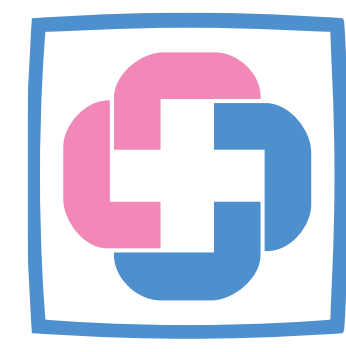




# KKIVF BCCC Digitalisation Journey to improve Patient and Staff experience

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## Introduction

Every year, 1,200 couples attend mandatory BCCC (Briefing, Consult, Consent-taking, Counselling) sessions conducted physically in KKIVF before starting their IVF journey. Impacted by Covid19 restrictions, KKIVF embarked on a digitalisation journey in 2021 to reduce the number of patients present in the center while keeping all services going.

## Aim

By implementing various digital tools like Telehealth Zoom, and automated, self-guiding PDF forms, KKIVF transformed BCCC on-site workflow digitally. This project aims to evaluate couples' satisfaction and staff's effort in transforming this new online process as the new norm.

## Methodology

511 patient surveys were administered between 25 Oct 2021 to 1 Nov 2022 to evaluate all couples' satisfaction & experience before, during, after each online Zoom BCCC session.

Automated, self-guiding PDF forms were developed in JavaScript and introduced on 12 July 2022 to reduce the *tediousness* for patient to fill out 9-10 electronic forms and reduce the *incorrectness* that staff have to correct.

Time saved by staff in correcting patient forms before and after the session was then calculated.

## Conclusion

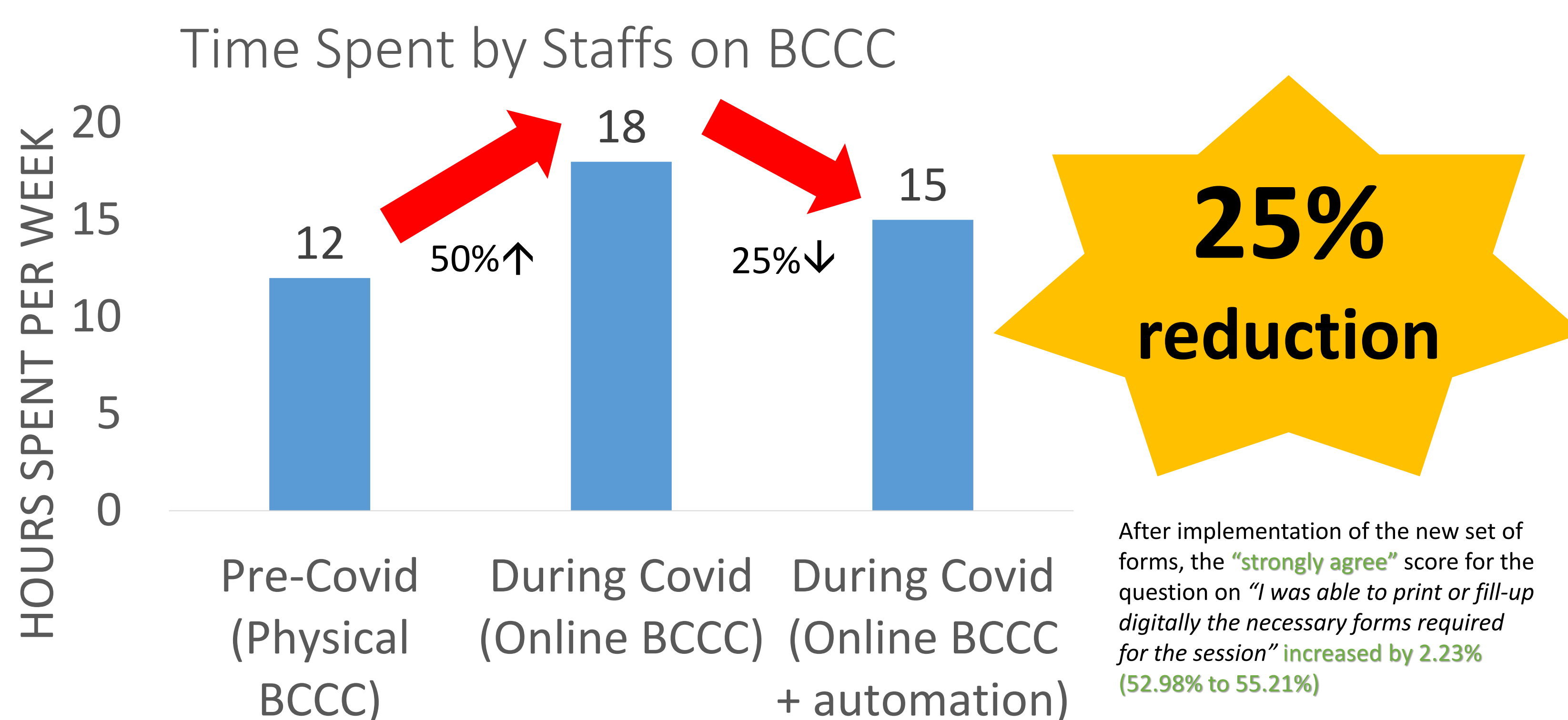
KKIVF *succeeded in implementing* the digitalisation of physical BCCC to online and brought about *great satisfaction and convenience* to patients' experience while keeping services going during COVID. This has become a new norm for the center and is the first step in adopting more digital approaches. Having BCCC fully digital now also paves the way to making it *more automatable*. Supporting an envisioned automated patient-education platform.

## Challenges met in digitalizing BCCC

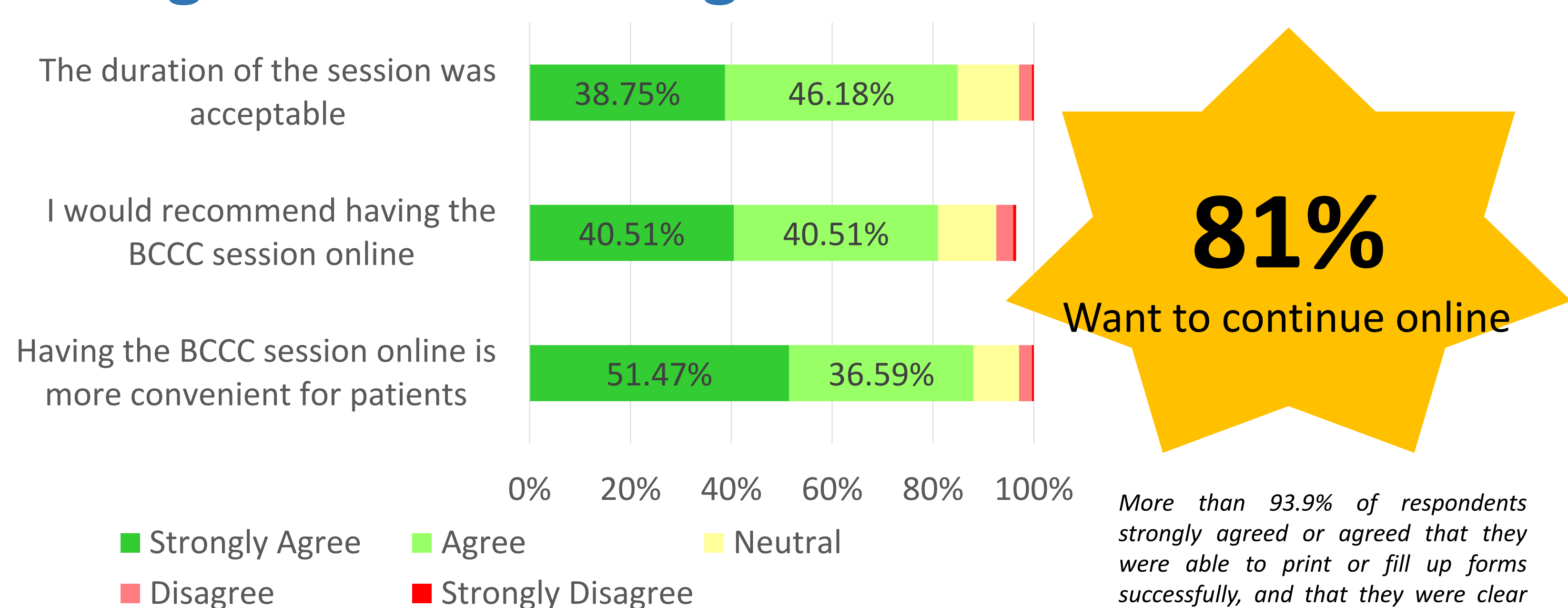
Difficulties	How the team overcome it?
1) Manual and time consuming to remind patients of their appointment and the details.	Tapped on OAS appointment reminder and FORMSG link was included in the SMS.
2) No dedicated zoom account	Created a dedicated KKIVF zoom account for the BCCC sessions
3) A lot of must-fill consent forms have to be mailed to patients prior to the counselling session.	All forms were PDF and automated to reduce repetitiveness and is self-guiding. Future: Robotic Process Automation can further reduce staff digital workload & prevent errors
4) Patients do not have printer and scanner to return the filled forms after the zoom session.	a) PDF forms allowed couple to fill them up and sign digitally b) Couple could easily email the completed set of forms to KKIVF c) As the forms were emailed as a PDF, it eliminated the need for the BCCC coordinator/nurse to format them

## Results

### 1. Time saved for staff (Automated, self-guiding PDF forms)



### 2. High recommending score to continue online



\*No comparison patient survey was done for physical BCCC due to sudden introduction of COVID19