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## Introduction

Patients and other sources often request for dental reports for further diagnostic or legal claim purposes. It has been determined at SingHealth cluster level that the dental/medical report turnaround time not to be more than 21 days. Definition of total turnaround time(Days) = The Day CRO sends request to clinician to the day the Dental Report is released to the requestor. Based on the baseline data for year 2014 as shown in Figure 1, the median percentage of cases with turnaround time of 21 days or lesser is 62.5%. An improvement project team is setup in February 2015 to focus on improving the median percentage of cases with turnaround time of <= 21 days.

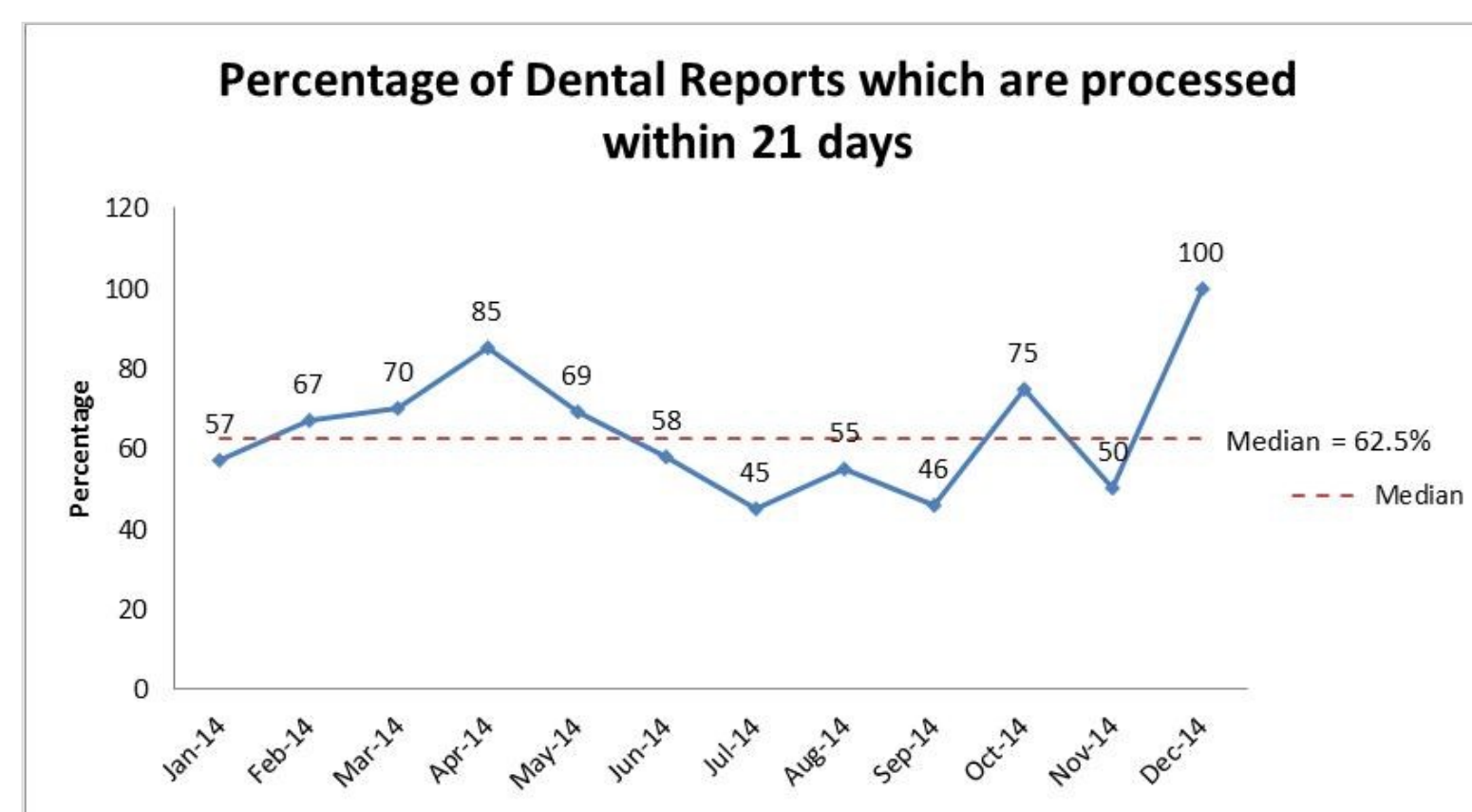


Figure 1

## Objective

To increase the median percentage of dental report requests with turnaround time of <=21 days from 62.5% by 20% to 80% by June 2015.

## Methodology

The team studied the existing process as shown in Figure 2 and analyzed the root causes. Engagement with stakeholders ; Clinical HODs, was done to seek their feedback and advice.

### Existing Process

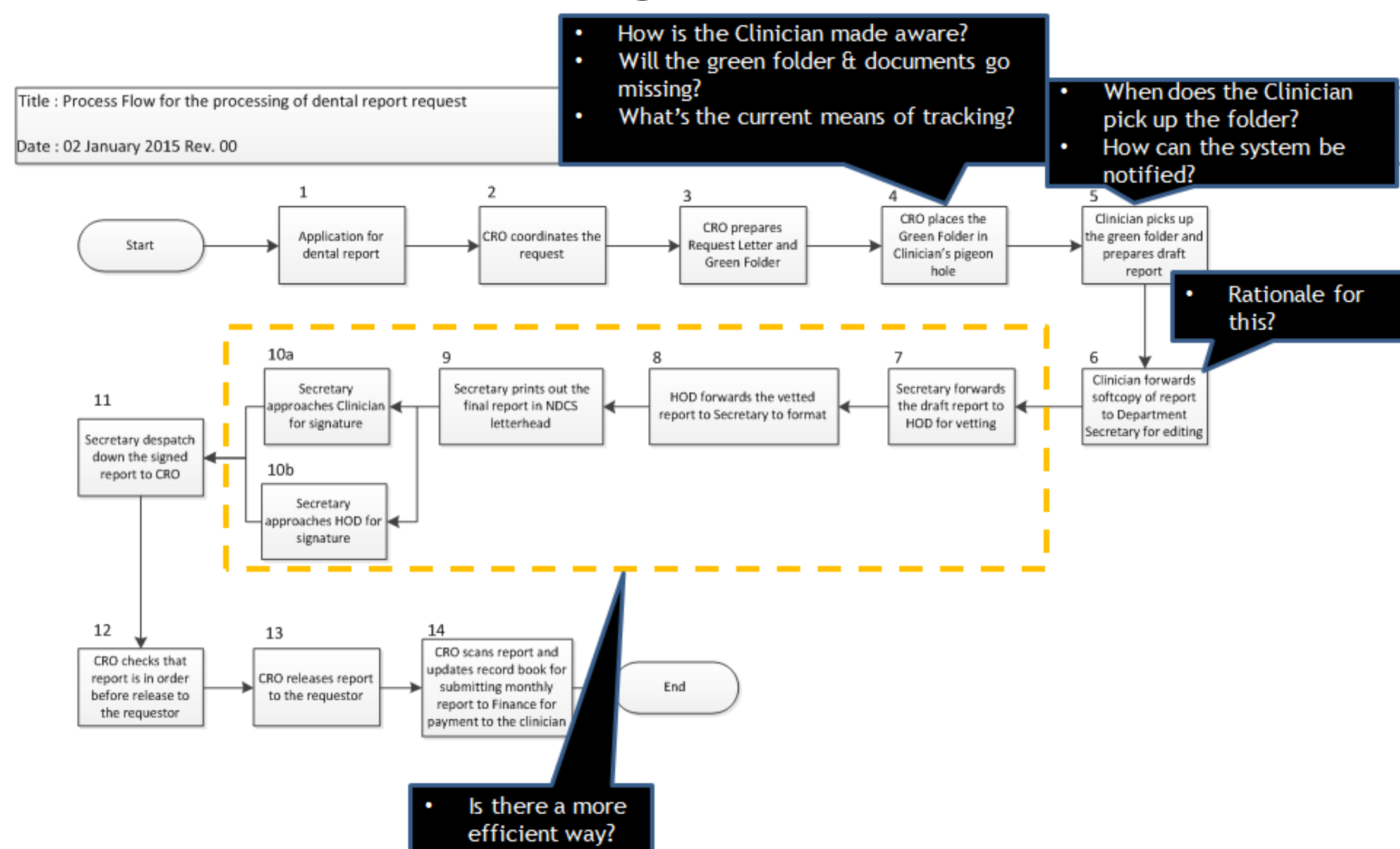


Figure 2

Number of people involved in a single request of Dental Report :

1. Requestor (External)
2. CRO
3. Clinician tasked to write the Dental Report
4. Department Secretary
5. Head of Department

Total Number of steps in a single processing of Dental Report = 14!

## Interventions

1. Improvement to the notification of dental report request to the clinician.
2. Develop a means of tracking the report completion status.
3. CRO will provide monthly feedback on the status of the completion to HOD for HOD to remind clinicians on timely submission of dental reports.
4. Redesign the process for the vetting and approval process – Refer to Figure 3.

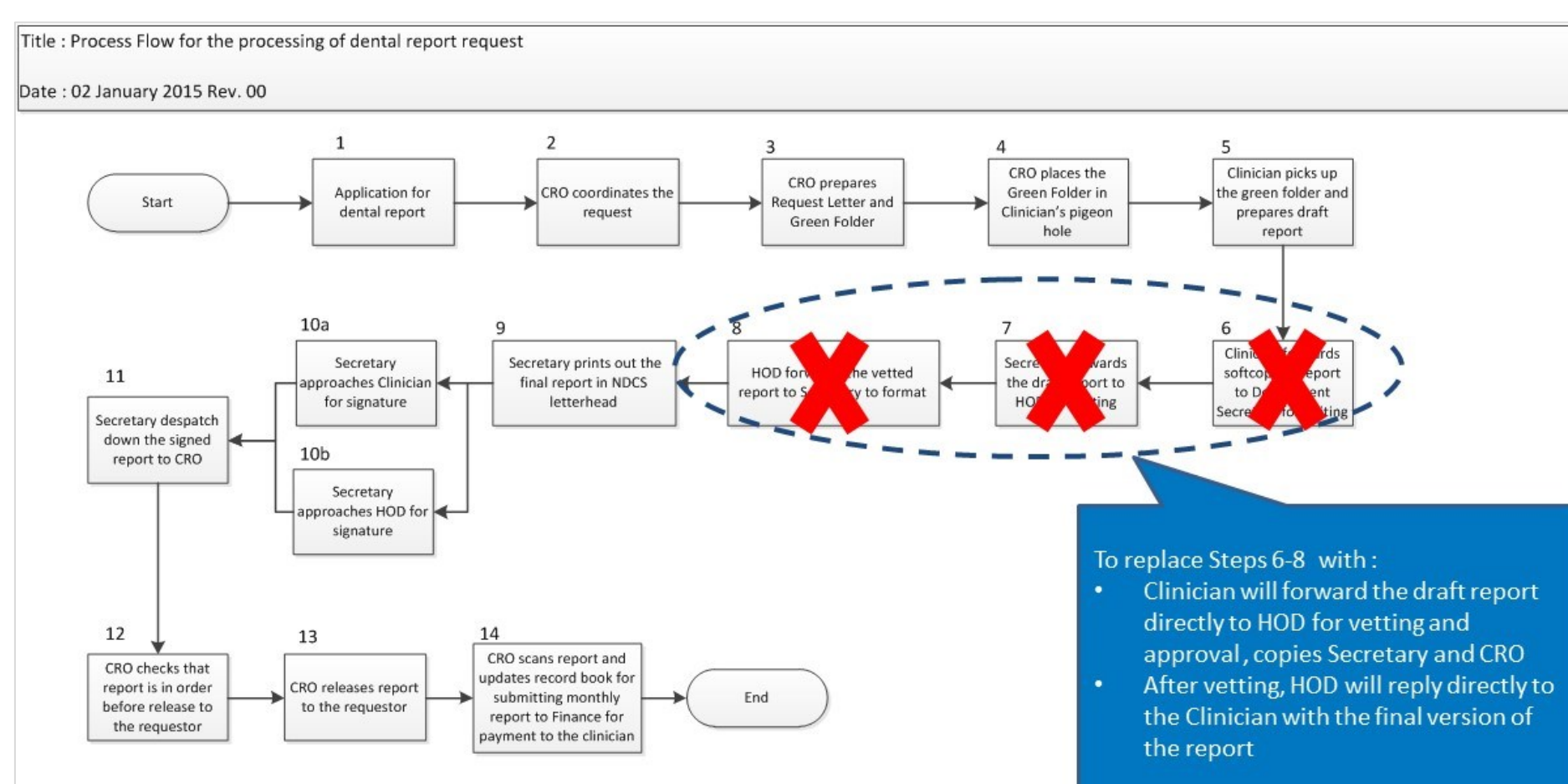


Figure 3

### Benefits to :

#### i) Requestor's Satisfaction

✓ Lesser complaints due to long waiting time for the dental reports

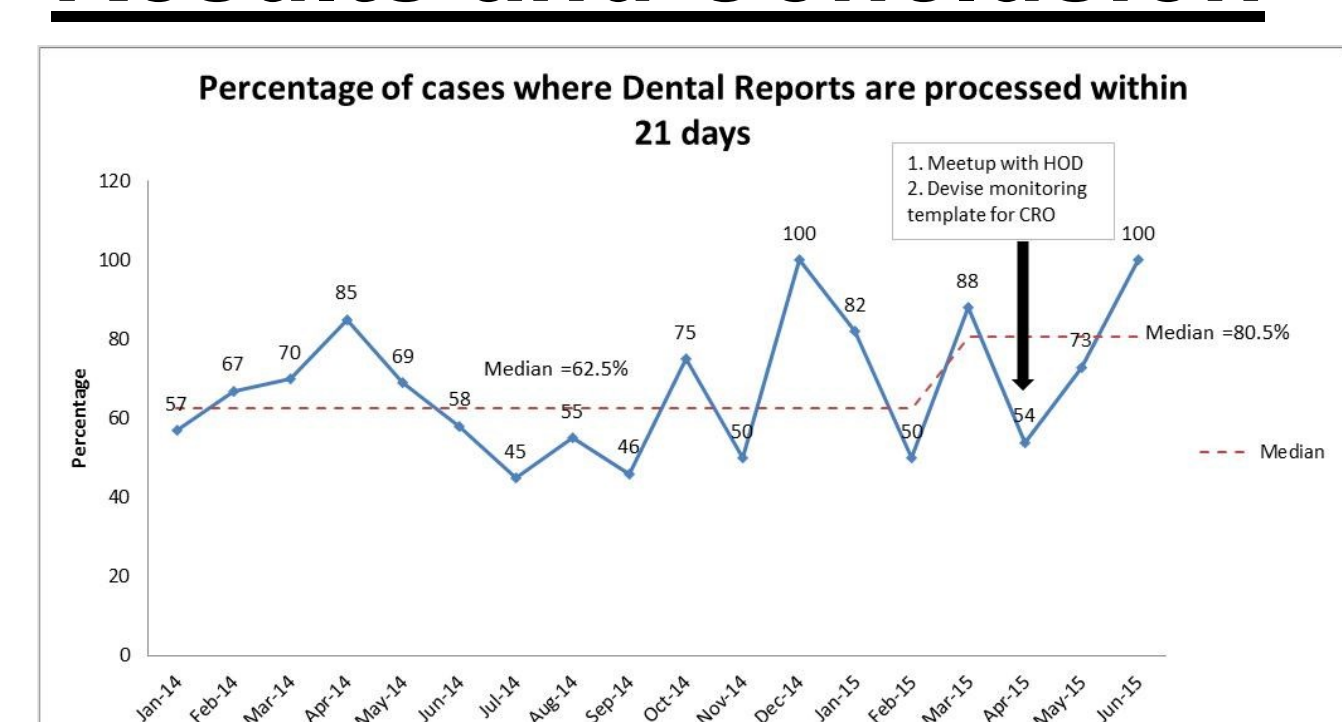
#### ii) CRO's Satisfaction

✓ Able to meet requestor's expectations ; handle lesser complaints

#### iii) Better Reputation for the Company

✓ Improved waiting time for dental reports -> lesser complaints from requestors

## Results and Conclusion



The results has been achieved and sustained post interventions with strong buy-in from the process owner and stakeholders.