

Project Title

Paperless Appointment Workflow at Children's Emergency (CE)

Project Lead and Members

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- Siti Qamariah Binte Abdul Rahman
- Sharminna Beevi Muhamed Nasir
- Kalarani D/O Periasamy

Organisation(s) Involved

KK Women's and Children's Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Emergency Medicine

Project Period

Start date: Not Available

Completed date: Not Available

Aims

To go paperless, meet the organisation's objective to enhance patient safety, improve patient experience, Go Green and create more joy at work for staff and contain healthcare cost

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Value Based Care, Business Case, Patient Reported Experience Measures, Safe Care, Adherence Rate

Keywords

Paperless Appointment, Workflow, Children's Emergency

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Paperless Appointment Workflow at Children's Emergency (CE)

Singapore Healthcare Management 2022

KKH CE Admissions
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KK Women's and Children's Hospital
 SingHealth

INTRODUCTION

CE doctors issue Appointment Order Form to parents and parents drop it at CE Admission counter for Patient Service Associate (PSA) to book.

At a certain timing, the PSA prints a consolidated appointment listing for the day to check on any missing appointment that have yet to be booked. This process poses some challenges for both the caregiver and staff. >>>>>>>

Challenges

Caregiver

- forget** to drop the appointment form and miss the appointment.
- Unnecessary journey** to CE Admissions counter, for those without medication.
- Unnecessary wait**

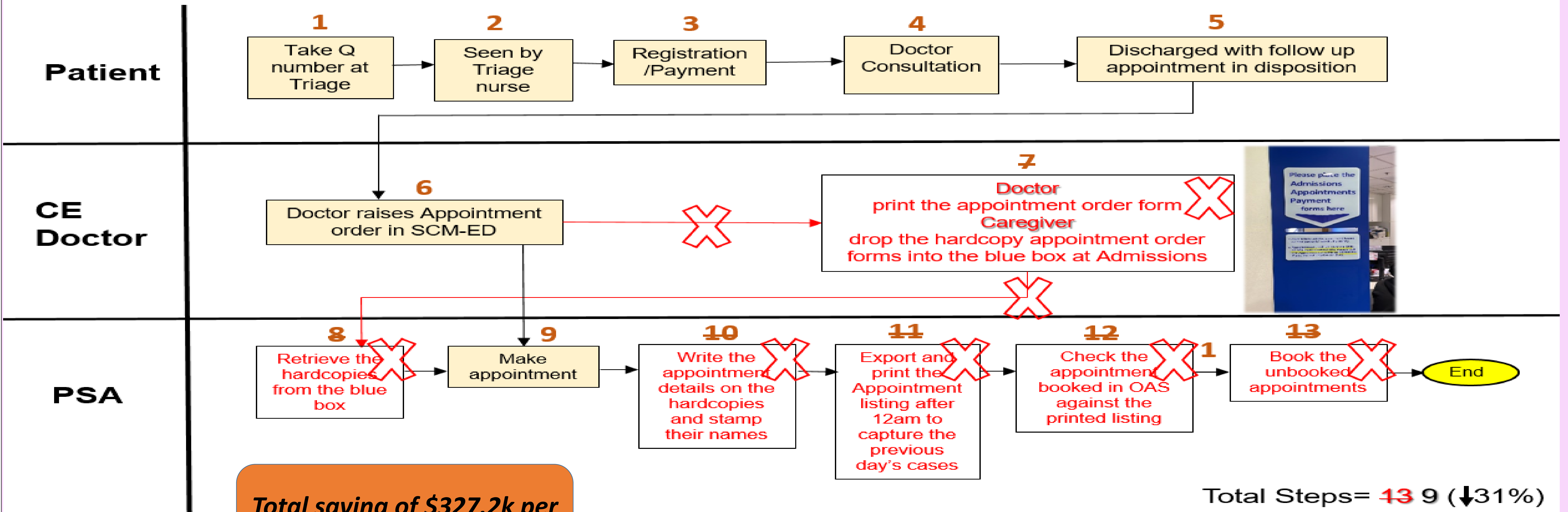
Staff

- Appointment-booking staff has to walk to CE Admissions counter from CE Registration counter every hour to collect appointment forms.
- Clarifications on additional notes required from doctors at times.
- Manual Check-time and effort spent to check for missing appointments.



METHODOLOGY

Appointment-making Workflow at Children's Emergency



Total saving of \$327.2k per year, or \$1.64m for 5yrs!

Total Steps = 13 to 9 (↓31%)

RESULTS

1. Patient Safety – Greatly reduced the probability of missed appointments booking, as staff always refer to the listing instead of the loose copies received.

2. Cost efficient/ Go Green – Paper saving of about **36,000** papers per year, which translates into cost saving of **\$230** per year.

3. Improved Patient Experience - Save patient's time as patient do not need to wait for appointment form to be printed by doctor hence it eliminates unnecessary waiting time.

4. Focus on Patient Care - Doctors do not have to print forms to explain and provide wayfinding to Admissions counter. Time saved is 3 mins per appointment or cost saving of \$301,000 per year.

5. Real-Time/Up-to-date booking - staff can keep refreshing SCM to check for new appointments.

6. Eliminate checking of appointment listing - Time saved is 2 hours per day or cost saving of \$26,000 per year.

CONCLUSION

With this initiative to go paperless, we meet the organisation's objective to enhance patient safety, improve patient experience, Go Green and create more joy at work for staff and contain healthcare cost.

Workgroup Members

CE Admissions staff:

- Rajesvari
- Hafilah
- Yuki
- Faezah
- Belle
- Syarifah
- Kalarani
- Qamariah
- Sharminna
- Syafiqah
- Nadrah

