

Single Appointment System for all Outpatient and Admission Appointments

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Aim

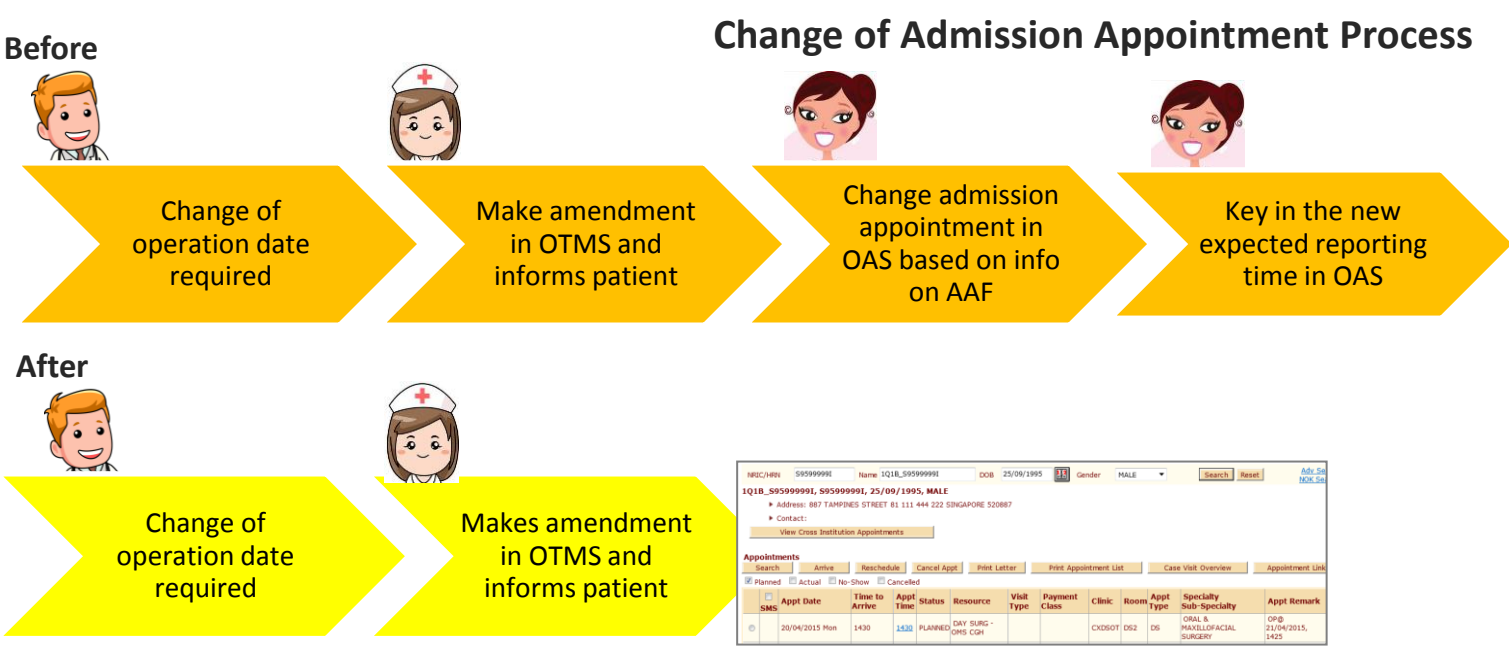
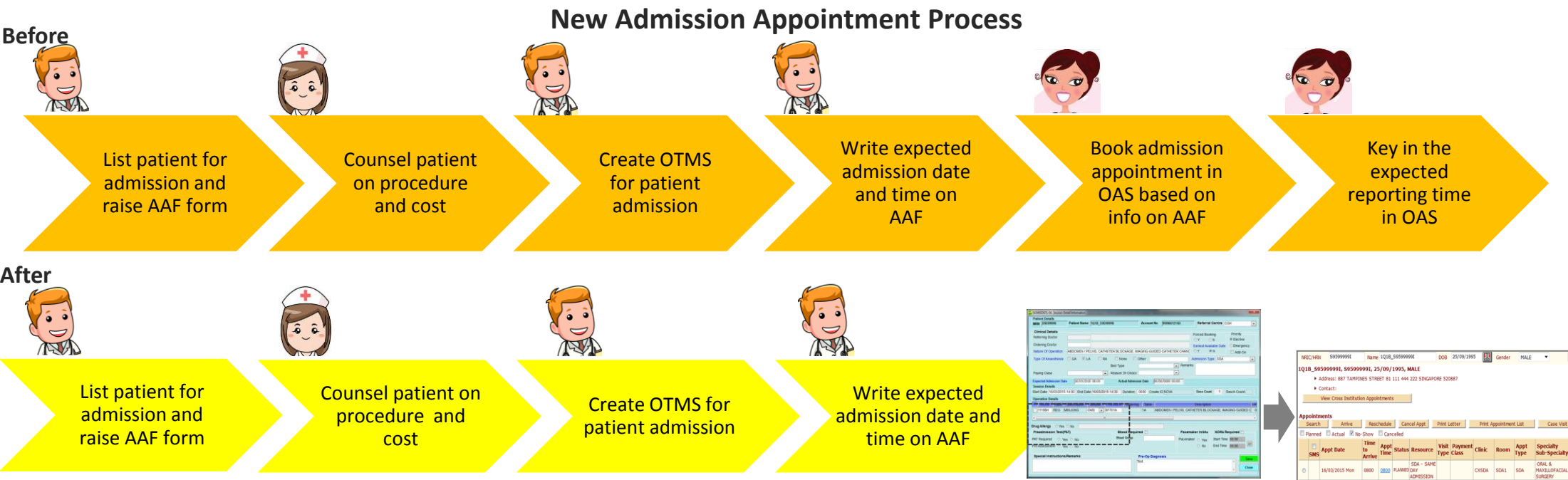
To eliminate reconciliation of admission appointments in Operating Theatre Management System (OTMS) and Outpatient Administrative System (OAS), with a single system to reflect all patient appointments.

Background

At a CGH IT visioning workshop in July 12, it was identified that admission appointments were made in two systems, OTMS and OAS. Whenever there was a change in an admission or operation date, two staff (Nurse and PSA) will need to update the same information in 2 systems separately.

Methodology

- Oct 13: Approval & funding sought
- Mar 14: Key stakeholders provided user requirements
- Jun 14: Design and development by 2 system vendors
- Jan 15: Systems testing & workflow communications to users
- Mar 15: Admission appointments were interfaced from OTMS to OAS successfully



Benefits

- Reduction of 2 steps per process
 - Estimated Savings of 3.0 hours per day
- Increased visibility of patient appointments
 - Single System for all appointments in Inpatient, Outpatient, Day Surgery settings
- Eliminated transcription of appointment date/time
- Reduced mismatches in appointment information in OTMS & OAS

May 2015 Data		Per month	Avg/day
New Appts	Total number created	1844	92.2
	Savings in hours (Est. 1 min/appt)	30.7	1.5
Change in Appts	Total number changed	907	45.4
	Savings in hours (Est. 2 min/appt)	30.2	1.5
Total Estimated Savings in hours		61.0	3.0

Conclusion

From Mar 15, admission appointments were created only in OTMS, without the need for handoff to another staff to reconcile the appointment in OAS.