

SIMULATION MODELING PROJECT OF THE EYE SOC CLINIC

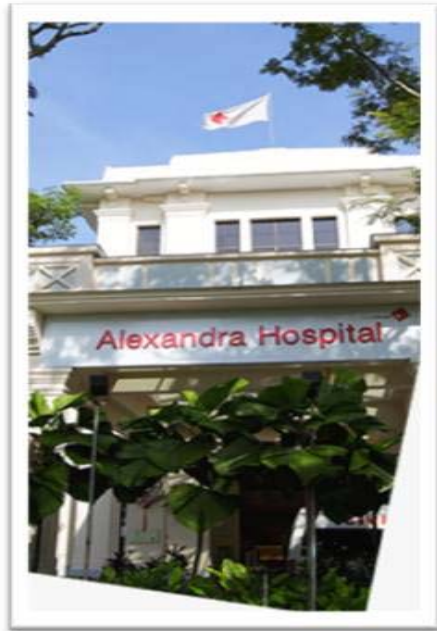
Clay Goh, Mack Pan, Ng Yan Jun, Caroline Lee
Innovation and Improvement
20 Aug 2013

Acknowledgment

We would like show our appreciation to our beloved Nursing, Allied Health and Service Operations Colleagues: NC Manjinder, Jason Kwan, Sim Siew Ngoh, Aloysius Chen, Joyce Tan, Ivy Chong and many more.



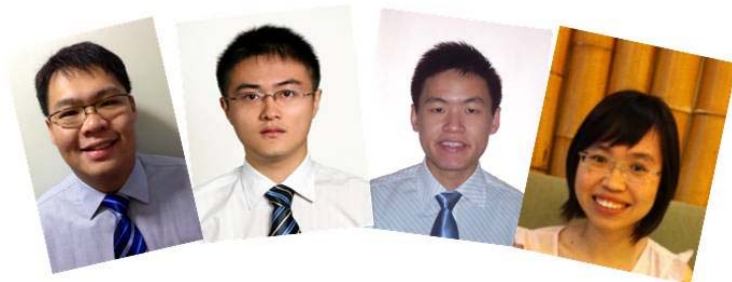
INTRODUCTION TO JURONG HEALTH SERVICES



17 DEC 2014



INNOVATION AND IMPROVEMENT



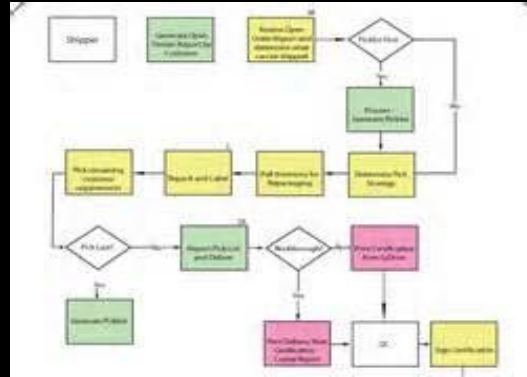
Clay Mack Yan Jun Caroline



I&I EXECUTIVE



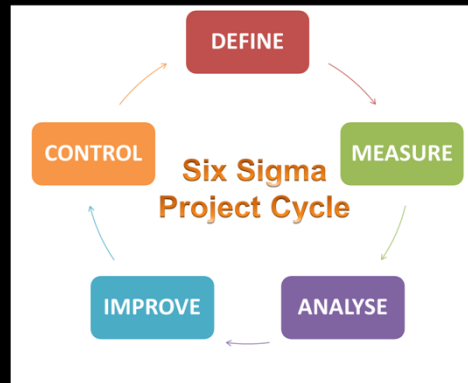
What my parents think I do



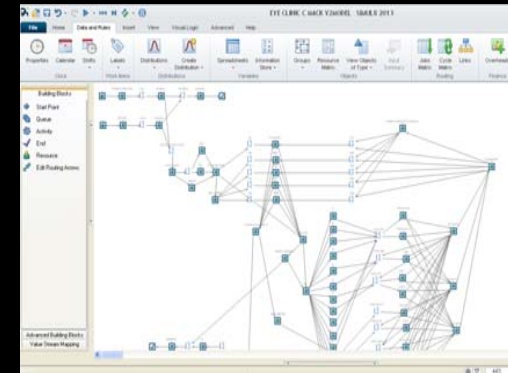
What my colleagues think I do



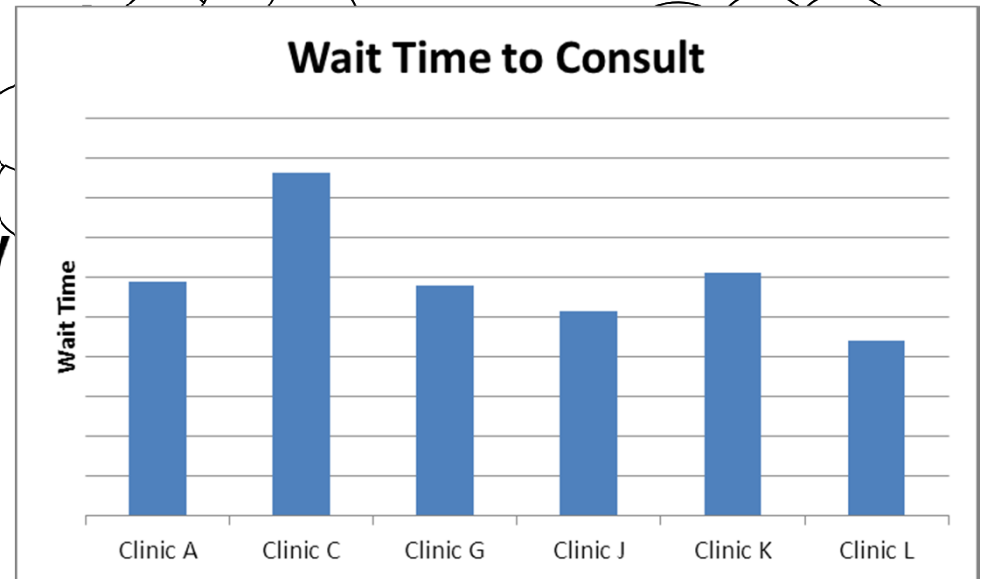
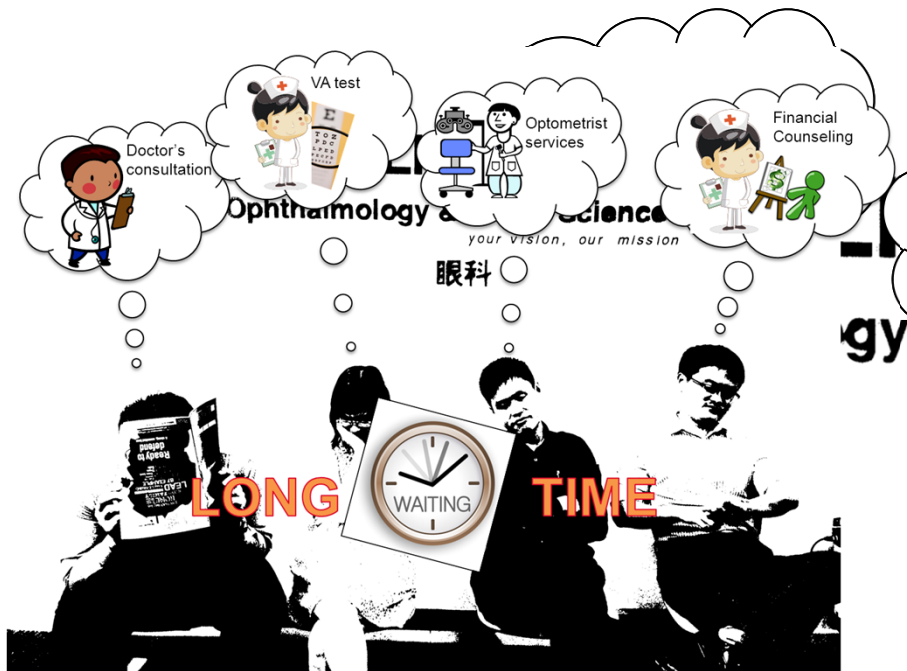
What my boss think I do



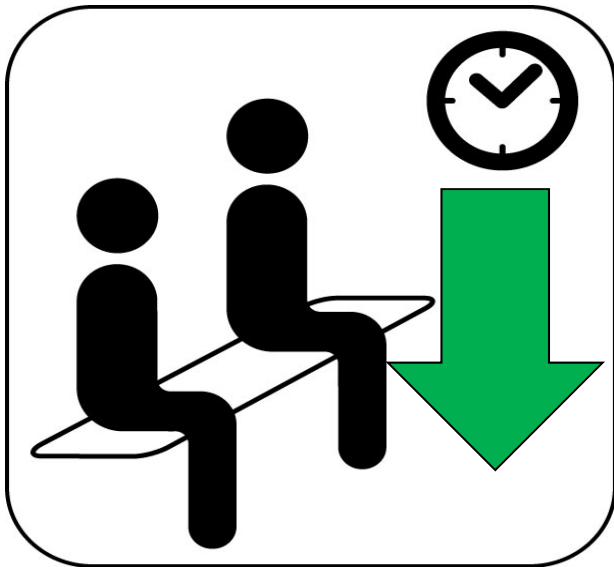
What I am doing



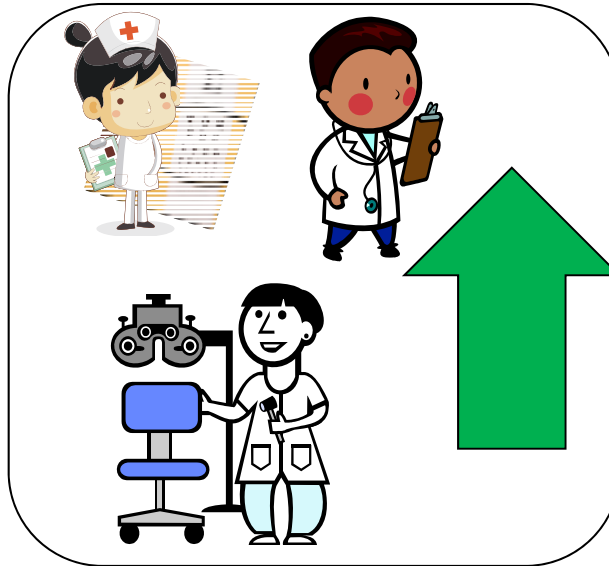
VOICE OF CUSTOMER



OPPORTUNITIES FOR IMPROVEMENTS



Shorter waiting time



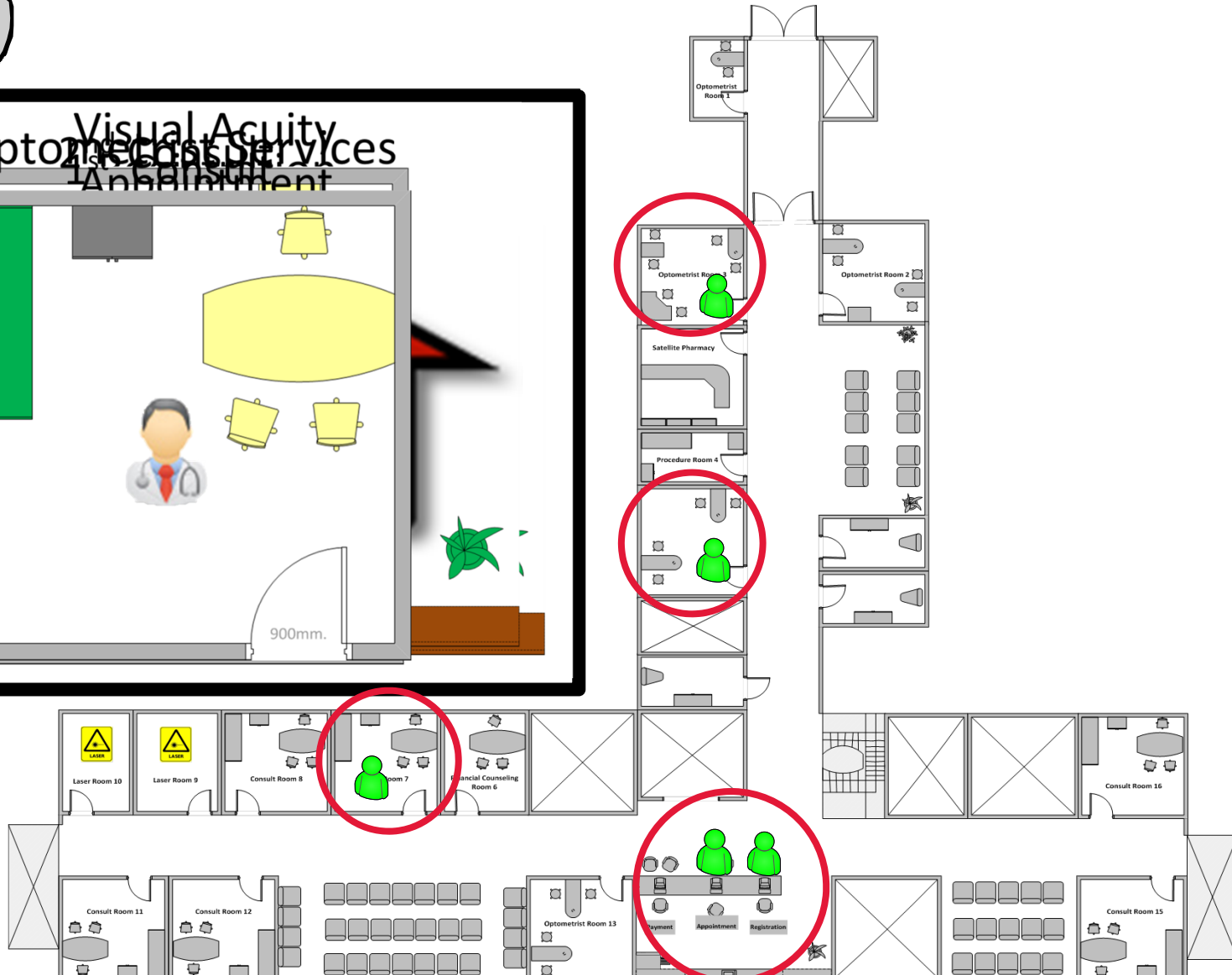
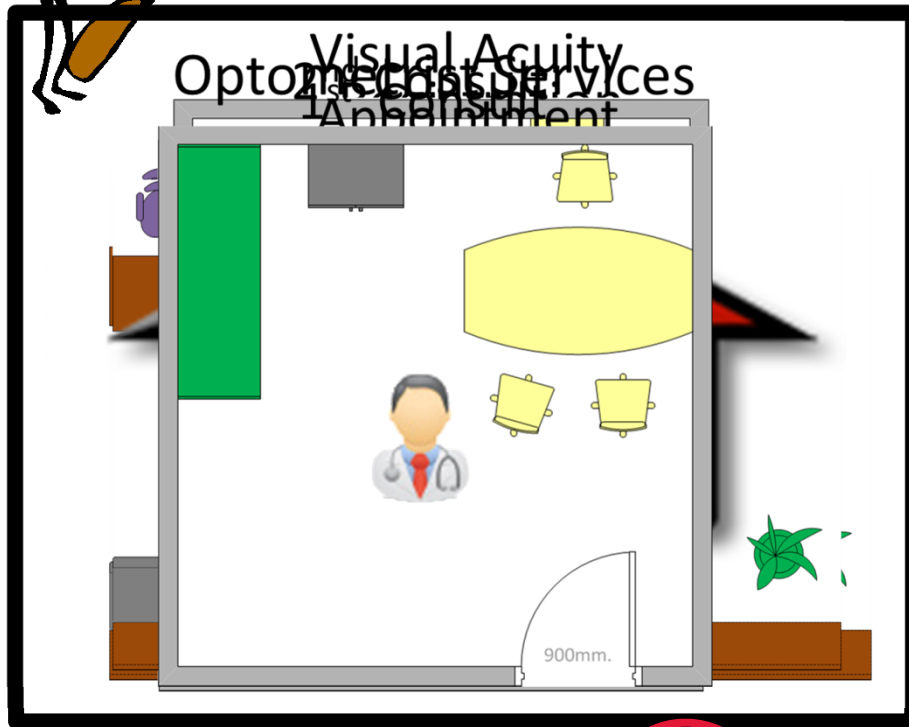
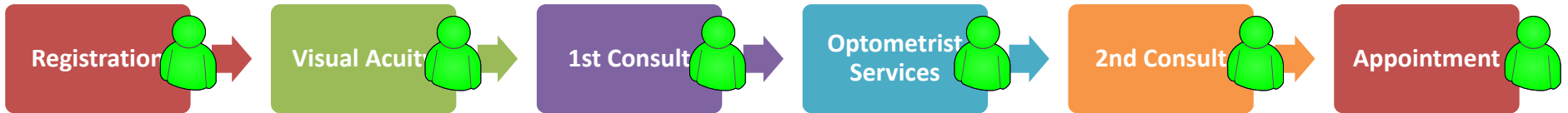
Increase resource utilization

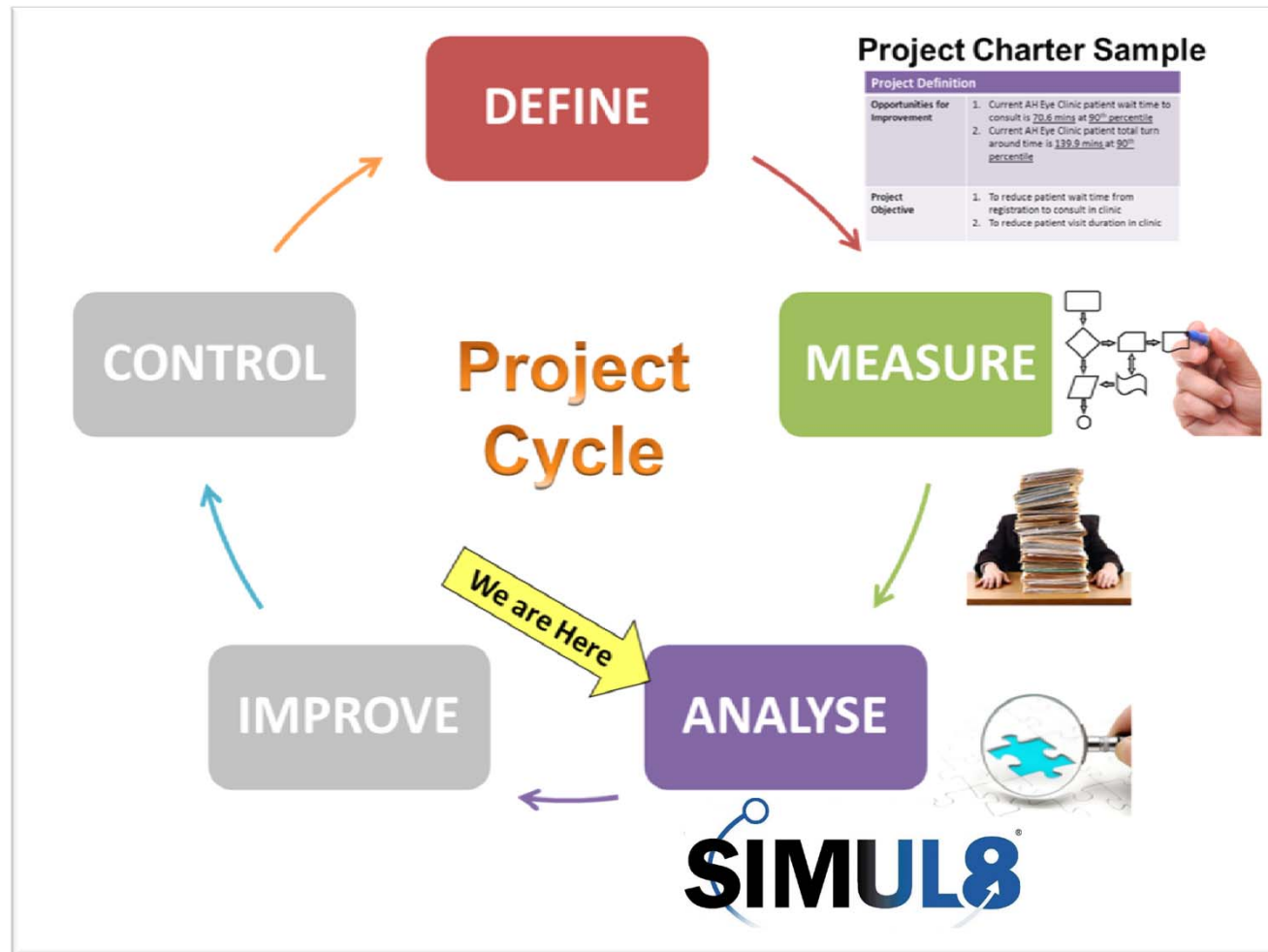


Shorter lead time

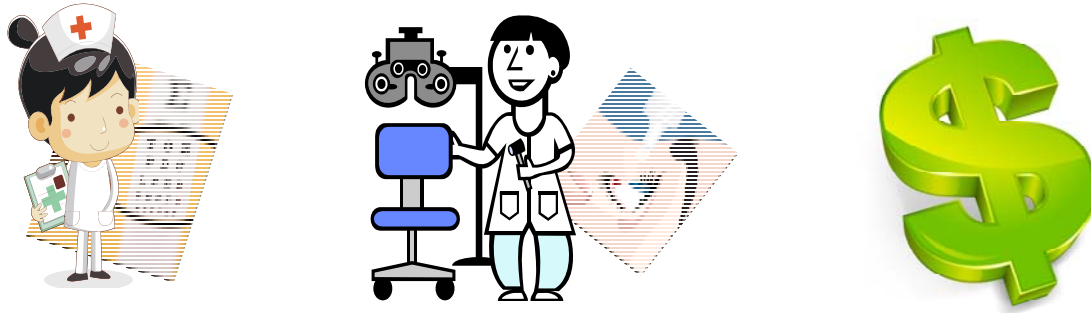
PATIENT JOURNEY IN EYE CLINIC

Measure

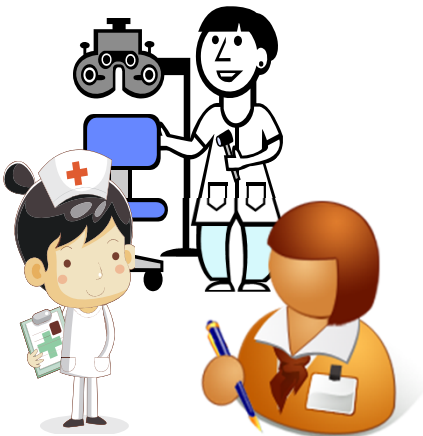




POTENTIAL IMPROVE PLAN 1 – AREAS WITH LONG WAITING TIME



MORE MANPOWER??



MORE MACHINE??



POTENTIAL IMPROVE PLAN 2 – APPOINTMENT BOOKING SYSTEM



Improve

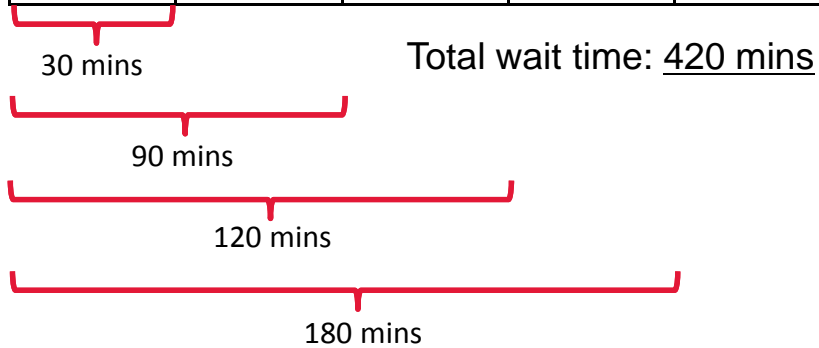
**~20% WAITING
TIME REDUCTION**

Patient	Pt 1	Pt 2	Pt 3	Pt 4	Pt 5
Procedure	30 mins	60 mins	30 mins	60 mins	30 mins



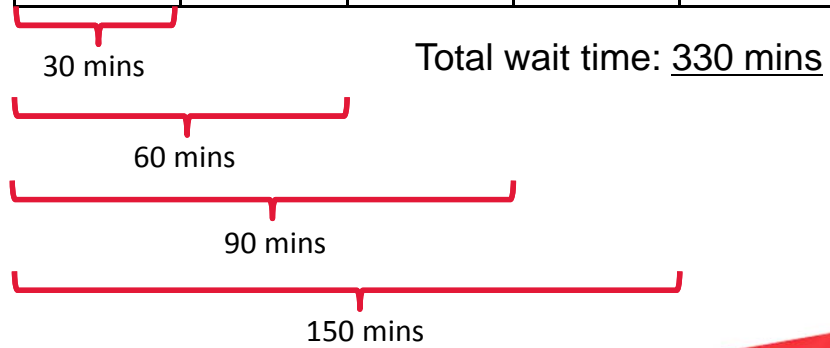
SCENARIO 1 – FIFO

Pt 1	Pt 2	Pt 3	Pt 4	Pt 5
30 mins	60 mins	30 mins	60 mins	30 mins



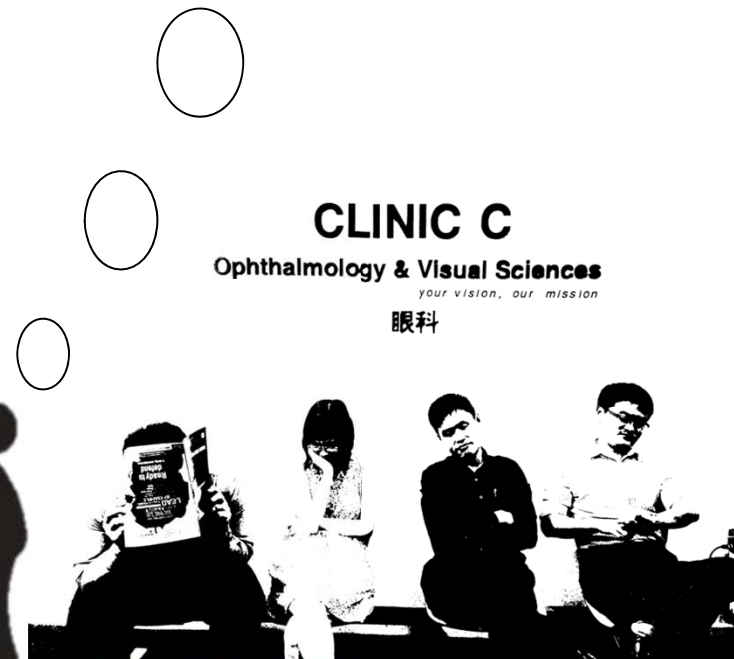
SCENARIO 2 – EXPRESS Q

Pt 1	Pt 3	Pt 5	Pt 2	Pt 4
30 mins	30 mins	30 mins	60 mins	60 mins



WE AIM TO RAISE THE BAR

NTFGH & JCH



CLINIC C
Ophthalmology & Visual Sciences
your vision, our mission
眼科