Project Title

Radiology Breast Imaging Centre Fast Lane

Project Lead and Members

Project lead: Siti Maslinda

Project members: Ivena, Dr Yeong Kuan Yuen, Dr Bernard Wee, Franco, Ameera, Normisah

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group(s) Involved in this Project

Allied Health

Applicable Specialty or Discipline

Radiology

Project Period

Start date: July 2020

Completed date: January 2021

Aims

To improve patient experience by reducing registration waiting time from an average of 22.5 minutes to 5 minutes by December 2020.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

There are always opportunities and brilliant ideas that comes to light during a crisis. Inspired by the "Reciprocal Green Lane" at checkpoints, the Radiology Breast Imaging Centre Coloured Fast Lane Card was conceptualized to facilitate fast entry (registration) for same day appointment Breast Clinic patients.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign, Value Based Care, Patient Satisfaction, Quality improvement

Keywords

Breast Imaging

Name and Email of Project Contact Person(s)

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RADIOLOGY BREAST IMAGING CENTRE FAST LANE
(IN COLLABORATION WITH BREAST CLINIC)

MEMBERS: SITI MASLINDA, IVENA
FACILITATORS: DR YEONG KUAN YUEN, DR BERNARD WEE, FRANCO, AMEERA, NORMISAH

- ❏ SAFETY
- ❏ QUALITY
- ☑ PATIENT EXPERIENCE
- ☑ PRODUCTIVITY
- ❏ COST

Define Problem, Set Aim

Problem/Opportunity for Improvement
In conjunction with Breast Clinic One-Stop Shop Project, same day appointment patients would be directed to Radiology for scan before going back to Breast Clinic for review. As there is no differentiation of these patients when they arrived at Radiology, patients waited between 15 to 20 minutes to be registered which caused delay for the scan appointment.

Aim
To improve patient experience by reducing registration waiting time from an average of 22.5 minutes to 5 minutes by December 2020.
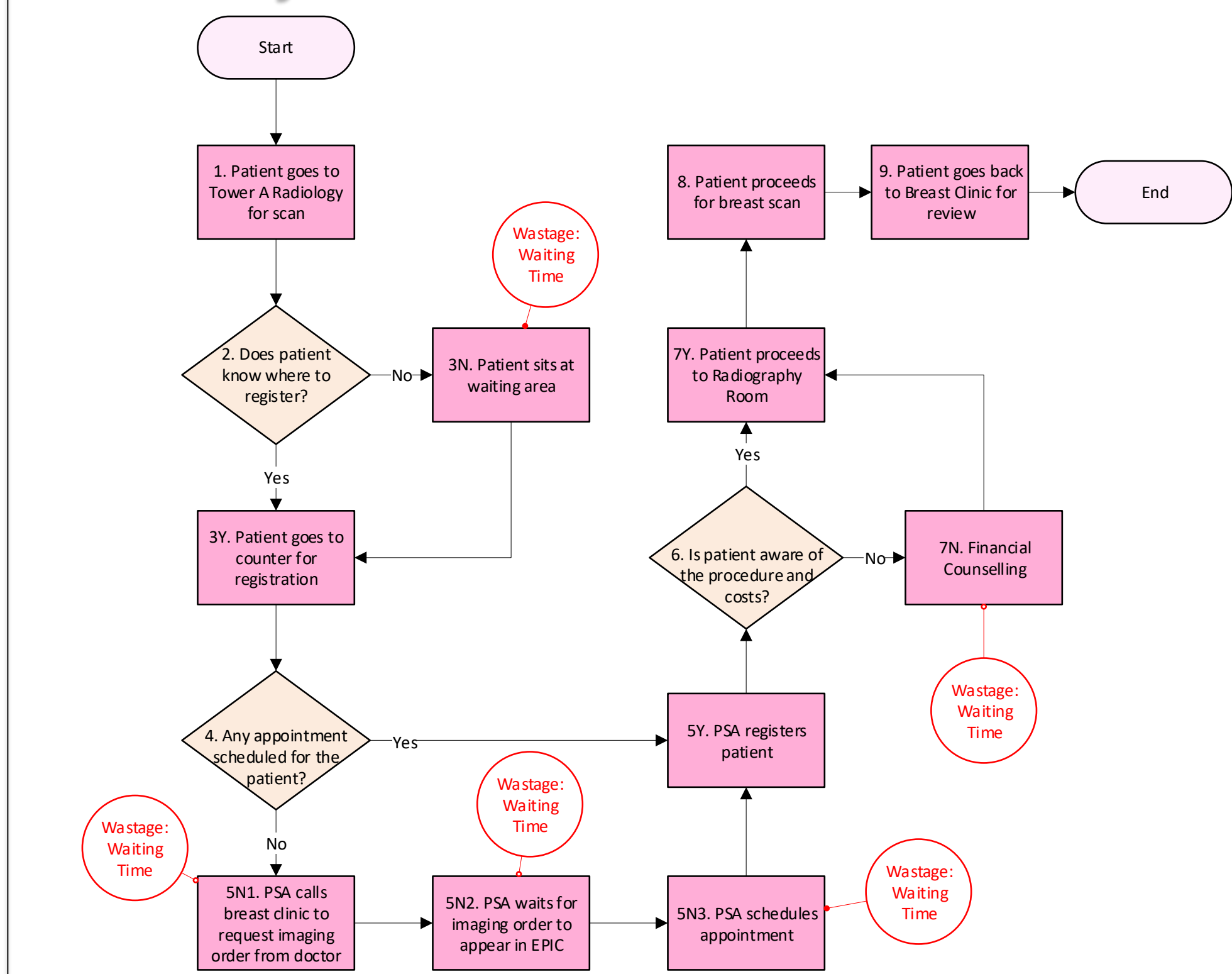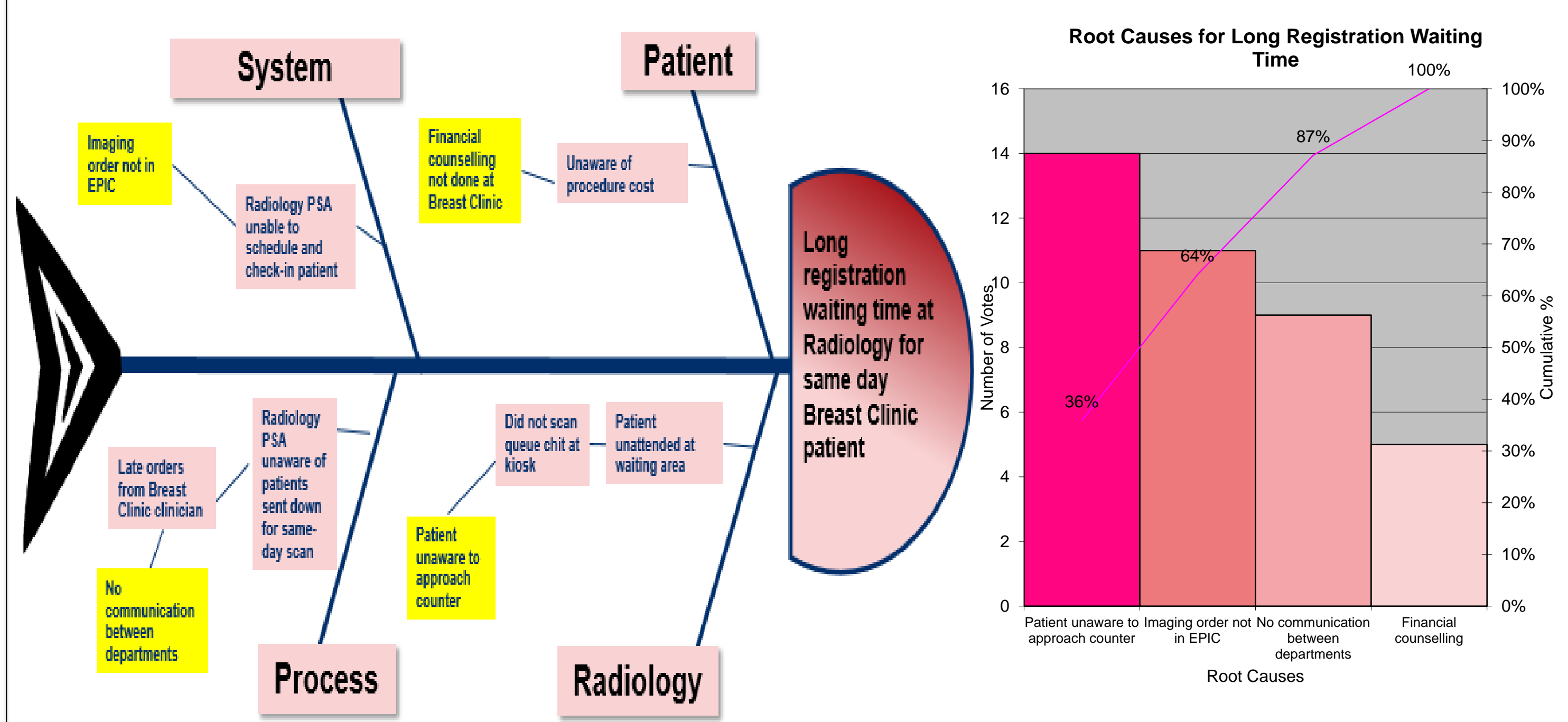
Establish Measures

Performance before intervention:

Patient's Registration Average Waiting Time
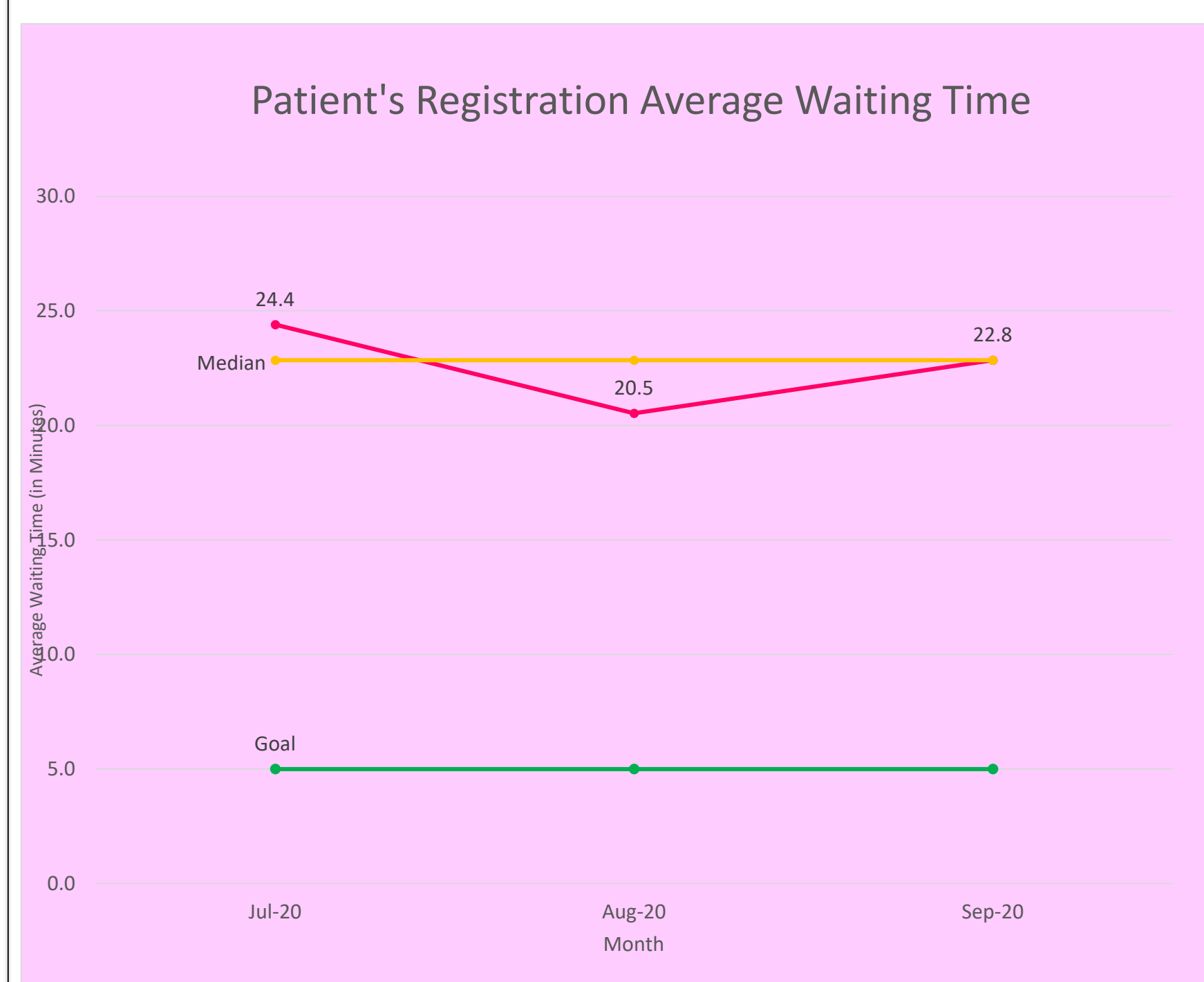
Before:
- ❏ Patient unaware where to register and just sit at the waiting area
- ❏ Radiology staff unable to identify if patient is for same day scan

Analyse Problem

Process before intervention:

Probable root causes:

Root Causes for Long Registration Waiting Time

Select Changes

Probable solutions:

Root Cause	Potential Solutions
Patients unaware to approach counter, causing delay in registration	A. Using TigerText group chat to inform Radiology of incoming patients
	B. Issuance of Fast Lane Card for Patients to follow the directional instructions on the card, when they reach Radiology Level 1.
	C. Signs can be put up to direct Breast Clinic patients to the counter

Impact / Implementation matrix:
- High Impact, Hard: **Do Last**
- High Impact, Easy: **Do First** (A, B)
- Low Impact, Hard: **Never Do** (C)
- Low Impact, Easy: **Do Next**

Test & Implement Changes

Plan	Do	Study	Act
• Create TigerText group chat with Breast Clinic as a platform for communication between departments • Create colored Fast Lane Cards as instructional tool for patient as well as a visual tool for Radiology staff	• Breast Clinic PSA will inform Radiology of incoming patient via TigerText so that Radiology PSA can schedule the imaging order before patient arrives in Radiology • Specific instructions on card to help patient approach Radiology counter without going through the Kiosk	• All imaging orders were scheduled before patient arrives in Radiology which reduced patient's registration time • All patient with the Fast Lane Card goes directly to the assigned counter for registration • Radiology staff enable to identify patient from Breast Clinic as patient came in holding the card	Adopt the change

Radiology – Breast Imaging Centre
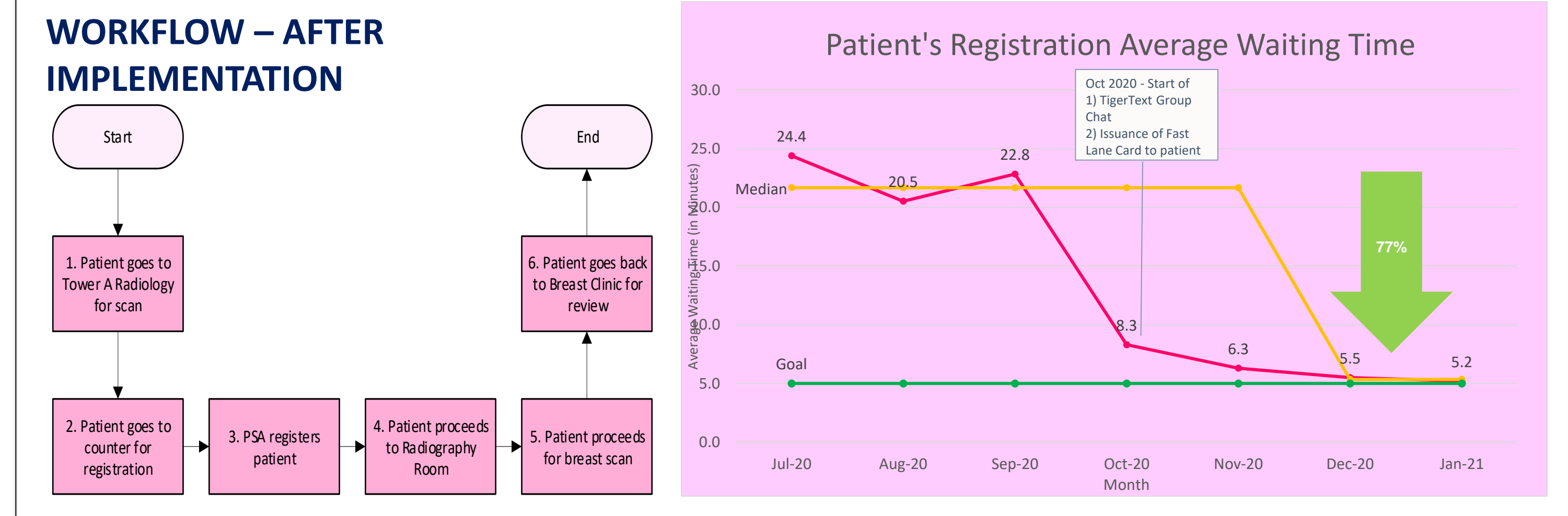Please pass this card and queue ticket to Tower A, Level 1, Radiology **Counter (C-01)** Thank you
Note: The estimated waiting time is 1 - 2 hours
Tuesday (AM) 8

- ❏ Instruction for patient to approach Radiology counter staff directly instead of waiting for turn
- ❏ Information on waiting time for procedure to manage patient's expectation
- ❏ Indicator for Breast Clinic on the number of patients sent to Radiology for same day appointment

With Fast Lane Card
- ✓ Patient directly approaches counter as per instruction on card
- ✓ Staff able to identify easily that patient is for same day scan

WORKFLOW – AFTER IMPLEMENTATION

Patient's Registration Average Waiting Time
Oct 2020 - Start of 1) TigerText Group Chat 2) Issuance of Fast Lane Card to patient
77%

Spread Changes, Learning Points

The strategies to spread change after implementation:
The goal was achieved by maximizing current platform (via TigerText) as a form of effective communication between departments at no extra cost and through visualization of using a simple card. Changes on workflow was communicated through the same TigerText group chat platform.

Key learnings from this project:
There are always opportunities and brilliant ideas that comes to light during a crisis. Inspired by the "Reciprocal Green Lane" at checkpoints, the Radiology Breast Imaging Centre Coloured Fast Lane Card was conceptualized to facilitate fast entry (registration) for same day appointment Breast Clinic patients.

Ng Teng Fong General Hospital

Jurong Community Hospital