr Denise Quah (SingHealth Anaesthesiology Residency Programme)  
 Goh Xiao Qing, SKH SOC Operations  
 Pua Soy Keow, SKH Nursing

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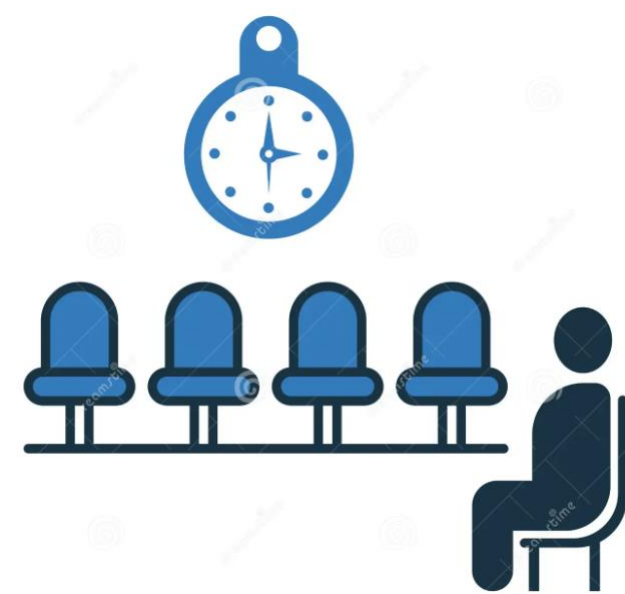


## Introduction

- Comprehensive assessment and risk counselling at the Anaesthesia Pre-operative Evaluation Clinic (PEC) is integral in the delivery of safe anaesthetic care to patients.
- Subspecialty referrals may be required for further optimization → prolonged & unpredictable consultation waiting times.
- Median waiting time was 31.5 mins, extending up to 87 mins (95th centile). This resulted in patient dissatisfaction and complaints.



## Aims



To reduce median waiting times for doctor consultation in SKH PEC by 50% in 9 months



## Methodology

Baseline patient waiting times were collected from January 2020 to February 2021 from the electronic 1Queue system.

Figure 1: Fishbone diagram of possible factors

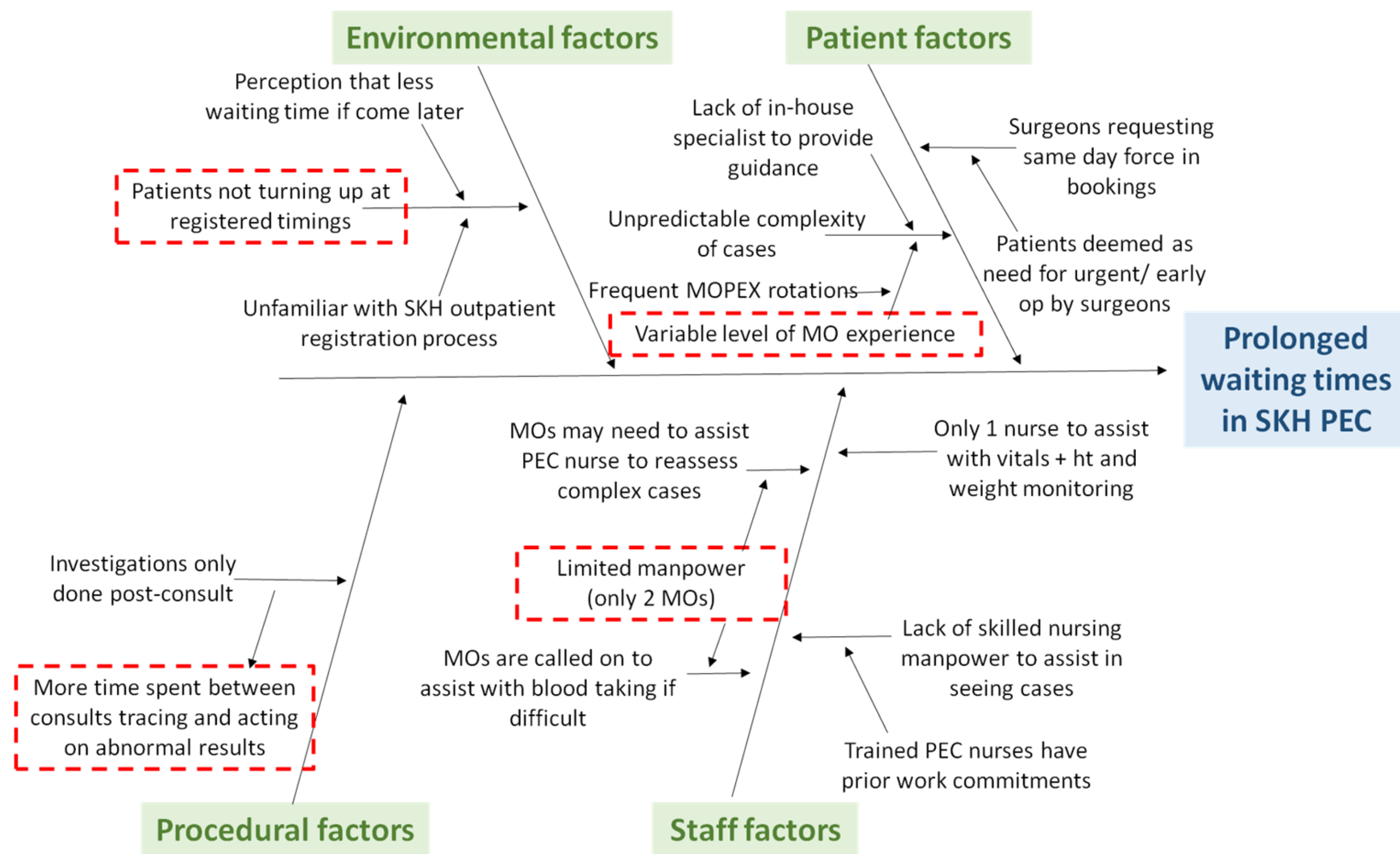
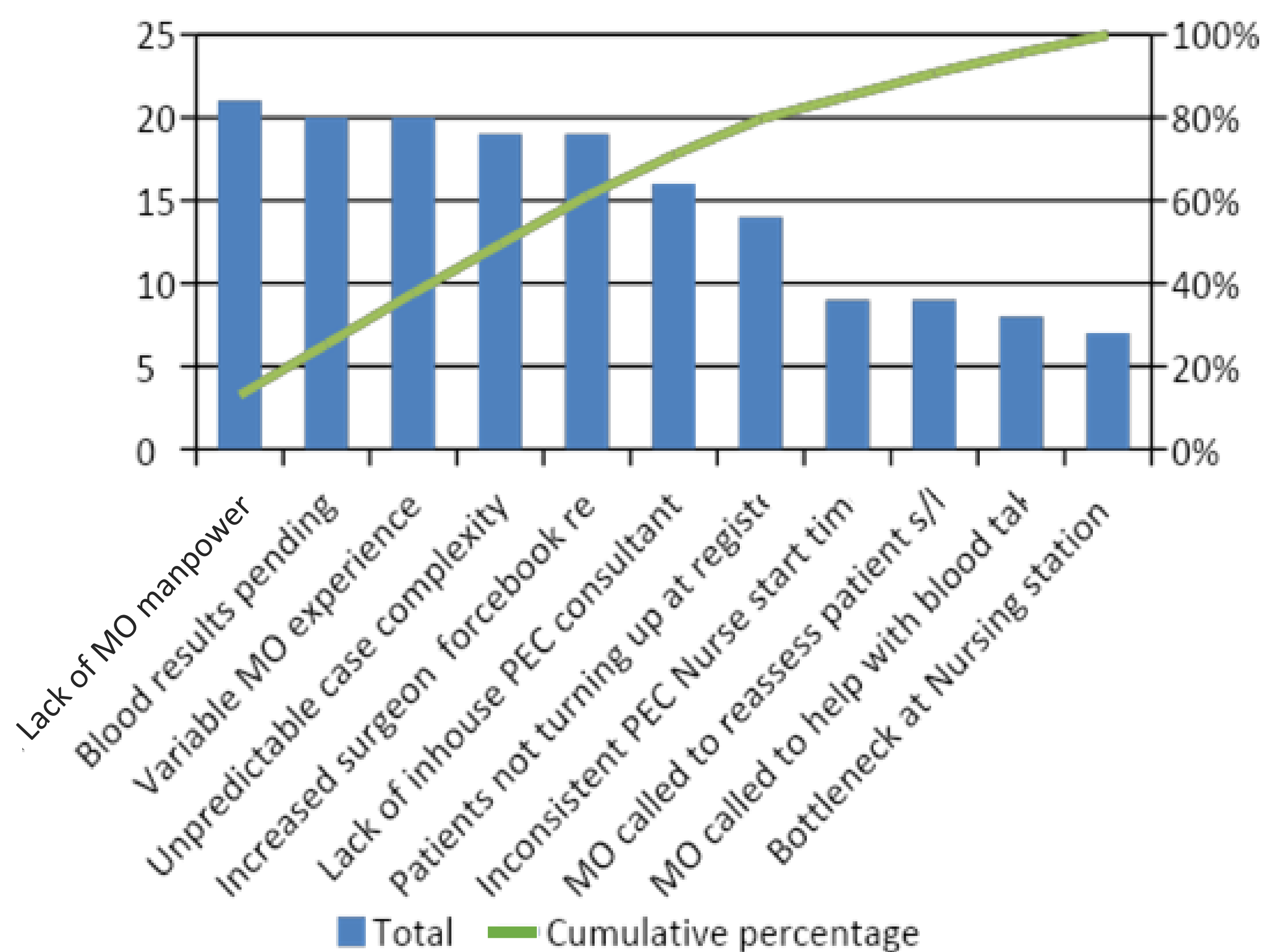


Figure 2: Pareto Chart



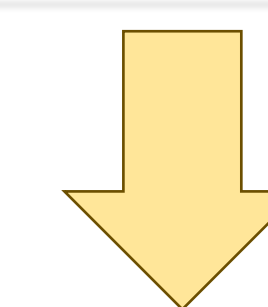
## Key Phases of Project:

### PDSA Cycle 1 (Feb-Apr'21)

- Revamped clinic workflow:** Blood investigations done pre-consultation → abnormal results addressed promptly during consult → less time spent between consults tracing results

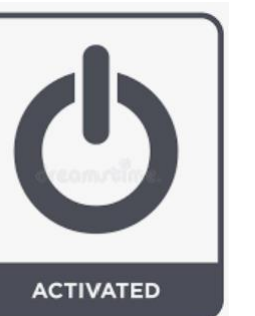


- Maximise clinic session:** ↓ appointment time slot (1 hr → 45 mins)
- Demand matching:** ↓ AM, ↑ PM clinic appointment slots



### PDSA Cycle 2 (Jul-Sep'21)

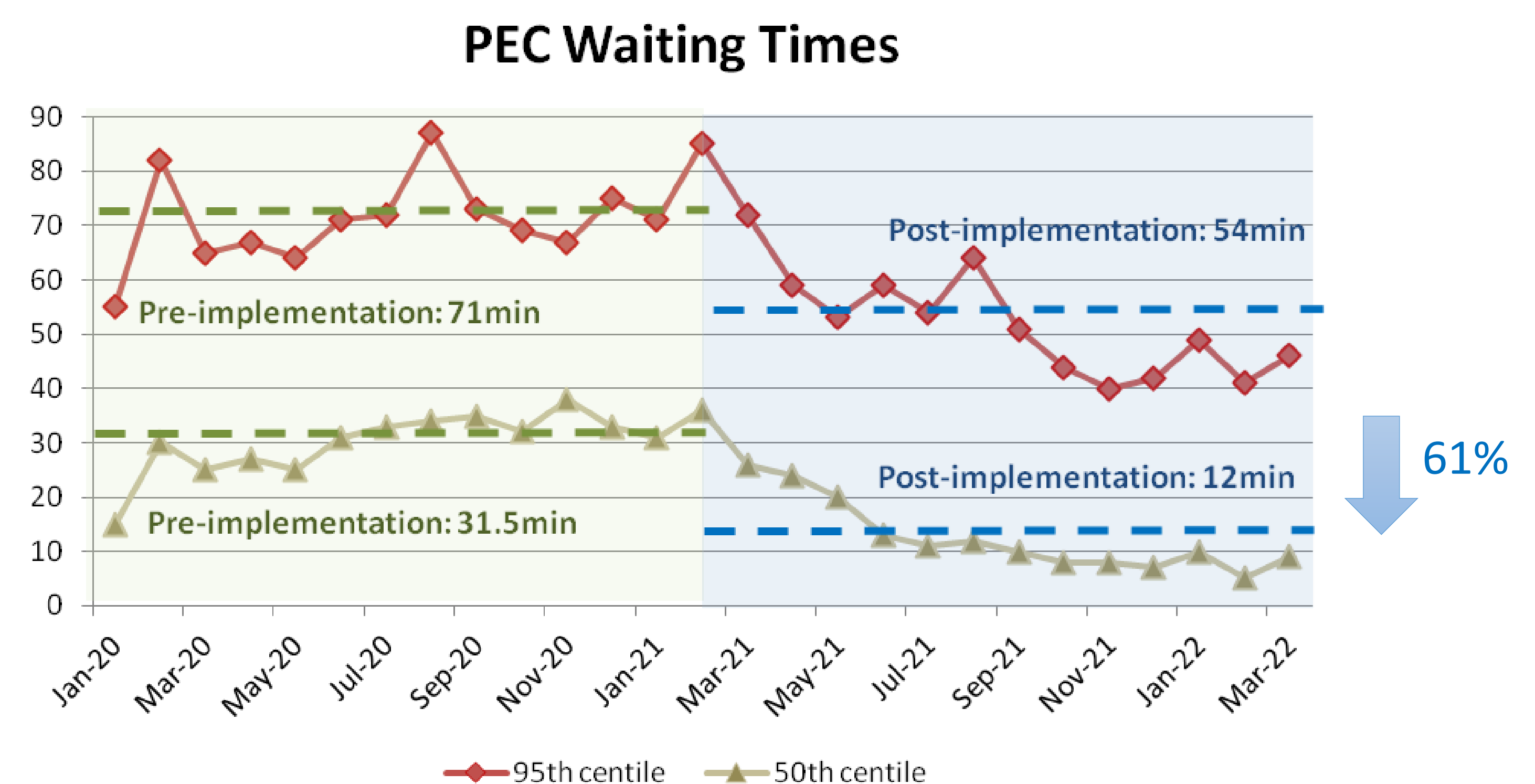
- Demand trigger workflow:** Trigger by PEC consultant if there were ≥ 4 patients waiting in the queue, Additional manpower deployment to PEC to assist with the backlog of patients



## Results

- 61% decrease in median waiting times from 31.5 → 12 mins
- 95th centile median waiting time was also reduced from 71 → 54 mins.

Figure 3: Run chart showing pre- and post- intervention waiting times



Subsequent post- intervention data demonstrated sustained decrease in waiting times from March 2021 to 2022.

## Conclusion

Patient waiting times & frequency of demand trigger workflow activation are constantly monitored in order to aid with weekly manpower planning to ensure sustained decreased waiting times.

