



# Singapore Healthcare Management 2015



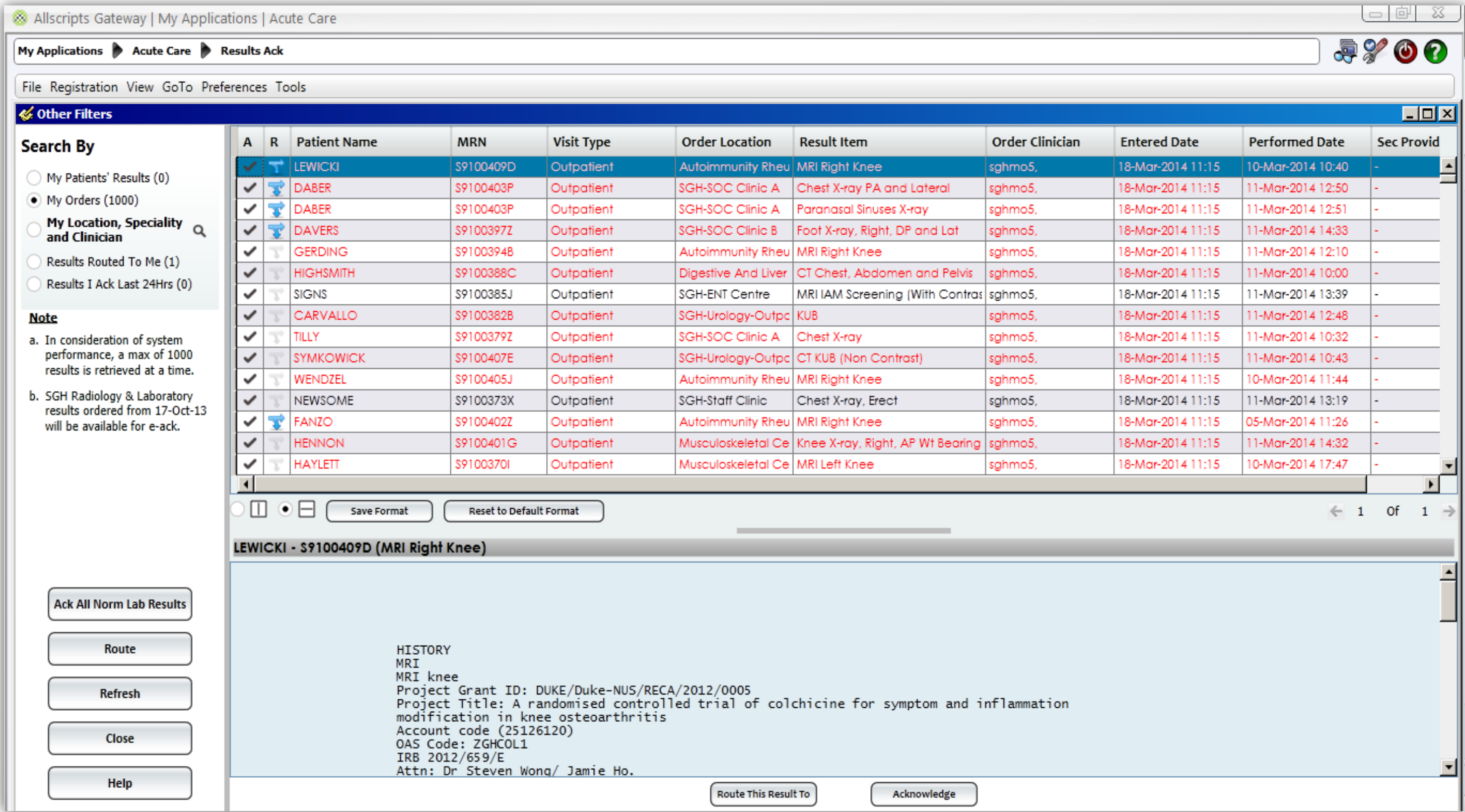
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## Introduction

What is the Results Acknowledgement Module?



- Electronic tracking and acknowledgement of all radiology and laboratory results within Sunrise Clinical Manager (SCM)
- Clinician-centric worklists and search filters catered for team-based practices in hospitals
- Acknowledged results “disappear” from clinicians’ worklists but can still be located in SCM

## Aims

Why the need for Results Acknowledgement Module?

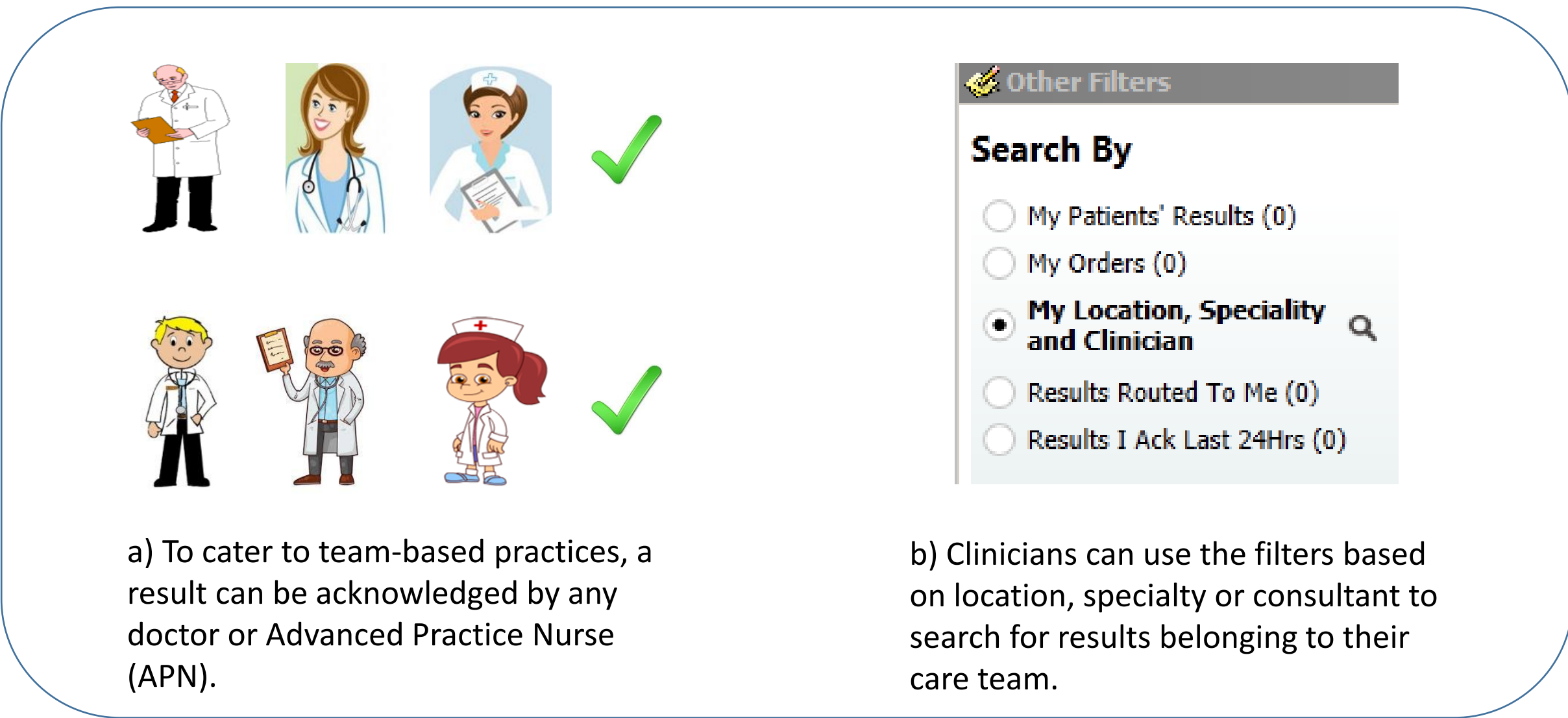
- Results used to be printed on paper and sent to departments
- Extremely tedious and manual process
- Difficult to ensure that hardcopy results reach clinicians for review and acknowledgement.

## Methodology

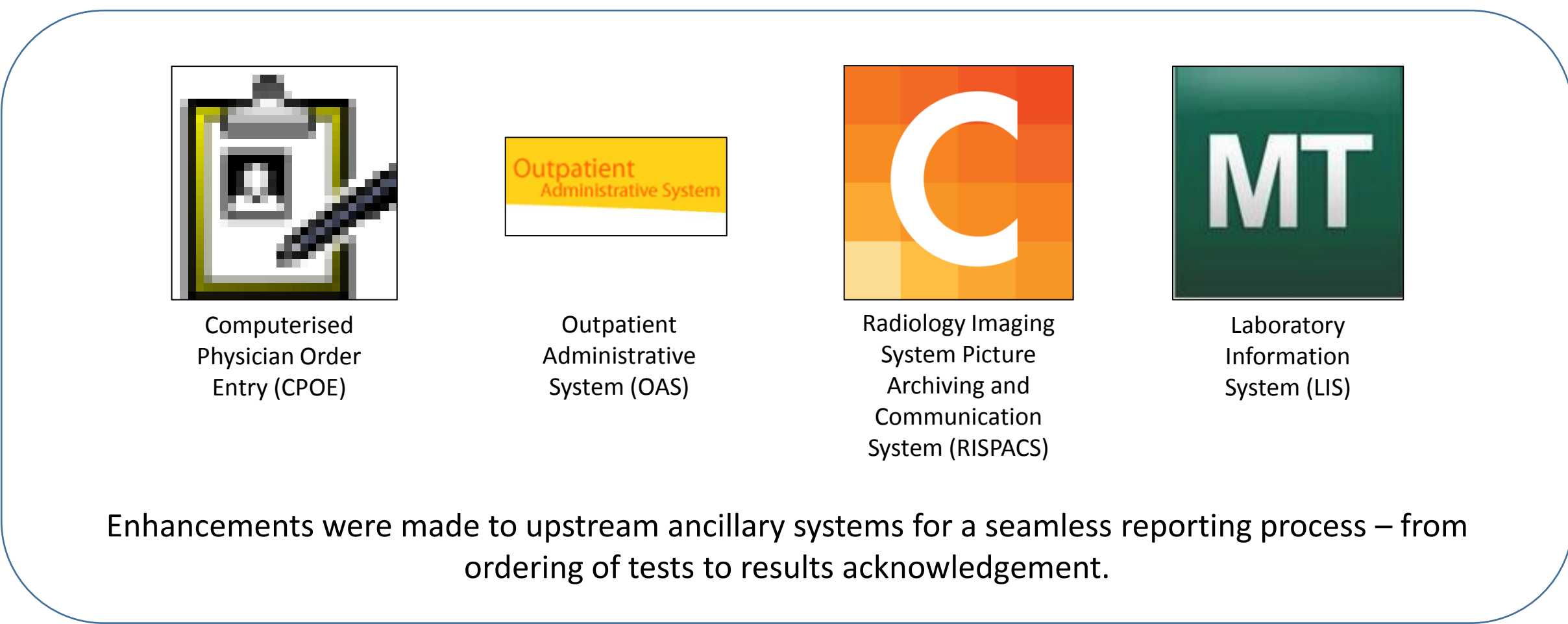
### 1. Forming of Workgroup



### 2. Determining Requirements of Users



### 3. Enhancing Relevant Systems



## Results

### 1. Enables Monitoring of Results Acknowledgement Rate

1½ Years

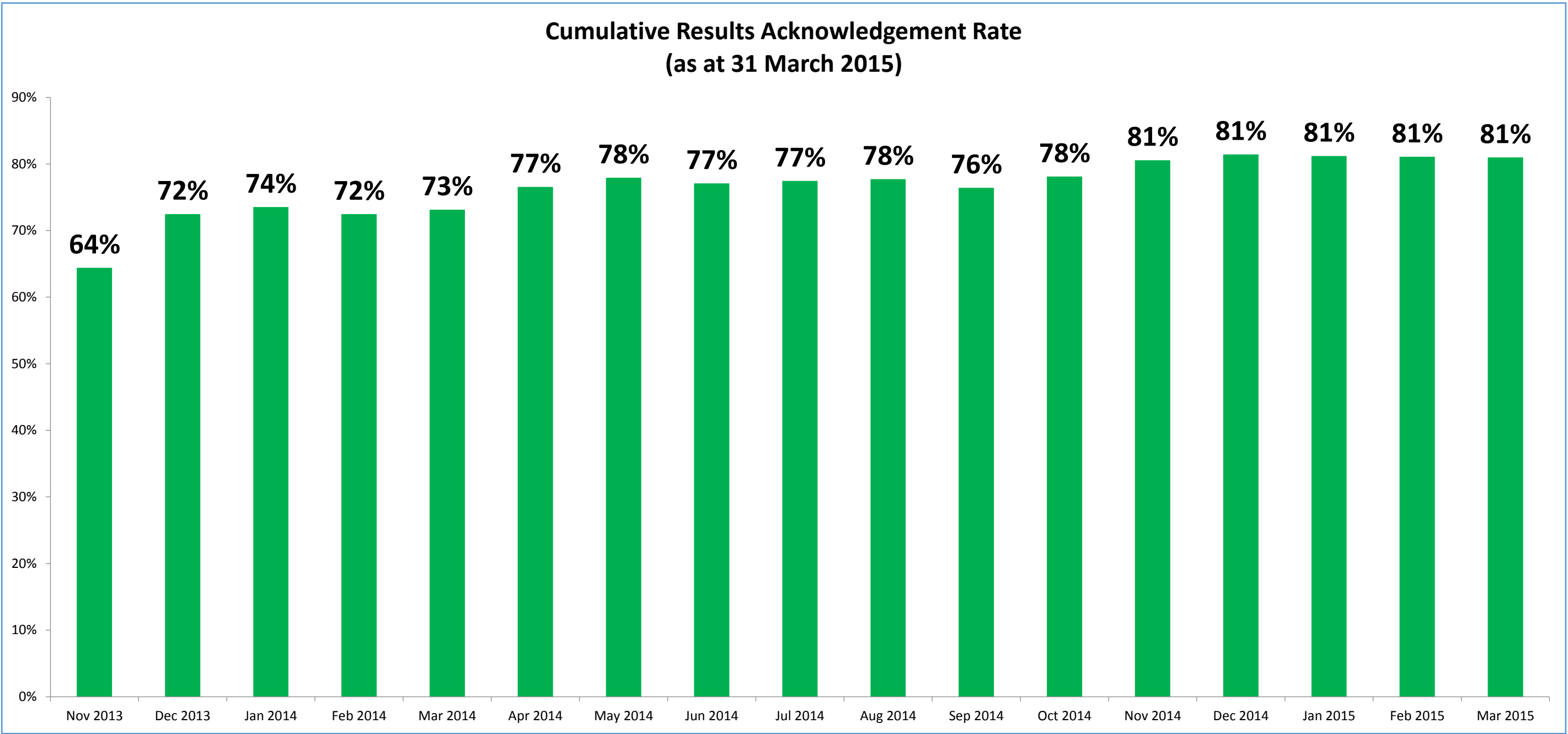
From 17 Oct 2013 to 31 Mar 2015



Steady increase in adoption rate

81%

Cumulative percentage of acknowledged results



In addition, the Patient Results Acknowledgement Module also allows monitoring of results acknowledgement rates by departments for better management of results on a more micro level.

### 2. Results No Longer Need to Be Printed



SGH ceased printing of all laboratory results from 31 March 2014.



Wastage is reduced as results are printed only when necessary.



Reduced need for secure storage space to maintain hardcopy results.



Decrease in need for secure disposal of hardcopy results.

## Conclusion

The Results Acknowledgement Module in SCM achieves a closed-loop results reporting system and enhances patient safety in the process. To create a seamless and integrated experience for patients, there are plans for other SingHealth Institutions to adopt the Module as well.

