

BACKGROUND

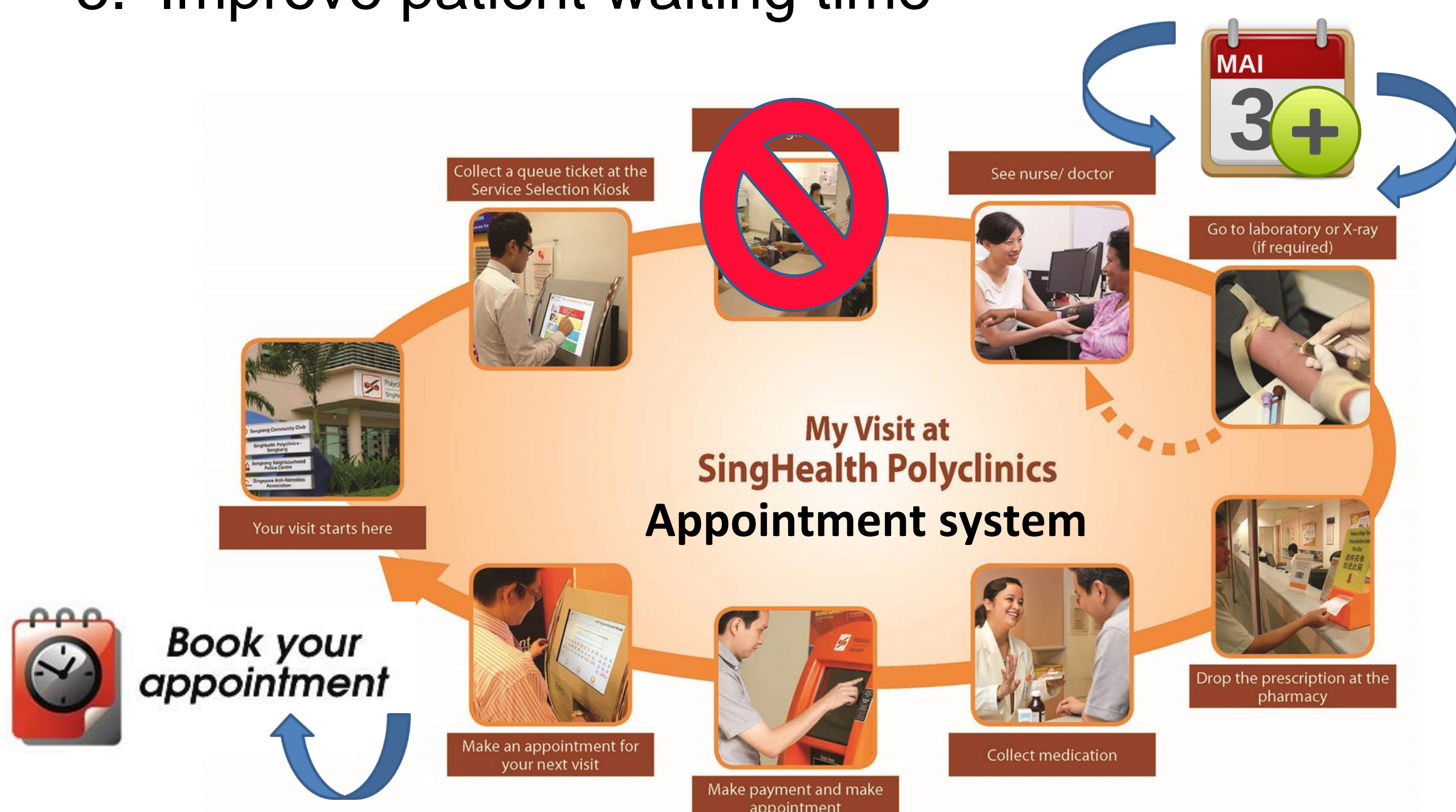
SingHealth Polyclinics introduced an appointment based system for the care delivery process. Patients were encouraged to make an appointment for next consultation visits. For the walk-in patients, a same day appointment will be made and seen at the allocated appointment time.



AIM

Improve patient demand management through initiatives and measures with appointment system. It includes,

1. Develop a Same Day Queue System
2. Develop an appointment system for future visit
3. Pace consultation service time
4. Load levelling
5. Improve patient waiting time



METHODOLOGY

A project team was formed to implement and deliver the Appointment System Project.

The team outlined and focused on six phases of project development:

- Initiation
- Specifications
- System design
- System testing and change request
- Review and Evaluation
- Delivery and Implementation.

INTERVENTIONS

The project team redesigned patient flow for the Appointment System project and did trial run and testing at Pasir Ris Polyclinic. Detailed workflow for various services were mapped and staffs were briefed in the pilot test.

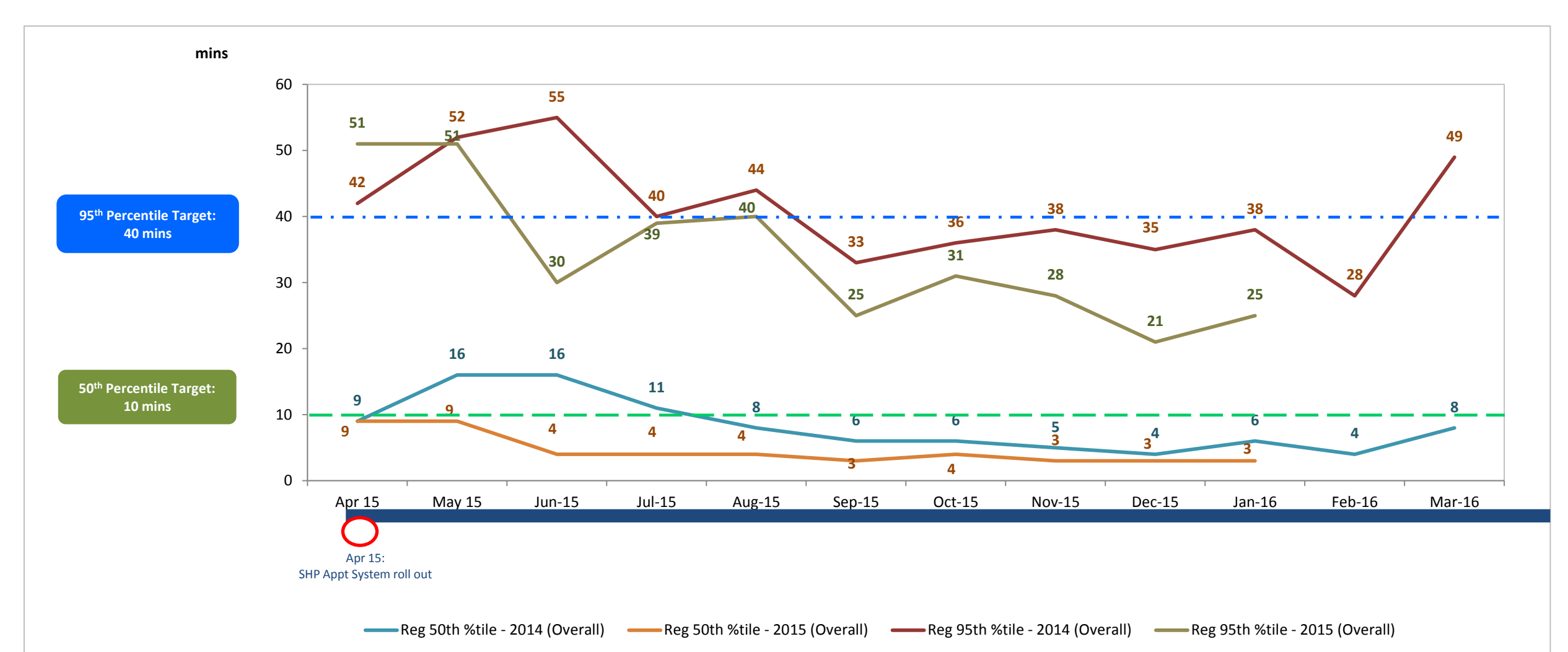
The project was piloted at Pasir RIs and Tampines Polyclinics in Jan 2015 and a implementation review was conducted in Feb/March 2015.

Post implementation enhancements were completed and the remaining clinics launch and implement the Appointment System by end March 2015.

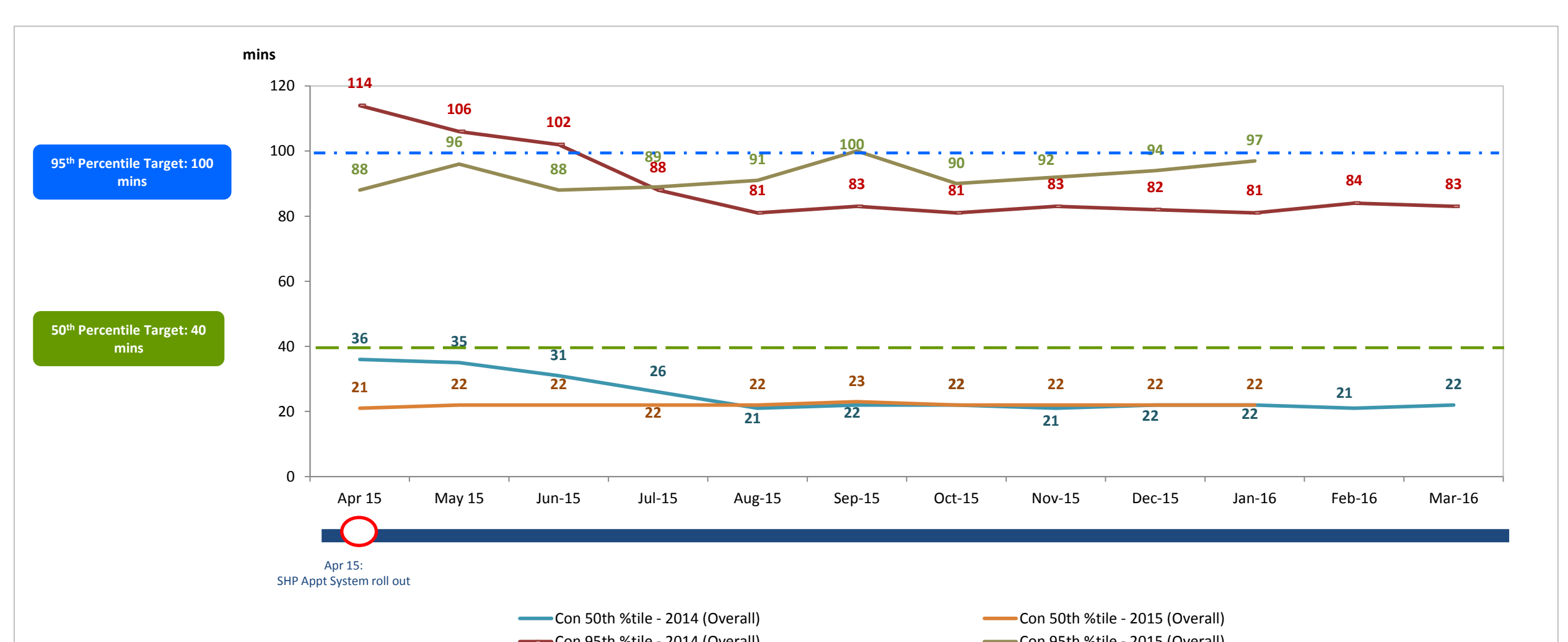
RESULTS

SHP has achieved

- An improved 95th percentile registration waiting time target from an average of 45 mins to 39 mins. Reduced patient registration waiting time by 13%.
- An improved 50th percentile registration waiting time target from an average of 10 mins to 4 mins. Reduced patient registration waiting time by 60%.
- An improved 50th percentile consultation waiting time target from an average of 22 mins to 21 mins. Reduced patient consultation waiting time by 5%.
- Load levelling and a paced consultation time for clinicians.
- More efficient clinic queue management system and higher staff and patient satisfaction.



Waiting Time for Registration (Overall)



Waiting Time for Consultation (Overall)

CONCLUSION

The Appointment System improved the overall operation efficiency and waiting time for clinics.