

Reduce elderly patient's waiting time at Clinic 1

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Objectives

Singapore National Eye Centre see 300,000 outpatients annually. Patients in high volume clinics may experience longer wait time at each service point. With increasing life expectancy and demand of better healthcare facilities for the elderly, there is a need to better manage the wait time at the clinics for our elderly patients.

A more effective way of identifying our elderly patients at the Outpatient clinics is required so that this group of patients can be attended to expeditiously.

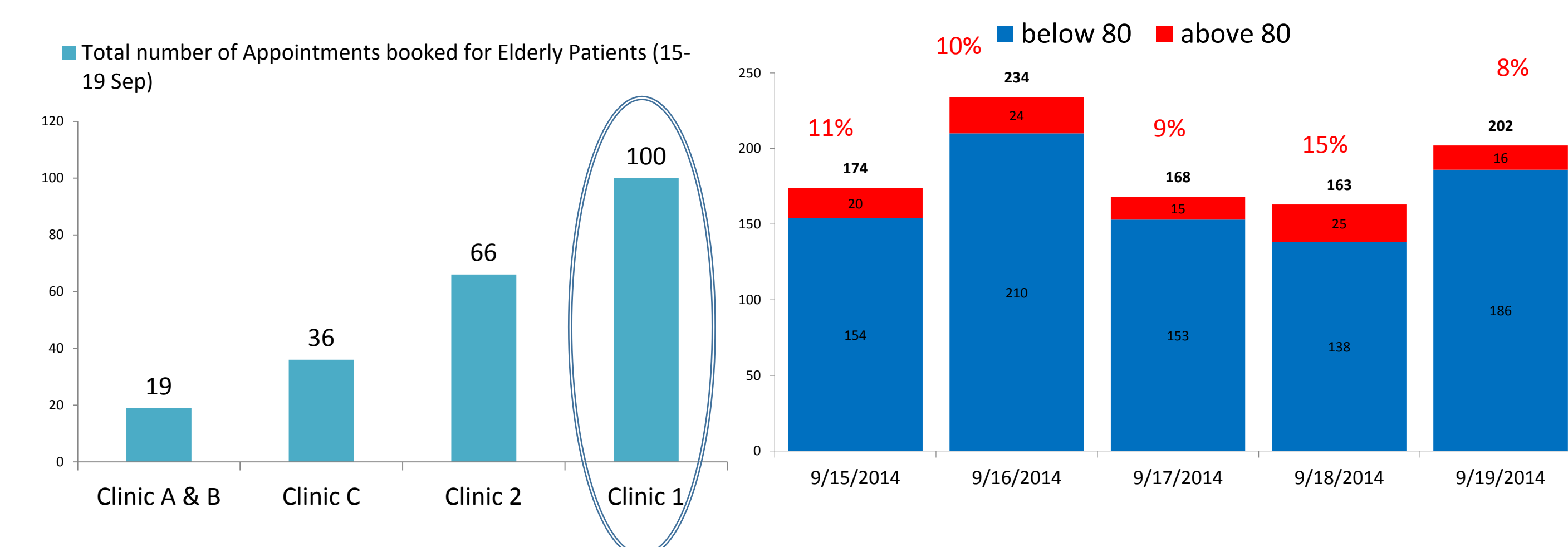
This project aims to:

- Reduce the waiting time of elderly patients who are 80 years old and above in Clinic 1.
- Improve elderly patient's visit experience and satisfaction level.

Methodology

A brain storming session was held with the outpatient clinic staff involving the Nursing, Optometrists, Frontline, Operations and Appointments to identify the root causes.

The team analysed the data collected on the number of patients 80 years old & above from the various clinics and noted that Clinic 1 has the highest patient volume ranging from 8% to 15% daily.



Conducted a site visit to other healthcare institutions to understand how they prioritise their service to selected group of patients. As the upgrading of Queue system is scheduled in Q4 FY15, it was decided that the proposed solutions shall be an interim solutions.



Display communication poster at the clinic



Identify patient

Issue elderly Patients with "Yellow" lanyard at Registration counter and 1st service point. Service Ambassador assist them and make them comfortable.



Staff awareness

Priority Queue for Patient's case notes & Clinic Service Form tagged with "Green" sticker at all these service points.



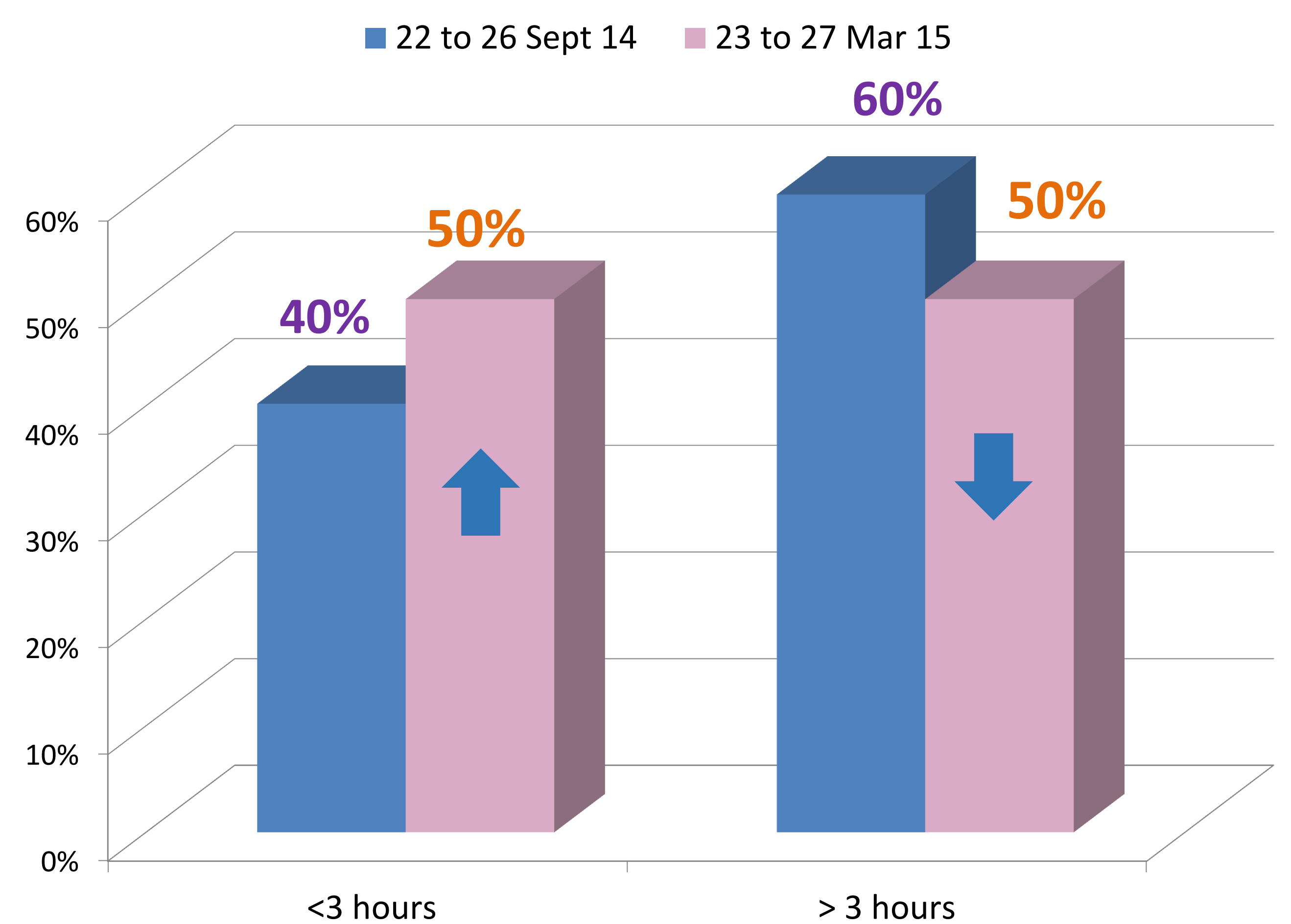
How to manage other patients expectation that priority be given to patient aged 80 years & above

How to recognise Patient who are aged 80 years & above?



Results

An overall improvement of 10% for elderly Patient waiting time at the clinic.



*Comparing 1 week data in September 2014 and March 2015

Patient's satisfaction survey

Results

Do you find that the time taken to be attended to at certain service points has shorten due to this initiatives

53%
rated satisfactory
, Good & Excellent

As an overall, please rate this initiatives

56%
rated satisfactory
, Good & Excellent

Do you find this way of identifications effective

53%
rated satisfactory
, Good & Excellent

Conclusions

This initiative was well received by our elderly patients. The yellow lanyard given out to them gave them a form of assurance that our staff are looking out for them when they are waiting in the waiting area. Our nurses and healthcare workers can now easily identify this group of patients and render assistance to shorten the waiting time for them.

Our elderly patients and caregivers are happier with shorter waiting time and the team plans to enhance this initiative by integrating with the queue system. Our elderly patients will be identified and taken care of the moment they register in the clinic.

Future Work

To include the priority queue initiatives for the elderly in the new Queue System.