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## Background

Looking into improvement of our Clinical service delivery and operational efficiency, one of NCCS's many goals was to work toward a patient-centred care that provide a seamless and positive experience. One such initiatives look at continual monitoring of our clinics and how patient could be engaged with the help of our service quality colleagues to determine if these initiatives are helping to bring about changes.

However with manual feedback platform, we are working on a more reactive methodology. Patient usually give a feedback when they experienced 2 paradigm of services, a satisfactory experience or they are dissatisfied with service rendered. For the rest of the patient cohort who does not feedback, we have no means of assessing until yearly MOH PSS satisfaction.

## AIMS

We envisaged a simple interactive feedback system to enable our general patient population to

1. **Rate** our service standards at the clinics on a constant basis and
2. Give us a **pulse** on current service provision and
3. How effectiveness of improvement could be **measure swiftly**

Happy index system is developed collaboratively with IHiS, is very much designed to augment the current feedback system and not to be used alone.

It allow configuration of feedback question and swift generations of reports.

## Methodology

The project team comprising of Clinic Operations' user & IT and a feedback system was created with following objectives:

### Simple & Easy to Use

The system uses tablet as an interactive device with big smiley icons that allow patient/visitors to easily touch and rate service. The feedback questions can be configured in 4 languages to support users' need.

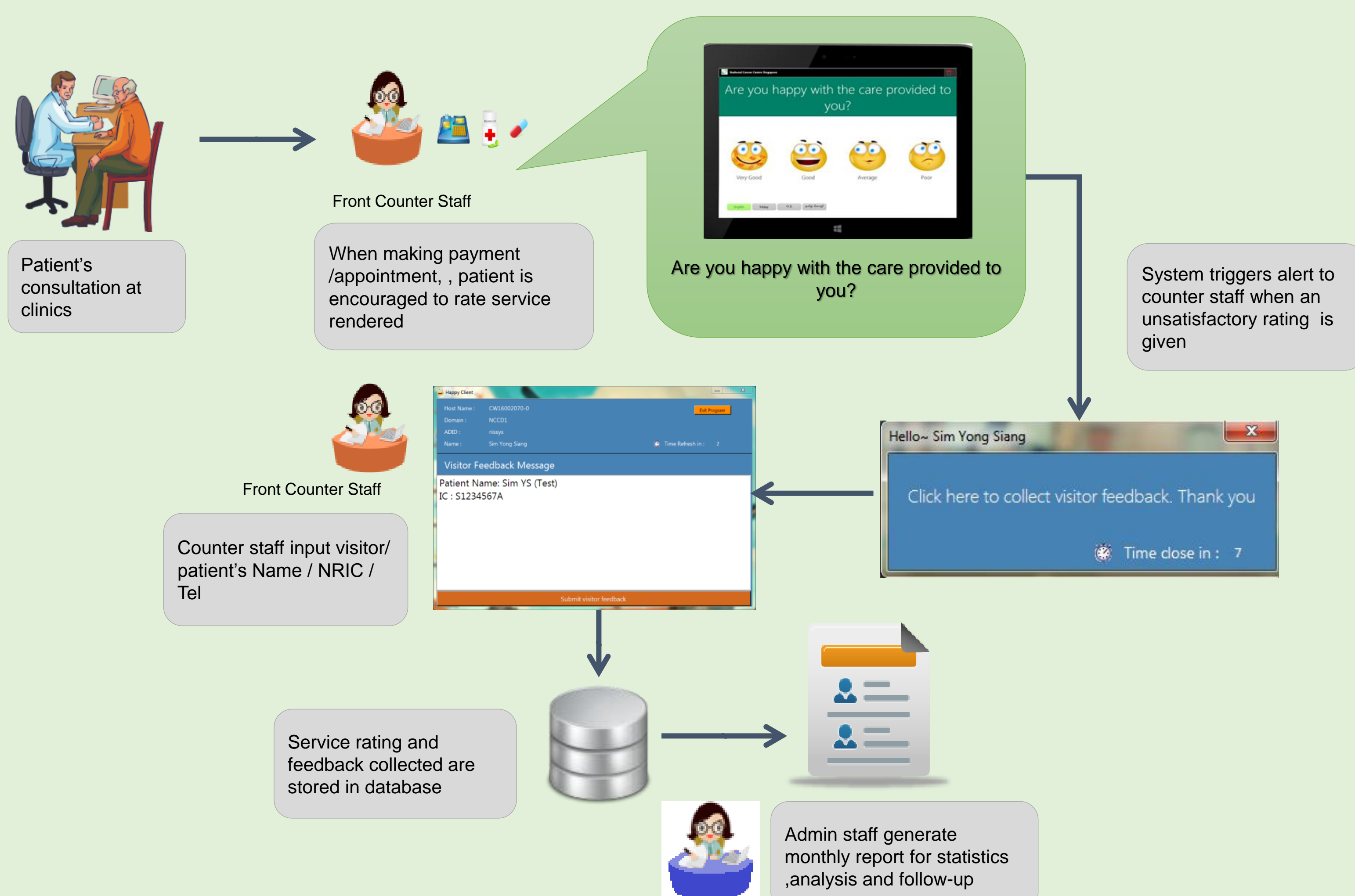
### Alert for Follow-up action

The system provides alert to counter staff when an unsatisfactory rating is given. It also provides an avenue to record basic patient information such as NRIC, name and telephone for follow-up action or investigation purpose.

### Augment the current feedback forms

Easy configuration of multiple questionnaires allows more feedback to be collected. The feedback collected helps the department to improve its service quality.

The following diagram illustrate how Happy Index works:



Are you happy with the care provided to you?



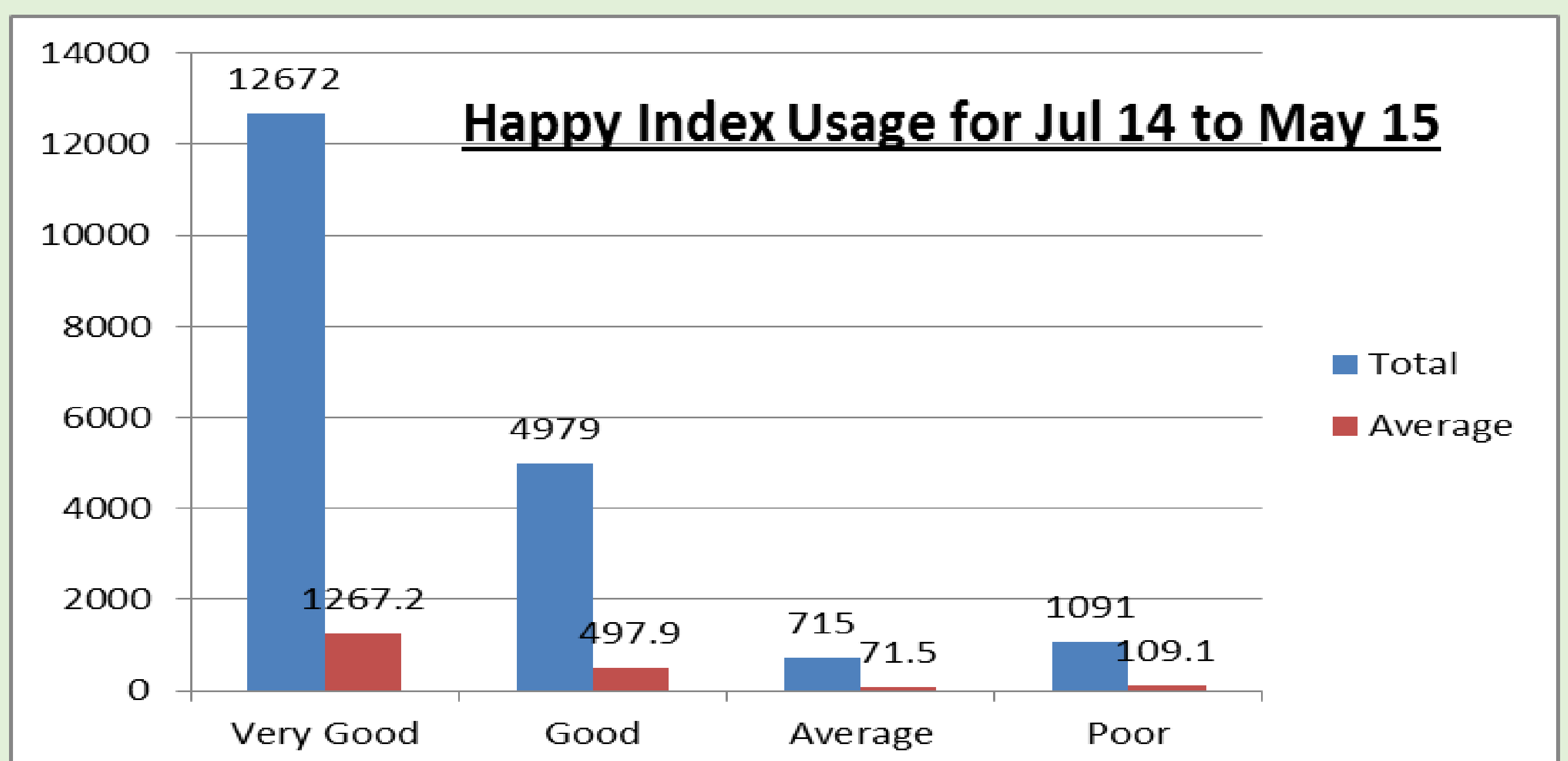
Very Good Good Average Poor

English Malay 中文 தமிழ் மொழி

## Results

Till date, we have received 19, 457 feedback touches for 11 months of implementation from July 2014 to May 2015. An average of 1267 happy index feedback per month with consideration for the peak and trough of our total clinic load.

90% of our patients (who use this system) graded us positively for their experience in our SOC. 9% of our patients felt that our service indicators i.e. waiting time, care experience could be further improved.



## Conclusion

Happy Index interactive IT system not only allow us to have a pulse on our service provision. It helps us in

- Adapting and harnessing the usage of IT enabling tools/ platform commonly used for other service industries.
- Enhance the positioning of healthcare willingness to receive prompt feedbacks.
- Assess how IT enabled platform could help bring healthcare service quality forward into 21<sup>st</sup> century.

The enhancement of current system has allow other users in Singhealth cluster to customise this platform to suit their different measurement needs.