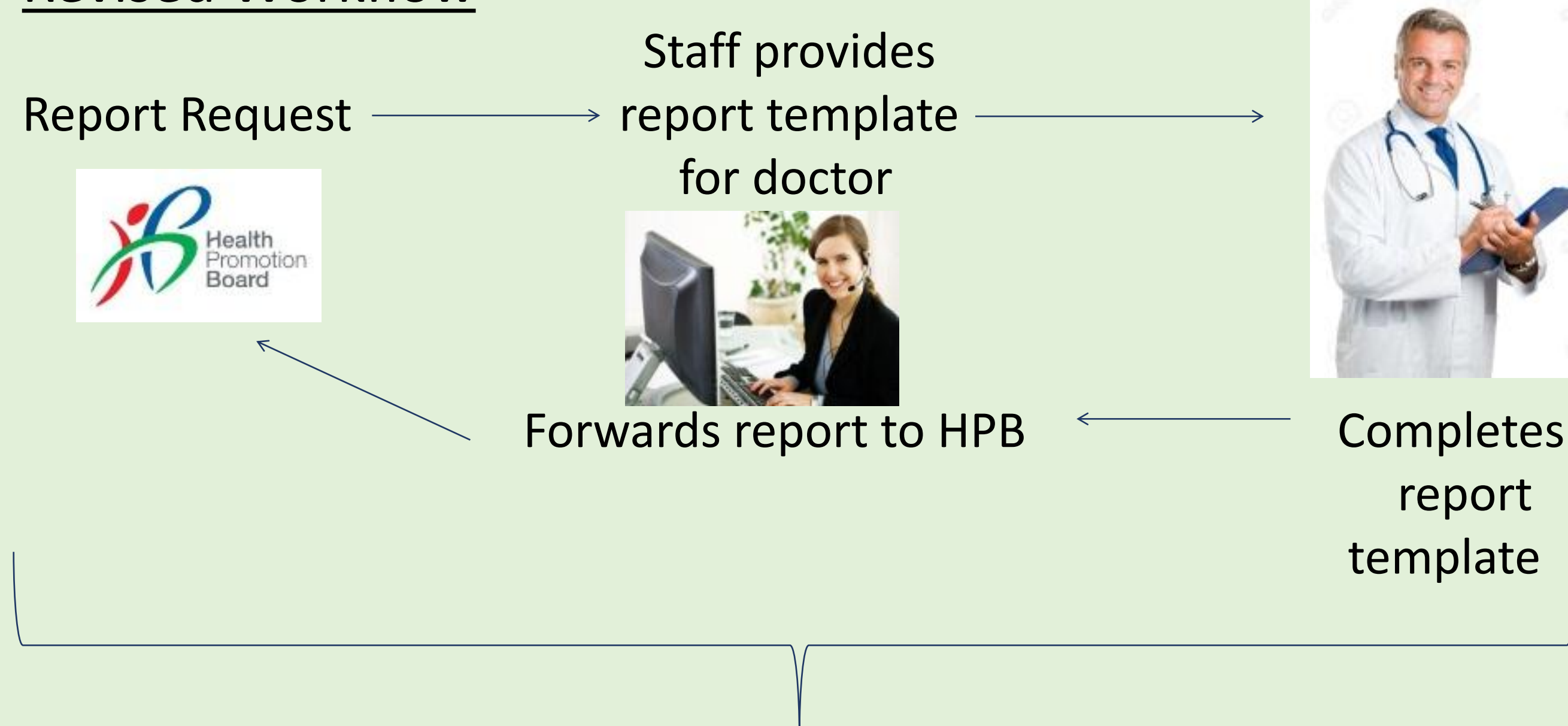


Making our Doctors Happy & Patients Safe!

How we simplified the complex communication
process between KKH and HPB

Revised Workflow



Average Process ing Time per report = 15 mins*

*Assumption that the report is written immediately upon request

Besides a more streamlined flow, the report format have also been revised to convert the pages of free-text typed in by the doctors which may not be relevant to the requested information, into a template format where the information is targeted and can be completed in approximately 5 minutes.

Results / Benefits

Improved Productivity / Efficiency - The time savings as a result of the new workflow freed up resources that could be allocated elsewhere.

Average no# of request per month = 27
Time saved per request = 105 mins

**Total Time
Saved / Yr
= 21 hrs!**

Enhanced Patient Safety – Timeliness and the provision of appropriate information in the reports ensures any medical intervention, if required, is also timely and thus no compromise on the medical safety of the patient involve.

Improved Morale – Doctors are happy as they now have more time to focus on their patients and clinical work rather than spend hours on report writing. KKH and HPB staff are also delighted that the new process is faster and more efficient – no more “back and forth”!

Moving Forward

Explore Electronic / Online version of Report Request and Response. No longer need to print hard-copies but go paperless and further improve on the efficiency and flow of the communication process.

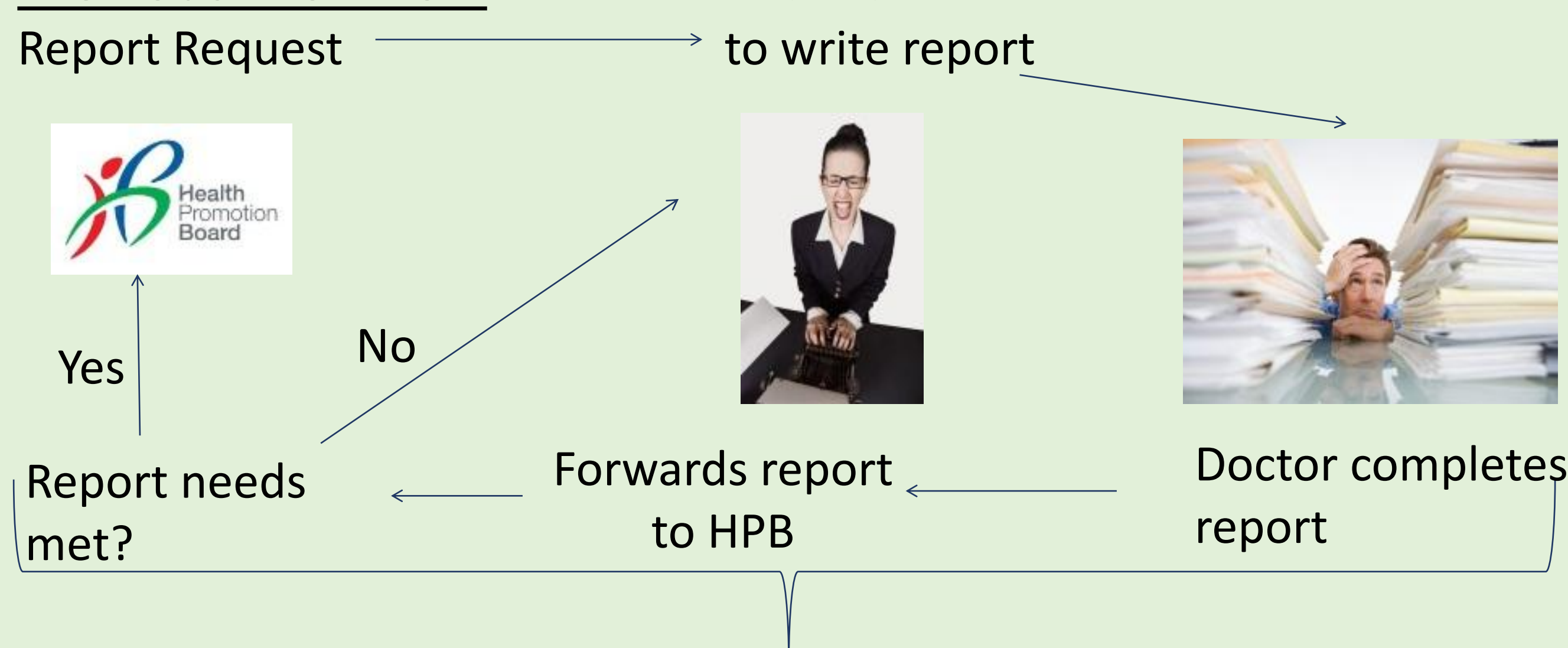


Background

In the past, whenever the medical team from Health Promotion Board - School Heath Services (HPB-SHS) required information pertaining to the medical history of students who are patients of KKH, it would often result in many phone calls, email and draft reports before they eventually get what they needed. This was often time consuming and frustrating to both parties involved. Potentially, patient safety may be compromised as a result of the delay in the information provided.

Thus the aim was to develop a more efficient and effective process that can support and facilitate the transfer / request of medical information between KKH doctors and HPB-SHS.

Previous Workflow



Average Process ing Time per report = 2 hrs*

*Assumption that the report is written immediately upon request

Methodology

The scale of the issue was determined via feedback sessions with KKH doctors and the “before” process was mapped out. Several meetings were organized with HPB-SHS to understand the purpose of their requests and requirements. Through further sharing via email liaisons, brainstorming and discussions, KKH and HPB-SHS explored several possible solutions and their “pros” and “cons”.

Eventually, after a selection process, a request process was developed using specific templates that both parties completed which ensured the timely and accurate provision of information exchange.

The “After” process was mapped and piloted for 1 month before it was finalised into an official PnP.