

Enhancement to Laboratory queue system dashboard

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BACKGROUND

During the initial SHP Appointment System rollout for clinics and laboratory, the queue dashboard for laboratory services displayed mixed numbers from P series, L series, 1000 series to 5000 series range.

The initial logic and algorithm for the patient queue display were based on arrival time. As some patients arrived at clinic earlier than the appointment time given, the queue range displayed will be mixed. Bigger queue numbers may be called before the smaller queue numbers. It has created confusion, long waiting time and generated complaints from patients using laboratory services.

AIM

Enhanced Laboratory queue system dashboard to show patient appointment time and create ascending order number sequence for better patient queue management.

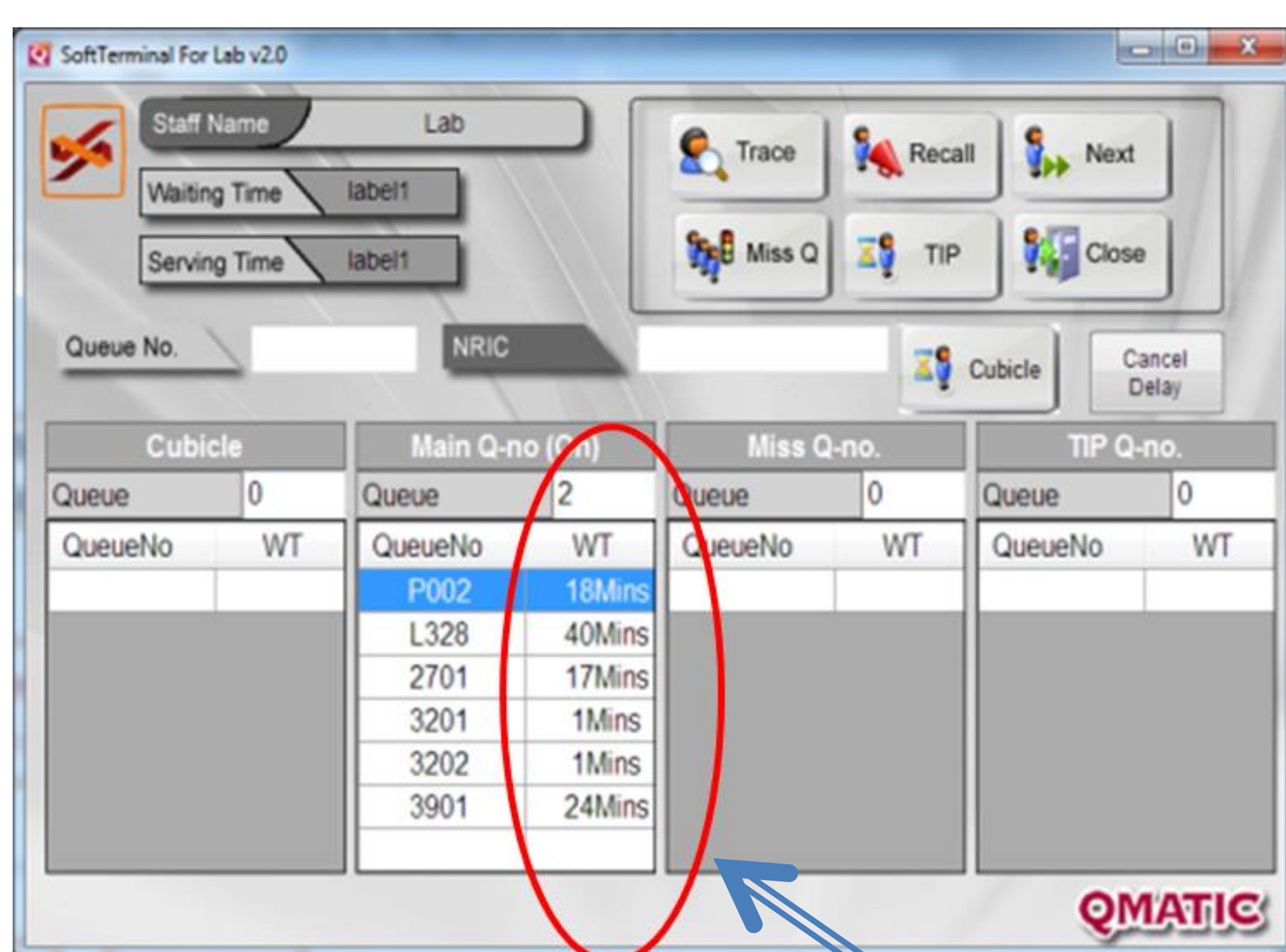
METHODOLOGY

A study on the waiting time impact from patient arrival time and appointment time was conducted. It was concluded that sequencing patient queue series using appointment time will reduce mixed queue series and a more ascending number sequence from P series, L series, 1000 series to 5000 series.

INTERVENTIONS

The queue dashboard was enhanced to sort according to patient appointment time and display patient appointment time. The staff will be able to track and monitor the waiting time of the patient using the dashboard.

The Clinic Operations staff will also actively communicate to patient on arriving 15 minutes before appointment time and not to arrive too early.

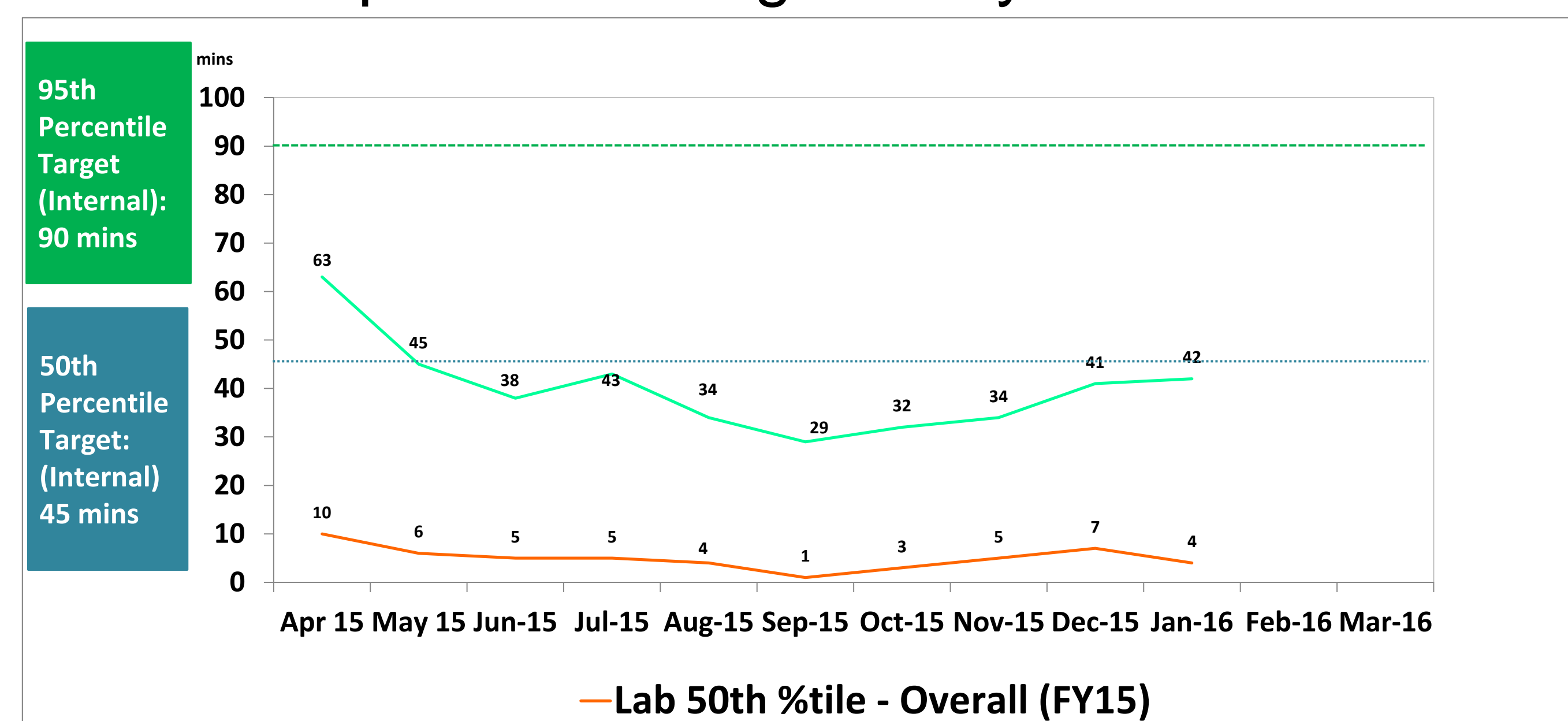


Proposed enhancement to sort by appointment time

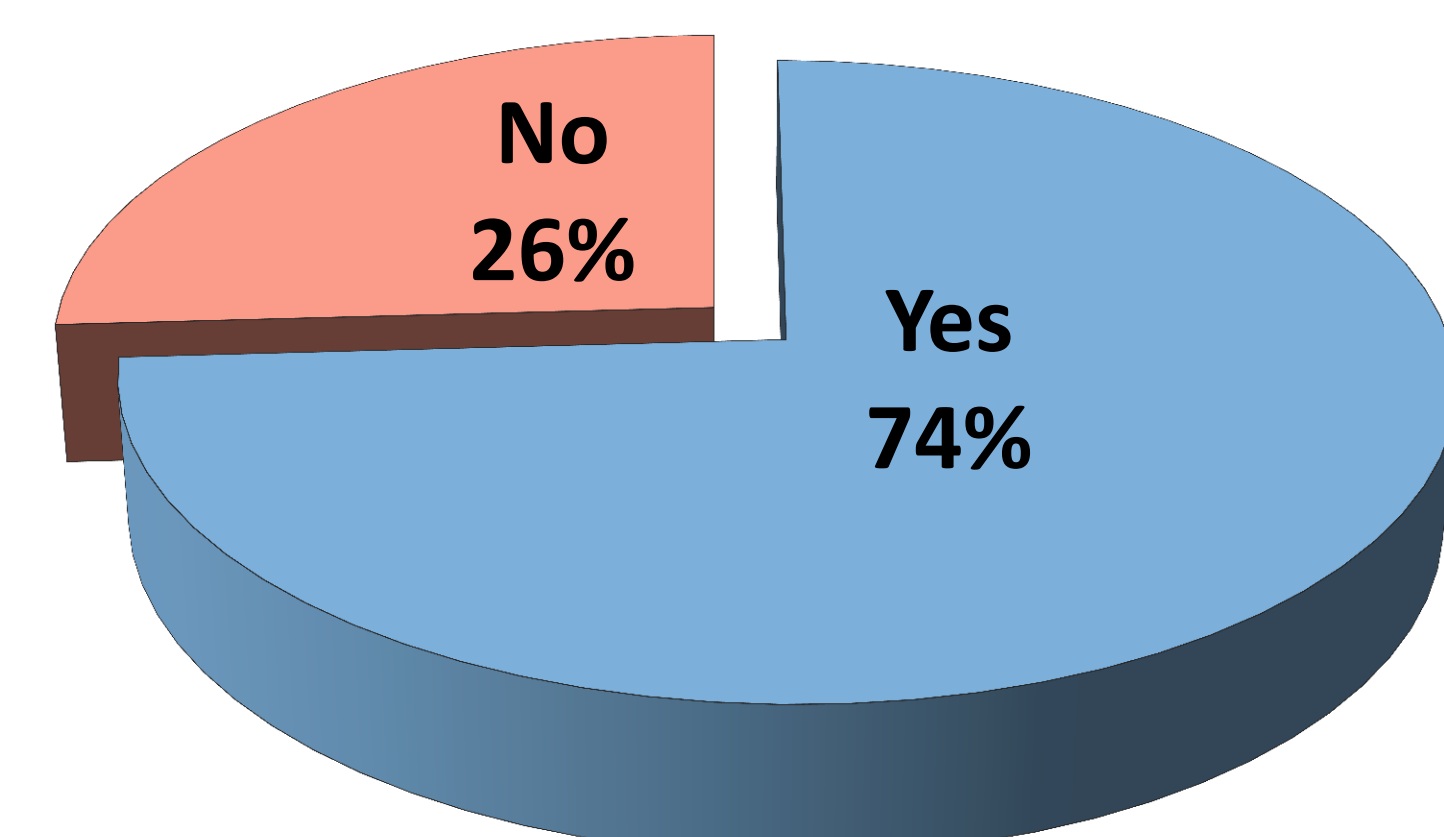
RESULTS

SHP has achieved

- 1) An improved 95th percentile waiting time target from an average of 91 mins to 35 mins. Reduced patient waiting time by 60%.
- 2) An improved 50th percentile waiting time target from an average of 35 mins to 5 mins. Reduced patient waiting time by 85%.

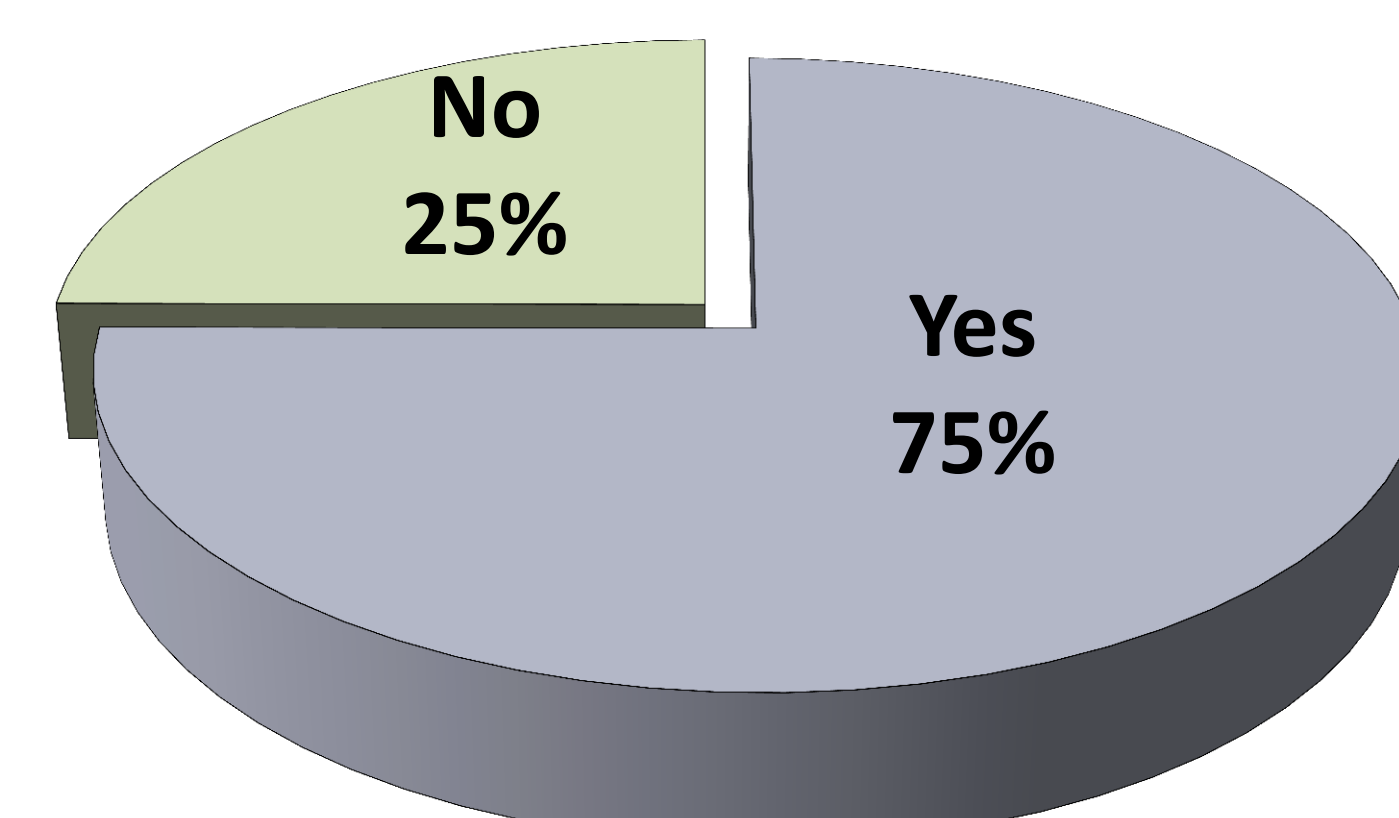


- 3) More efficient laboratory queue system and higher staff and patient satisfaction.
 - A survey was conducted on 100 patients over 5 days at each polyclinics in Aug 2015.
 - Patients with prior lab appointments were asked two questions after their lab tests.
 - Qn1: With the appointment system for lab, do you feel that your waiting time at the lab is better compared to previous visit without appointment?



Overall average for Question 1

- Qn2: With the appointment system, are you able to better manage your time for this visit?



Overall average for Question 2