

# Enhancing Patient Wait Experience at Specialist Outpatient Clinics (SOCs)

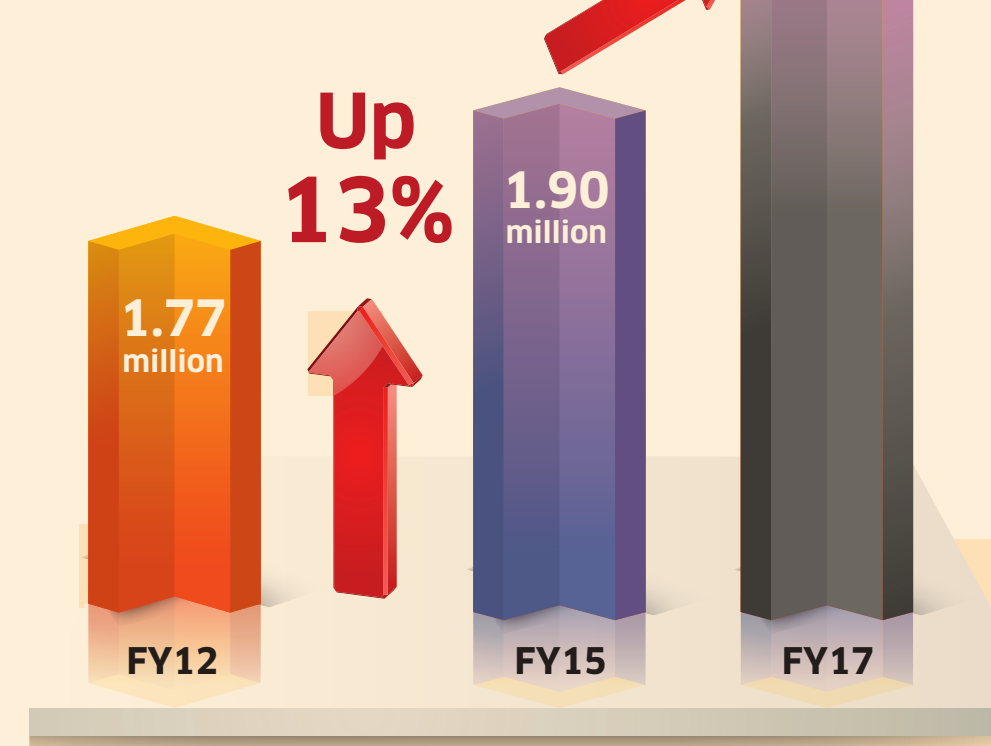
Authors and Co-authors: Kathryn Ng (Author/SHHQ), James Toi (Author/SGH), Kenice Tay (SHHQ), Charina Khoo (SGH), Isabel Yong (SHHQ), Jessica Soo (SGH), Claudia Yeo (SGH), Serene Foo (SNEC), Audrey Kon (SNEC), Nooraini Binte Jaffar (KKH), Mike Koh (SHHQ), Jean Sim (SHHQ), Ichha Oberoi (KKH). With support from pilot site leads: Loke Chui Yee (KKH), Charity Wai (SNEC). Taskforce leads: Prof Agnes Tan (SGH), Lee Chen Ee (SHHQ)

## Problem



According to the MOH Patient Satisfaction Survey (PSS), an important area to improve patient satisfaction was at the 'waiting time to see a doctor at the SOC/Clinic area'. Pressure on SOC's will continue with projected increases due to ageing population and higher subsidies. Plus, expectations of patients and public shall continue to rise.

## SOC Attendances

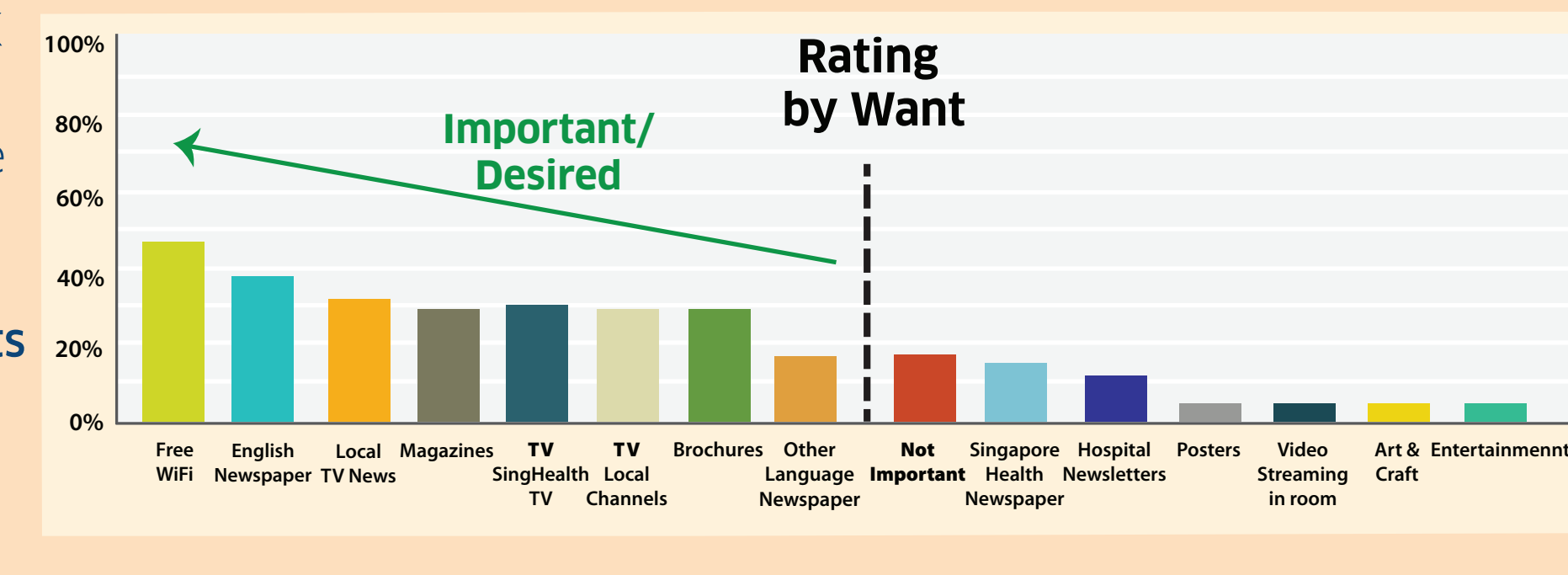


Concurrently, staff are overwhelmed with increasing workload. The challenge was: **How can we improve and create a more positive patient experience whilst lightening the load of our staff?**

## What we did:

- As part of the SingHealth Specialist Outpatient Clinic (SOC) Task Force, a multi-functional cross-institutional workgroup was formed to improve patient waiting experience at SingHealth SOC's.
  - KKH Clinic C (O&G) & Clinic K (Paeds)
  - SNEC ECS Clinic (General Eye Clinic)
- 3 pilot sites were selected to test out initiatives:
  - SGH Autoimmunity and Rheumatology Centre (ARC)

## What matters to patients whilst waiting



## What patients want for a better SOC experience and how best to receive info

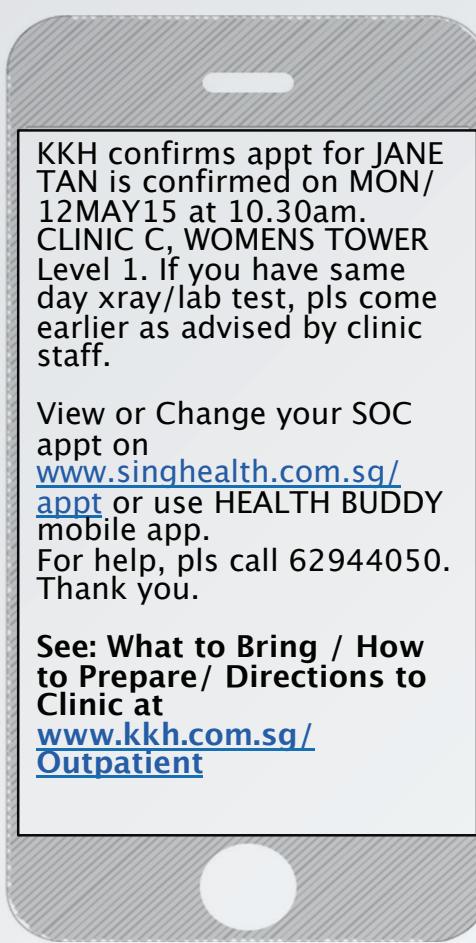
Before My Visit	During My Visit	After My Visit
1. Appointment reminder	1. Update on no. of patients ahead of me; estimated waiting time	1. Copy of my test results
2. How to prepare for a visit and what to bring	2. Comfortable environment in waiting area	2. Information on my medical condition and what to do
3. Information about my medical condition	3. Keep me occupied with wifi, TV & magazines	3. How to prepare for next visit

## Pre-Visit Guide

1

### How to prepare for a visit and what to bring

- A harmonised Pre-Visit Outpatient Guide was developed and published on all 3 pilot institutions' websites since Jan-2016. The website links were then added to Appointment Confirmation and Reminder SMSes. This was thus implemented with no add on cost
- The number of page views are encouraging
  - Over 35% of new patients click-through to website
- With these positive results, we are currently working with all other institution Communications teams to implement cluster-wide



## Increased Variety of Magazines

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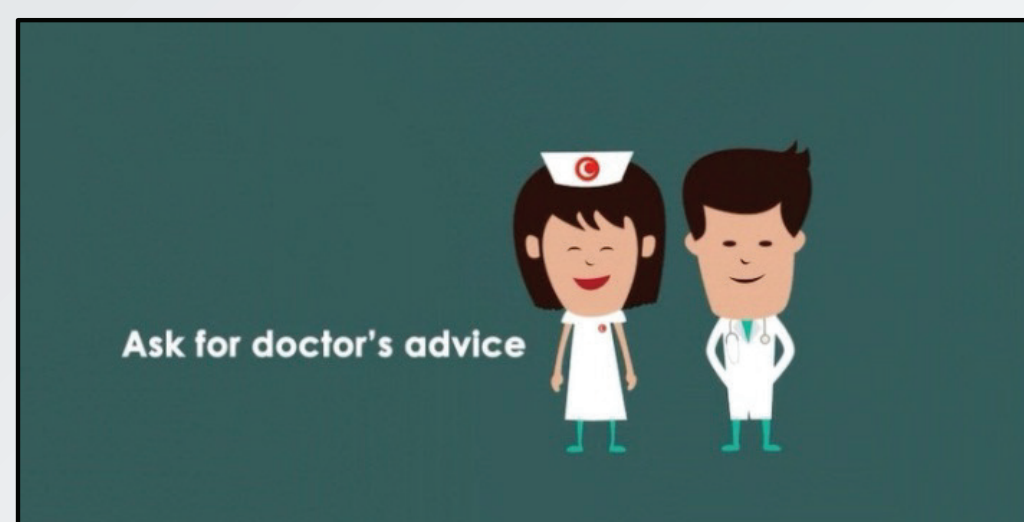
- We successfully collaborated with SPH magazines to sponsor a variety of magazines at SingHealth SOC clinics
  - 3,500 magazines distributed every month on the most recent past issue basis
  - 3 - 4 magazines per title per SOC waiting area
- SPH also offered 3 months free e-subscription to all SingHealth staff
- Positive feedback received from patients and staff



## Enhanced Health & News TV Programmes

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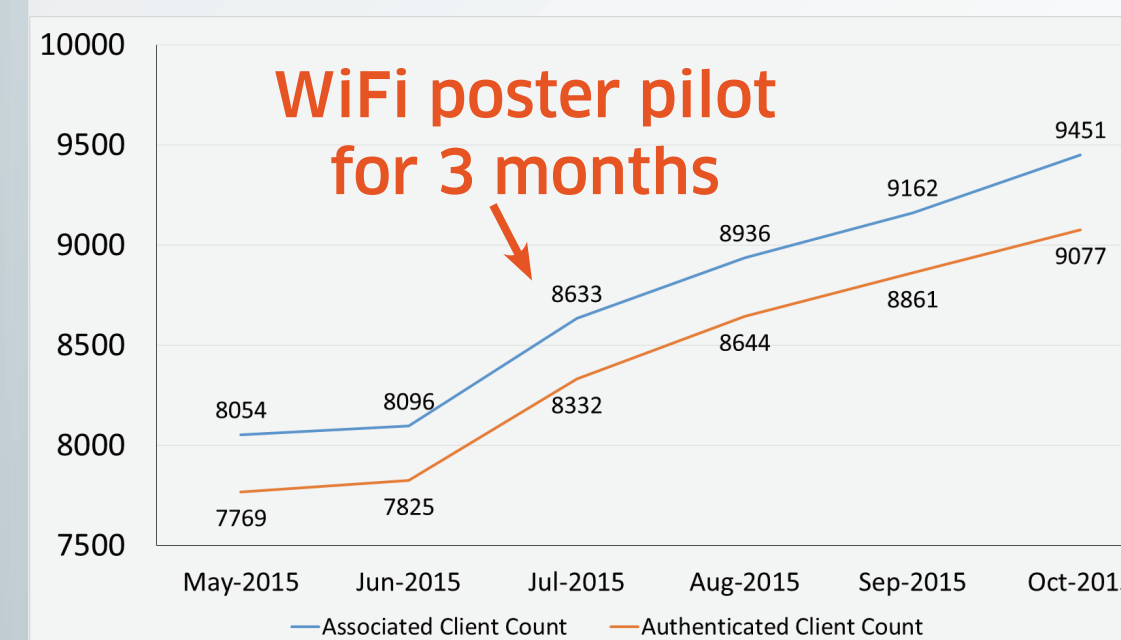
- Refreshed playlist with new line-up of videos monthly
- Channel NewsAsia news update screened every 30 minutes
- Videos in new/fresh format (Q&A, infographics, short interviews)
- Identified/sourcing more local heritage/community content in collaboration with industry parties



## "Free Wi-Fi" Posters

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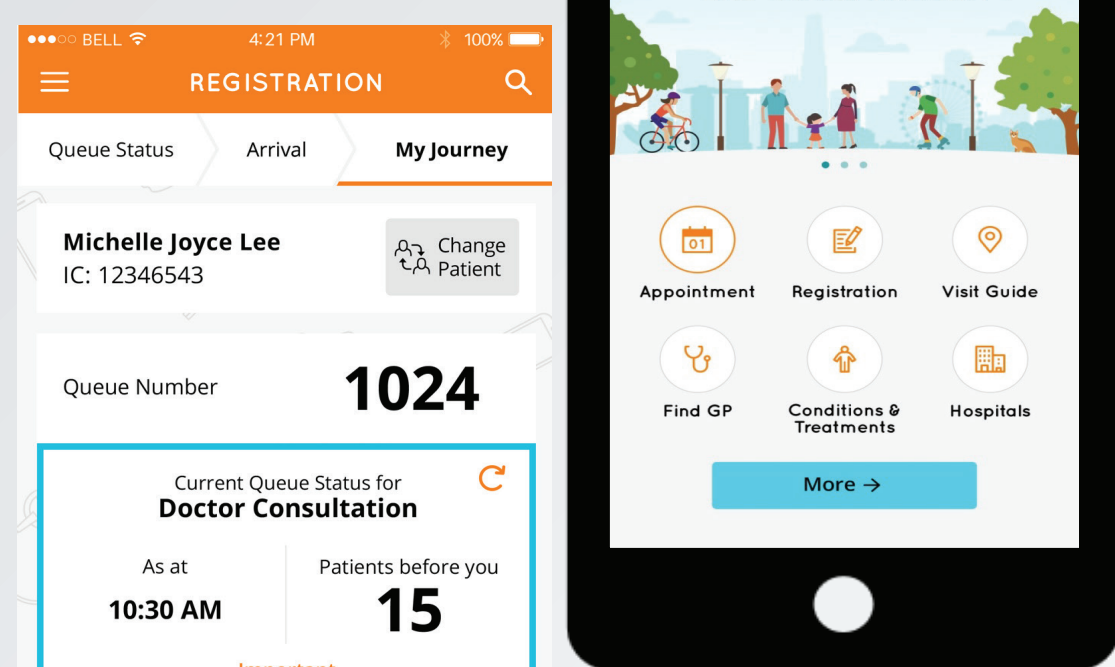
- Wireless@SG is available Campus-wide, but patients were not aware
- A3 paper posters were put up on trial at the 3 pilot sites for 3 months from Jul-2015
  - Average daily usage increased by +20%
- With positive feedback, permanent signage was rolled out to all SOC's in SingHealth institutions in Jan 2016



## Mobile Registration

5

- A new app function is being developed to allow patients to do off-site registration for their SOC visit, using the HEALTH BUDDY mobile app
  - Reduce waiting time at SOC for registration
  - Give patients an overview of their SOC journey
  - Offer LIVE queue watch to patients



Coming Soon

View your SOC Journey here!

## Results & Conclusion

- Comprehensive patient survey helps prioritise efforts, focus and motivate everyone involved.
- Leveraging the breadth and depth of skills and perspectives across departments assured strong operational and support staff involvement and ownership to each initiative.
- Simple, cost-effective steps can be taken by leveraging on existing platforms and augmenting content, then directing patients to them at appropriate times.
- Learnings from pilot sites representing different patient profiles are scalable. Needs and wants were similar across patient age groups and profiles. This enabled faster and more cost-effective scalability of initiatives.
- Successful initiatives are implemented cluster-wide with good support from the institutions, as success was clearly tracked.