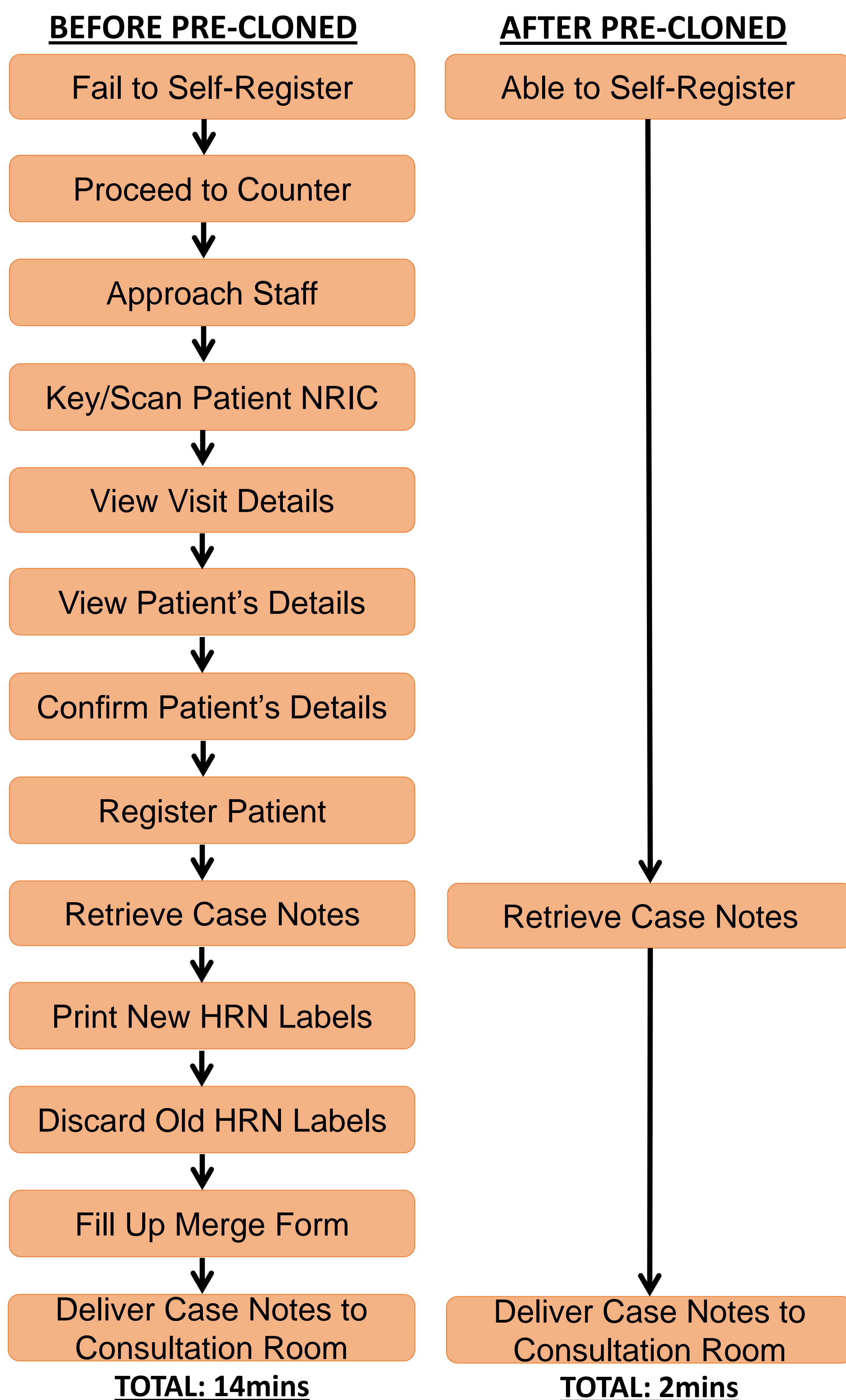


INTRODUCTION

Implement steps to enhance patient safety at Specialist Outpatient Clinics (SOCs) registration to facilitate the launch of SingHealth Common Hospital Registration Numbers initiated by Ministry Of Health.

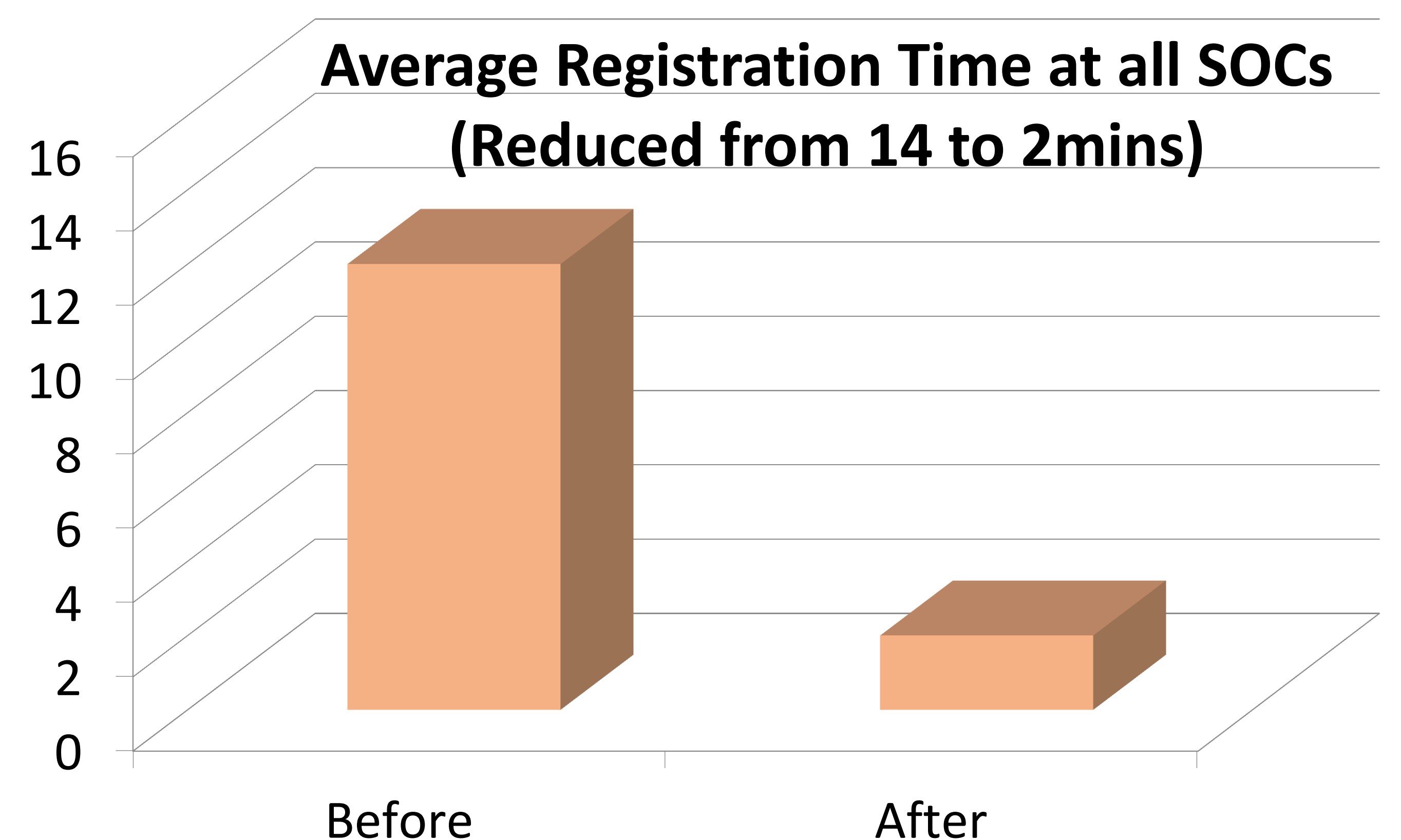
To minimise disruption to the daily operation of the clinic, intensive training was conducted for only 40 senior SOC staff instead of all the 500 outpatient users to equip staff with skills required to pre-clone all existing foreign patients' information with respective Institutional Hospital Registration Numbers before their arrival.

METHODOLOGY



RESULTS

- 1) Reduction in involvement of staff from 500 to 40 saving 92 man-hours. (12mins X 460 staff)
- 2) Reduction in 10 manual steps involved for all 3566 existing foreign patients with Institutional Hospital Registration Numbers arriving to seek consultation.
- 3) Reduction in patient waiting time for manual registration to activate cloning from Institutional to SingHealth Common Hospital Registration Numbers saving 713 hours of waiting time. (12mins X 3566 patients)
- 4) 3566 accurate foreign patients with existing Institutional Hospital Registration Numbers are seeing their respective doctor with accurate case notes plus with their accurate new SingHealth Common Hospital Registration Numbers generated from the system.



CONCLUSION

As a result of intense negotiations and preparatory work between staff and various stakeholders, the following could be observed from implementing this workflow:

- ❑ Service delivery to all patients with multiple Registration Numbers to be cloned with SingHealth Common Hospital Registration Numbers were seamless as pre-cloned were provided in the morning before the start of clinics sessions. The cooperation and synergy among the staff also contributed to the overall success of the Clinic's daily operational needs.
- ❑ Case notes were updated immediately without any service disruption from patient arrival to all the various respective consultation rooms during the 1st week of launch for SingHealth Common Hospital Registration Numbers in August 2014, promoting a culture of patient safety among staff.



Working SMART to Support MOH Initiative on Medisave for Outpatient Scan at Specialist Outpatient Clinics



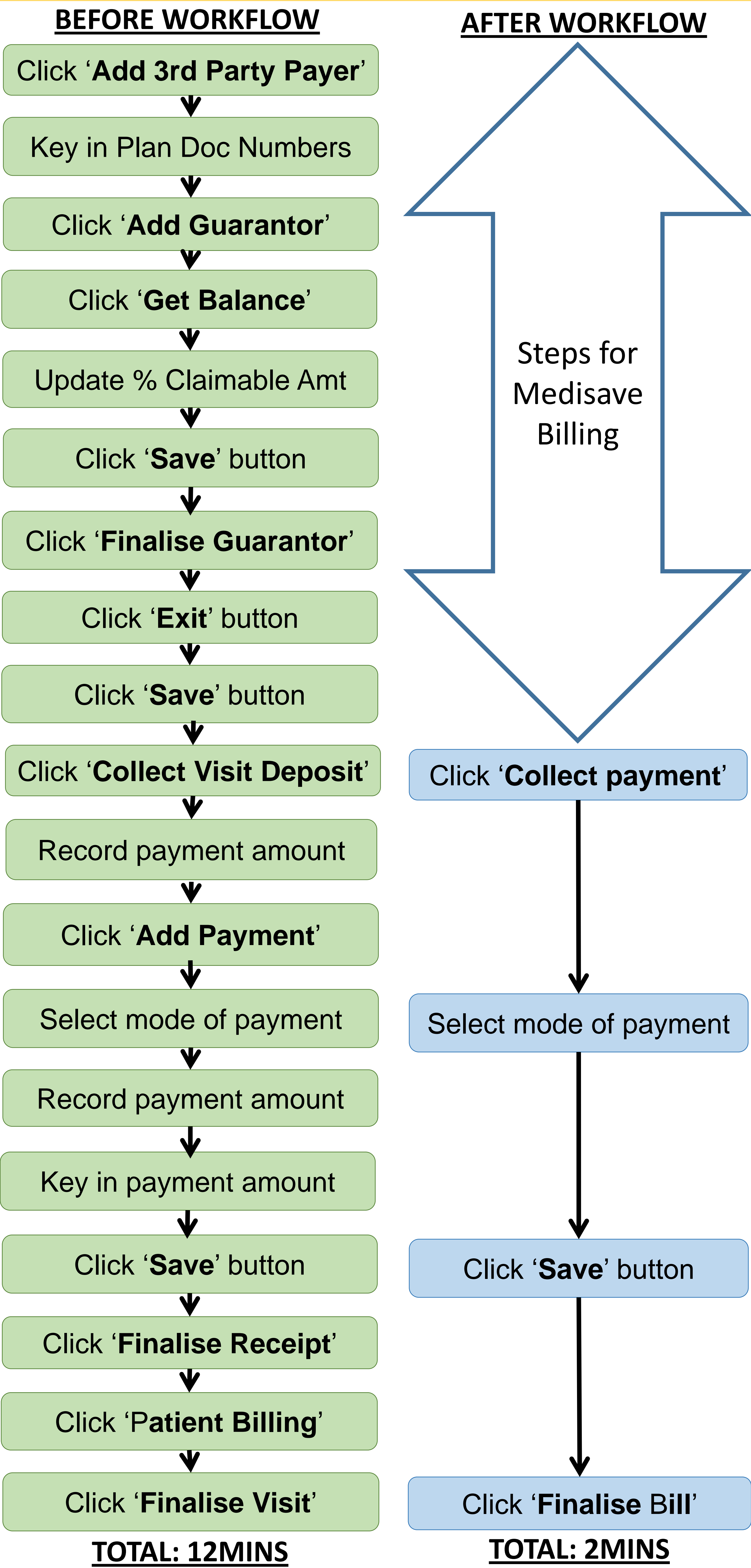
KK Women's and Children's Hospital
SingHealth

Mary Loh

INTRODUCTION

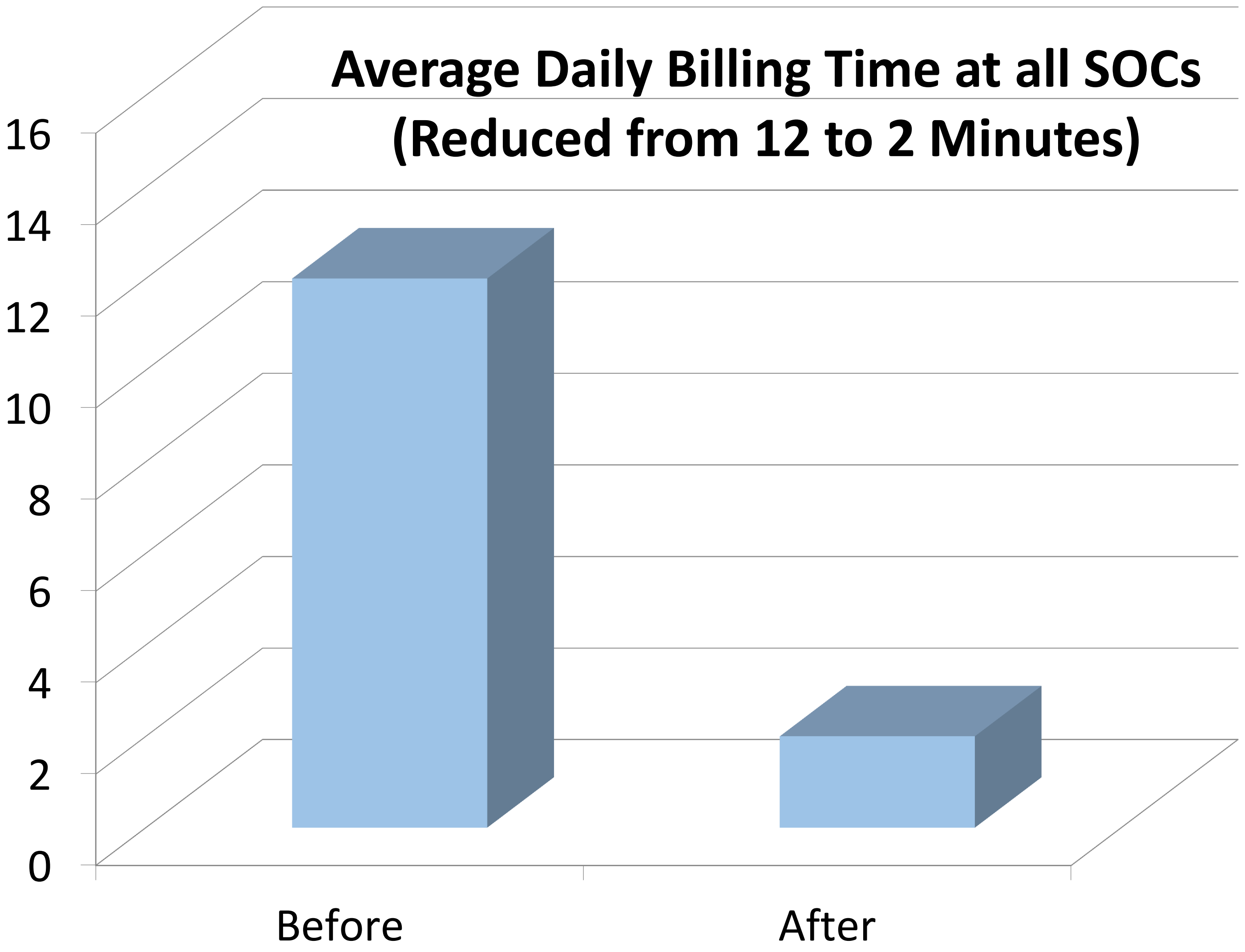
To support MOH-led initiative in bringing affordable care to all patients, specific staff were trained in the implementation of the MOH billing scheme, Medisave for billing Outpatient Scan.

METHODOLOGY



RESULTS

- 1) In order to optimise resources, only a minimal number of staff (5 instead of 500) were involved in processing the newly implemented MOH billing scheme, minimising disruption to the staff's operational needs and saving costs.
- 2) The implemented workflow reduced 477 hours of waiting time for 2859 patients as they were billed within 2 mins since the launch in Jan15. (10 mins per transaction)
- 3) Due to the implementation of the MOH-led initiative, patients who performed self-registration were registered for outpatient scan and consultation, resulting in 398 cases of double registration in Clinic B reported in the daily walkoff from January 2015 that required 33 hours of additional troubleshooting. (5mins per transaction)



CONCLUSION

Due to the small number of staff involved in the implementation of this workflow, teamwork was essential amongst the staff involved, which was evident from the smooth processing since the inception of this scheme.

In addition to which, due to the smooth delivery of the newly implemented scheme, patient's waiting time for the completion of administrative work has been reduced significantly.

Taking the above mentioned factors into consideration, it can then be concluded that KKH's manpower management has further value-added the newly implemented MOH scheme.