Let's go "E"-online for Change of Ward Type (Higher/Lower Ward)





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1. Patient Financial Services 2. Nursing

Project background

Patients may request to change to a higher or lower ward type during their hospitalization. The workflow involves the completion of a paper "Application for Change of Ward Type" before it can be faxed over by Nursing to Patient Financial Services (PFS). The problems with the process include missing faxes due to no paper and delay in retrieving/routing and processing the request after office hours. Nursing is unable to fulfil requests on weekends as PFS can only complete the financial assessment on the next working day.

Aim

This project was initiated for better patient experience, Joy At Work and to move towards paperless applications.

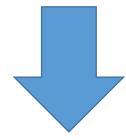
Methodology

Eliminate paper application

Electronic submission via "Form.sg"







Eliminate communication lag arising from faxing of forms

Instantaneous delivery of requests and approval outcome via TigerText (TT)







Reduce patients' anxiety and processing time

Empower Nursing to proceed with the request after PFS operating hours

Remark: For change to lower ward type, patient will require means testing. Hence, PFS will continue to follow up during office hours.





Figure 1 Workshop sessions

Initiatives

- ✓ Paperless / Online applications and ePayment of deposits
- ✓ Group Messaging (TigerText) to capture the outcome for each application.
- ✓ Nursing is empowered to effect the Change of ward type after the patient has completed the online application and ePayment of deposit.
- ✓ Service is made available 24-hours a day and is no longer dependant on the operating hours of PFS.

Revised Workflow & Results

Change of Ward Type

Office Hours:

- ✓ Patient/Next of Kin ("NOK") raised request by scanning QR Code.
- ✓ If patient does not have a mobile phone, hard copy can be filled up and image submitted via TigerText in PFS chat group.
- ✓ PFS will respond within 1 hour on the outcome of the application via TigerText.

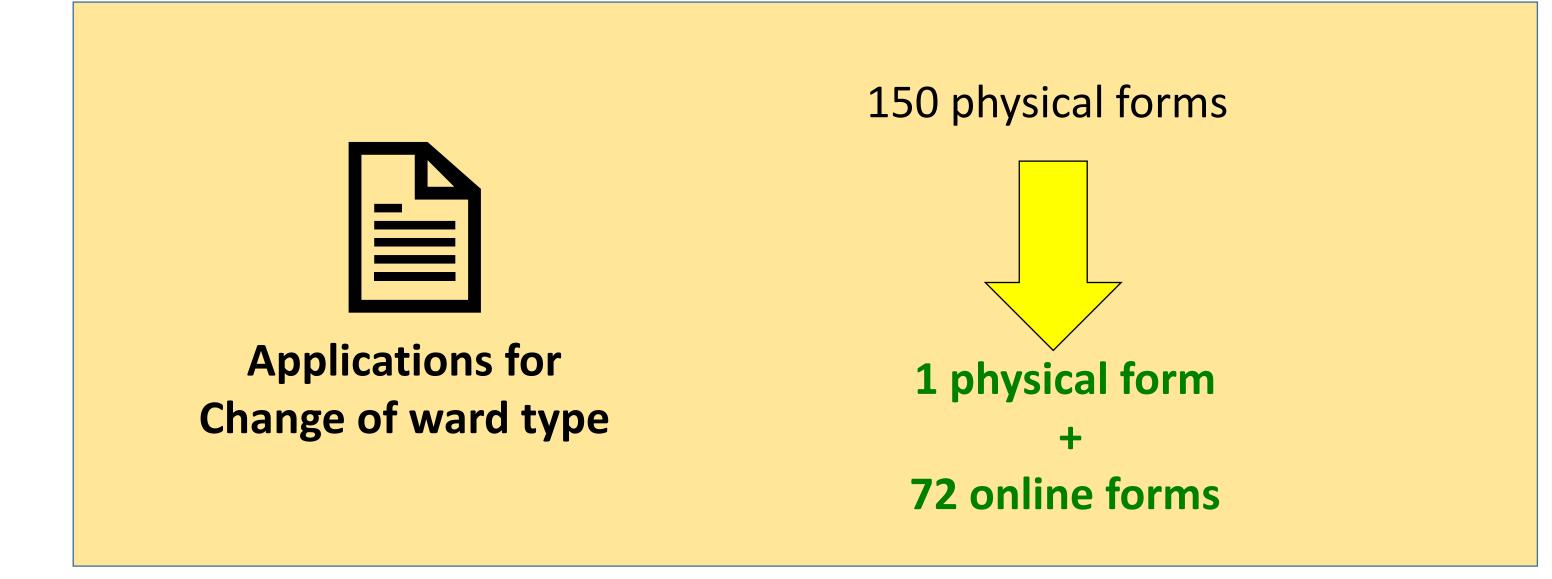
After Office Hours:

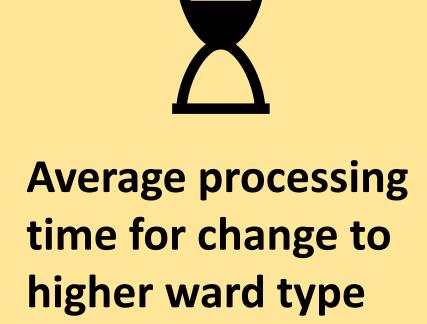
- ✓ Patient /NOK put up request by scanning QR Code or fill up hard copy if patient does not have a mobile phone.
- Patient/NOK to pay a standard deposit through Health Buddy

Deposit not required:

- Civil Service Medical Benefit cardholders
 - SingHealth Staff with A1 ward entitlement
- ✓ Patient/NOK to show successful payment.
- Nursing to book A1 bed and transfer patient.
- ✓ Nursing to TigerText PFS.
 - PFS to update the bill on the next working day.

Figure 2 Revised Process Flow





Office Hours:
Up to 4 hours
Up to 2 calendar days

Within 1 hour for all applications

Joy At Work - Post Implementation:



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Based on the survey conducted with 58 nurses @Ward 78;

- ✓ 97% of the nurses are happy with the educational materials shared
- ✓ 93% of the nurses are more comfortable in this new approach and felt that there is greater flexibility and empowerment
- **✓** 84% of the patients reacted positively to the new process

Figure 3 Results Achieved

Conclusion

The Change of Ward Type for Ward 78 was implemented successfully on 15 May'22. This has enhanced patient satisfaction, achieved efficiency and Joy at Work by eliminating hard copies/faxing. By empowering nurses, patients' requests can be processed after online application and ePayment has been made. The stakeholders relied solely on existing resources and did not incur additional costs for system enhancements. This initiative is made possible as the stakeholders were passionate and committed to enhance patients' experience and challenge the status quo. Moving forward, we plan to involve Bed Management Team to better match bed availability for optimal bed assignment.