Electronic Submission and Records of Clinic Session Requests

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Aim

To have an integrated electronic clinic session request submission and processing platform with real time appointment information and request status.

Background

The old eSession system:
- Was a standalone application
- Had no visibility on appointment and clinic sessions affected by the request
- Required each request submitted to be assigned by supervisor to staff for action
- Required staff to go into another 2 systems (OTMS & OAS) to complete the requests

Integration with the Outpatient Administrative System (OAS) and Operating Theatre Management System (OTMS) was required to achieve greater efficiency. User requirements was gathered and subsequent user acceptance testing was done. OAS eSession system was launched on 1 May 14.

Key Changes in Process

Previous Process Details	New Process Details
Requestor logs in to OAS/OTMS to check on affected session and patient count	Requestor logs in to OAS to submit request with information on session and patient count
Requestor logs in to Sharepoint eSession to submit the request	
Assigner assesses requests and assigns to available member in Sharepoint	
Team member checks Sharepoint for requests assigned	Team member receives the request in OAS
Team member changes status to 'in-progress' to trigger notification to requestor and service provider	Team member changes status to 'in-progress' to trigger notification to requestor and service provider
Team member logs in to OAS and OTMS to process request	Team member processes request in OAS, 'completes' request to trigger email notification to requestor and service provider
Team member logs in to Sharepoint to 'completes' request and to trigger email notification to requestor and service provider	

Benefits

- Reduction of at least 3 steps to submit and process request
- No need to toggle 2 systems to submit and process request
- Real time information of affected session and patient count
- Requestor knows instantly who is assigned to process request
- Requests can be sorted and highlighted so that urgent ones may be processed first

Results: % of Requests Completed within 3,5,7 days

Before implementation

% of Request completed	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	AVG
<= 3 days	86%	88%	87%	89%	78%	89%	92%	86%	90%	91%	86%	**88%**
<= 5 days	96%	96%	95%	94%	88%	97%	97%	94%	96%	96%	94%	**95%**
<= 7 days	98%	98%	98%	97%	93%	99%	99%	99%	98%	97%	96%	**97%**

After implementation

% of Request completed	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	AVG
<= 3 days	94%	93%	89%	89%	89%	92%	94%	95%	96%	93%	97%	**93%**
<= 5 days	98%	98%	99%	99%	96%	96%	99%	99%	99%	99%	99%	**99%**
<= 7 days	99%	99%	100%	100%	98%	98%	100%	100%	100%	99%	100%	**99%**

Faster turnaround time of requests is achieved with improvements of 2-5%!

Conclusion

With the implementation of the new eSession, the efficiency of processing clinic session changes has improved. Information on clinic session changes is consolidated in 1 system.

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