



# Improving Laboratory Services in SingHealth Polyclinics

Singapore Healthcare Management 2016



since 1821  
195th Anniversary



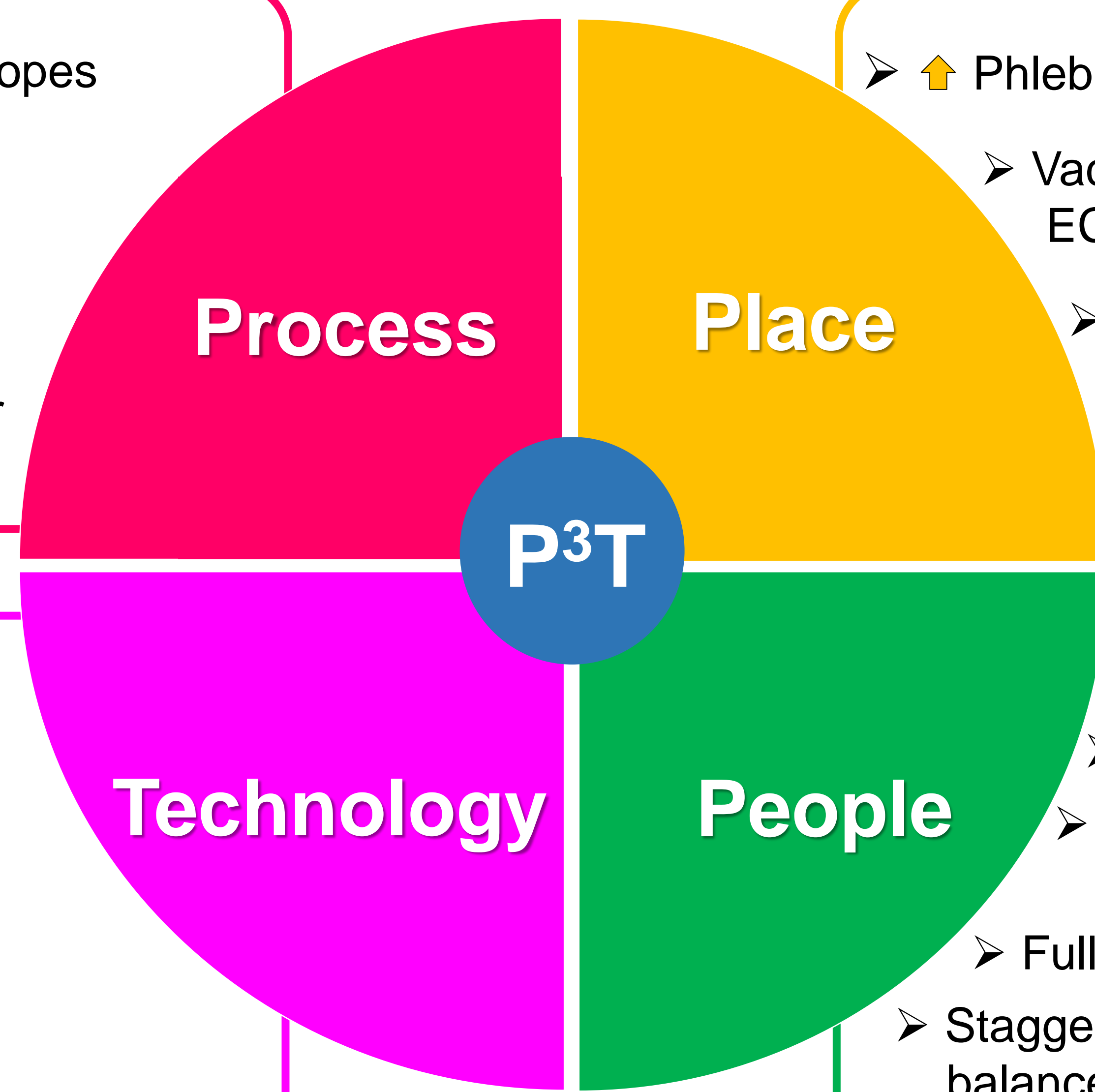
❖ Ms Cleo Wu ❖ Ms Sandy Ong ❖  
❖ Mr Lee Fook Yuan ❖ A/Prof Agnes Tan ❖

❖ Ms Luna Lee ❖

## Objectives

Enhance Patient's Experience ⇒ Reduce patient waiting time for phlebotomy services at SHP  
Increase Staff Satisfaction Rate ⇒ Improve working environment and promote work-life balance

## Methodology



- Enhanced existing workflows & job scopes
- Analysed the patient arrival pattern ⇒ Peak : Morning (fasting requirement); Off-peak : Afternoon
- Tuned down selected on-site tests for better allocation of resources

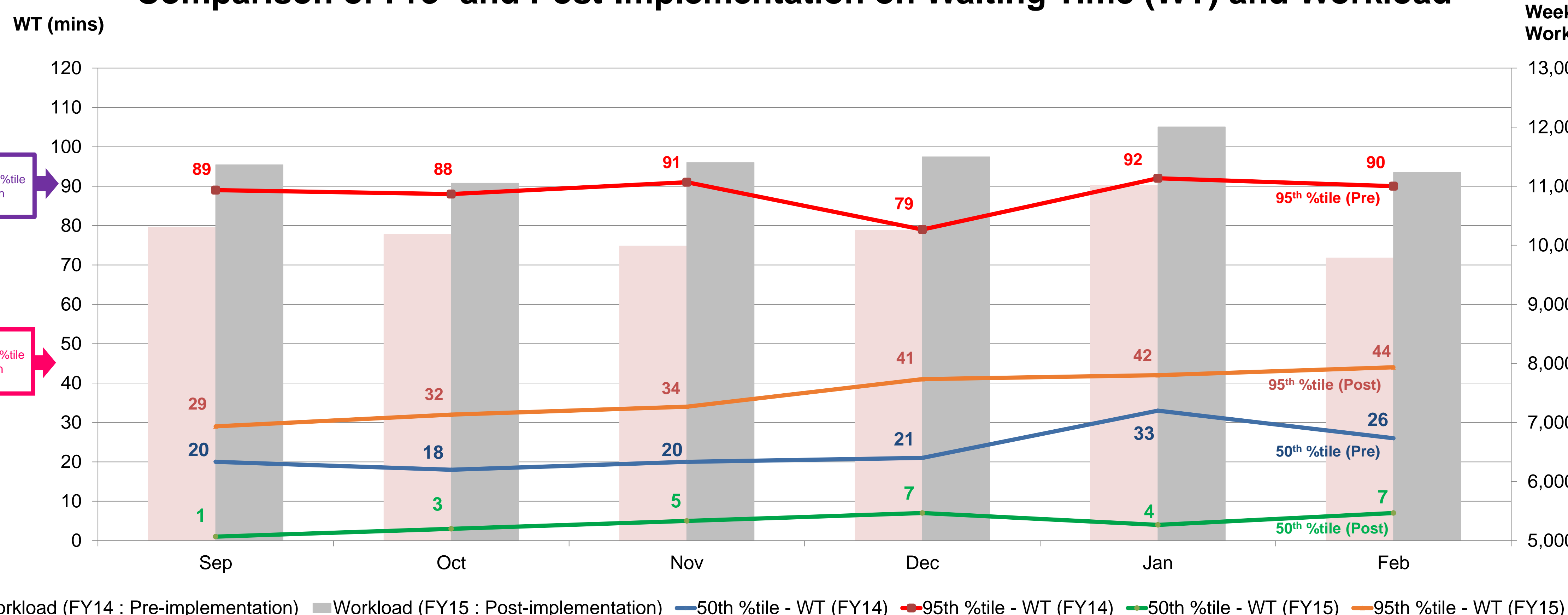
- ↑ Phlebotomy stations based on demand
- Vacated registration counters and selected ECG rooms
- Standardised self-sufficient phlebotomy stations
- Standardised placement of equipment

- Phlebotomy stations equipped with required software
- Phlebotomy stations equipped with required scanners and printers

- ↑ Lab staff based on demand
- Focused on their areas of expertise
- Earlier commencement of services from 8:00am to 7:30am
- Full strength in the morning to address crowd
- Staggered working hours to achieve work-life balance

## Achievements

Comparison of Pre- and Post-Implementation on Waiting Time (WT) and Workload



Summary		
Stage	50 <sup>th</sup> %tile (min)	95 <sup>th</sup> %tile (min)
KPI	45	90
Pre	18 – 33	79 – 92
Post	01 – 07	29 – 44

**Result**  
**TARGET**  
**Met & Exceeded**

## Conclusions

