

### **Project Title**

Improving Patient Experience On Tele-Consultation Service

### **Project Lead and Members**

Project lead: Wong Tze Chin

Project members: Lynn Chen, Sim Siew Ngoh

### **Organisation(s) Involved**

Ng Teng Fong General Hospital, Jurong Community Hospital

### **Healthcare Family Group(s) Involved in this Project**

Healthcare Administration

### **Applicable Specialty or Discipline**

Patient Service Centre

### **Project Period**

Start date: Apr 2020

Completed date: May 2021

### **Aims**

To increase the take up rate for tele-consultation by improving patient experience through digitalizing all the services required following the tele-consultation such that all tele-consult patients are not required to come back to clinic (i.e. collect memos or medications, etc.) post consultation by May 2021.

### **Background**

See poster appended / below

### **Methods**

See poster appended / below

## **Results**

See poster appended / below

## **Lessons Learnt**

Covid-19 pandemic has highlighted the importance of flexibility as well as the usefulness and effectiveness of adopting digital services such as tele-consultation.

## **Conclusion**

See poster appended / below

## **Project Category**

Care & Process Redesign, Quality Improvement, Workflow Redesign, Value Based Care, Productivity, Care Continuum, Outpatient Care, Preventive Care, Community Health, Technology, Digital Health, Telehealth

## **Keywords**

Teleconsultation, Patient Experience

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# IMPROVING PATIENT EXPERIENCE ON TELE-CONSULTATION SERVICE

MEMBERS: WONG TZE CHIN, LYNN CHEN, SIM SIEW NGOH

- SAFETY
- PRODUCTIVITY
- QUALITY
- COST
- PATIENT EXPERIENCE

## Define Problem, Set Aim

### Problem/Opportunity for Improvement

Due to the ongoing Covid-19 situation, patients may have an increased risk of exposure in the clinic while waiting to see the doctor, and all non-urgent appointments have been deferred 3-6 months. Since April 2020, SOC implemented a Tele-Consult service which has enabled patients to continue to receive care remotely. With this Tele-Consult service, patients are able to carry out real-time consultation with our healthcare professionals safely in the comfort of their home while maintaining access to the same services like medications, MCs and memos. In addition, this also help patients save time and money on travelling to the clinic.

### Aim

To increase the take up rate for tele-consultation by improving patient experience through digitalizing all the services required following the tele-consultation such that all tele-consult patients are not required to come back to clinic (i.e. collect memos or medications, etc.) post consultation by May 2021.

## Establish Measures

### Performance before intervention

Since April, Tele-Consultation continued to increase but the adoption rate was slow.

Year 2020	Apr	May	Jun	Jul	Aug	TOTAL
Clinical Tele-consultation	1	2	19	73	77	172

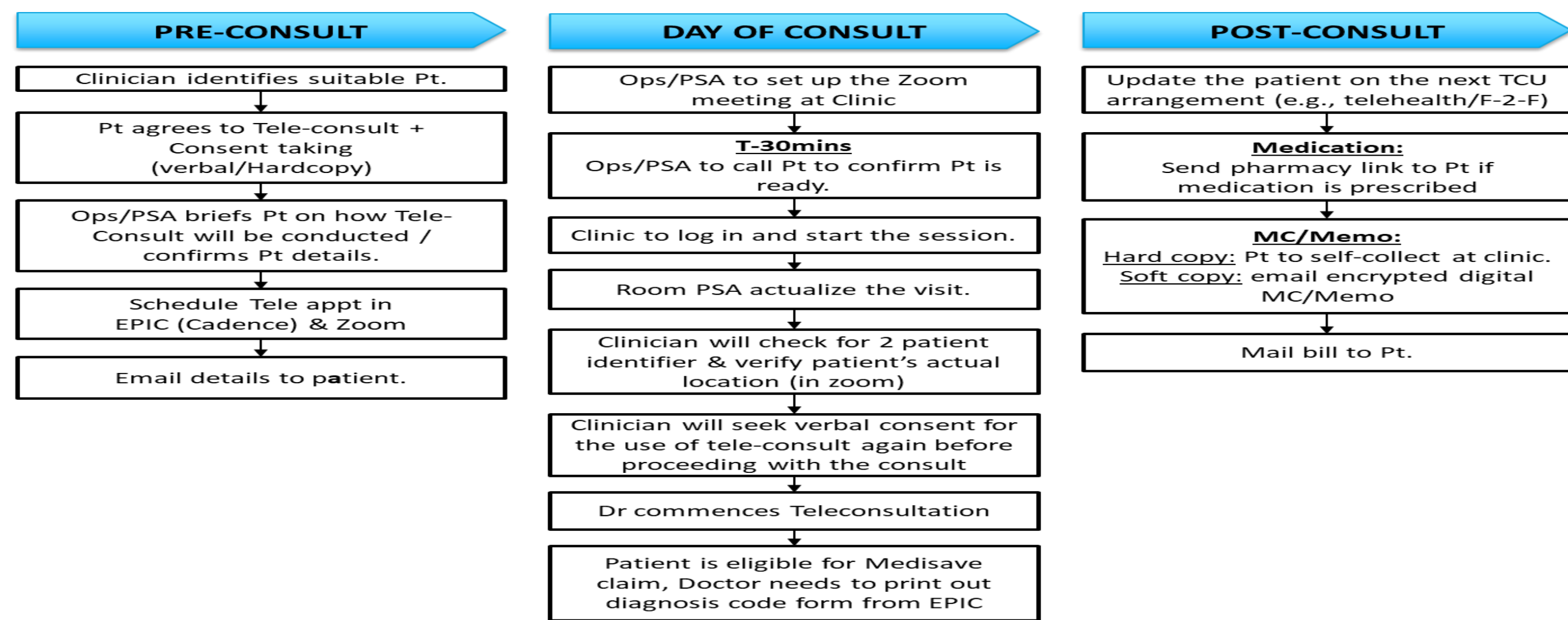
### Feedback from patients:

- Patients were unable to easily access their Medical Certificates and memos sent via encrypted email on their mobile devices.
- For medication delivery, the online form that patient need to complete was too cumbersome and confusing at times.

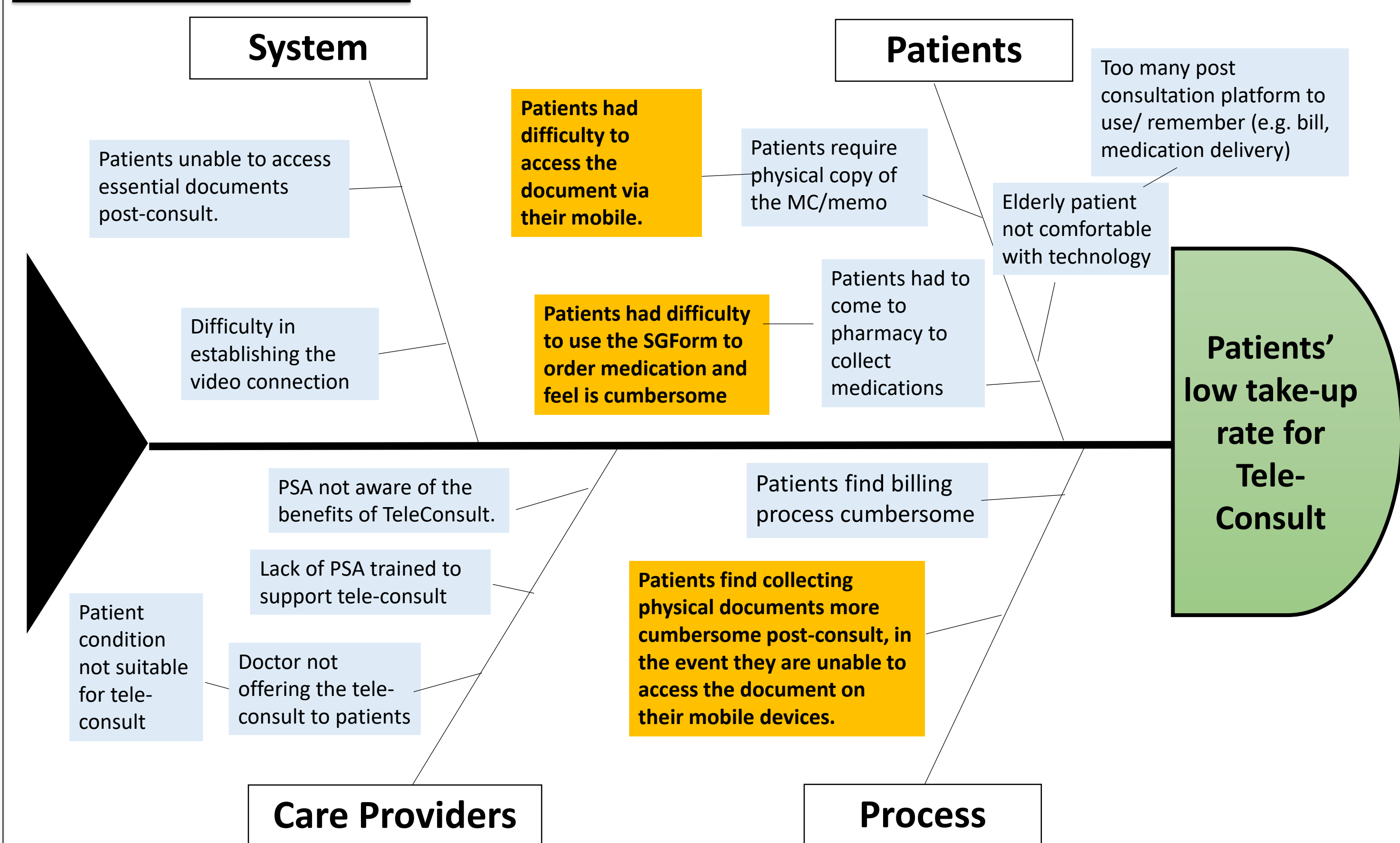
## Analyse Problem

### Current Process

#### Patient Journey



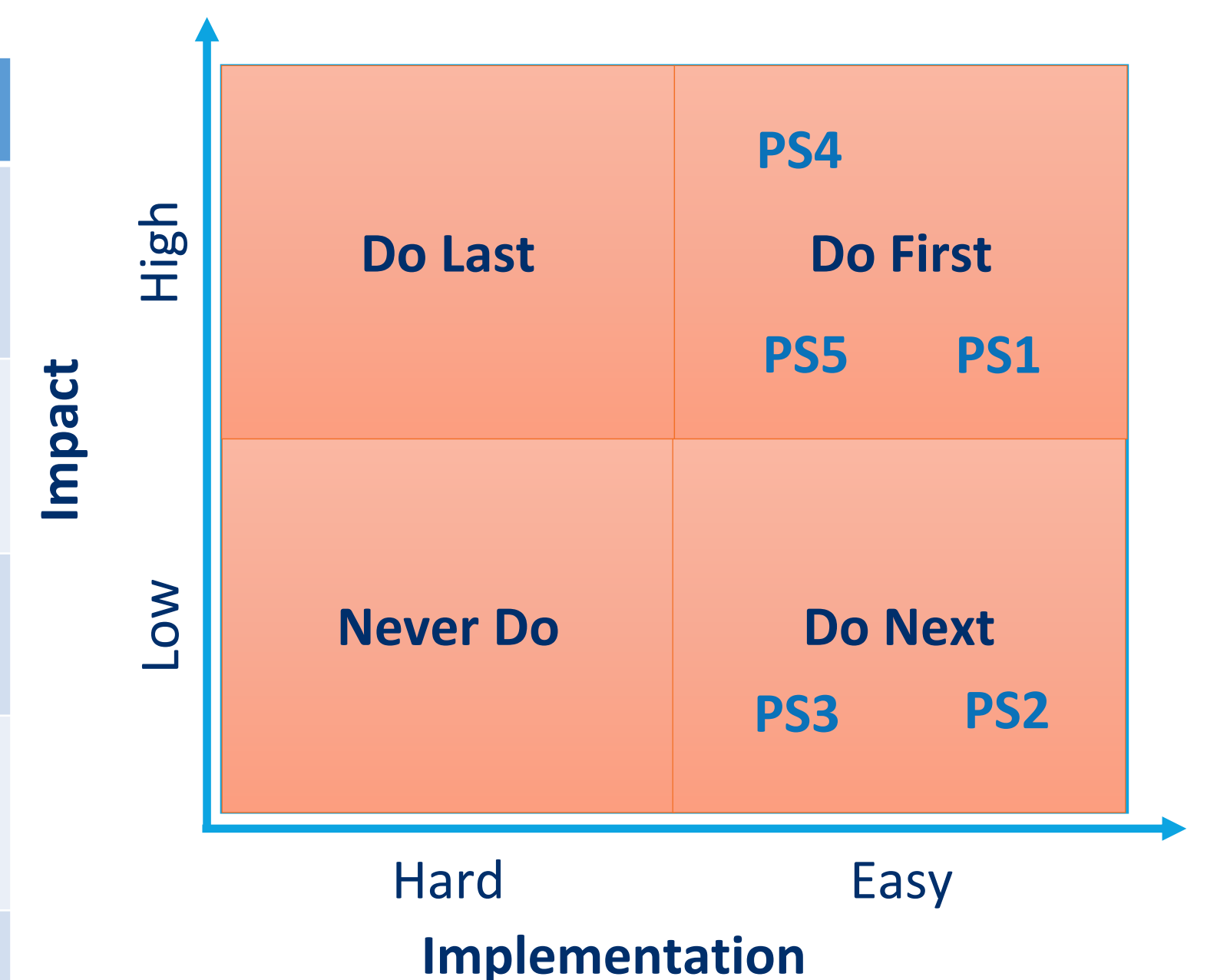
### Probable root causes



## Select Changes

### Probable solutions

Root Cause	Potential Solutions
Patient need digital copies of MC/memos	1 Encrypt and email to patient
	2 Patient to collect from clinic
	3 Mail to patient home
Requires medications delivery	4 Patient to collect from pharmacy
	5 Courier to patient



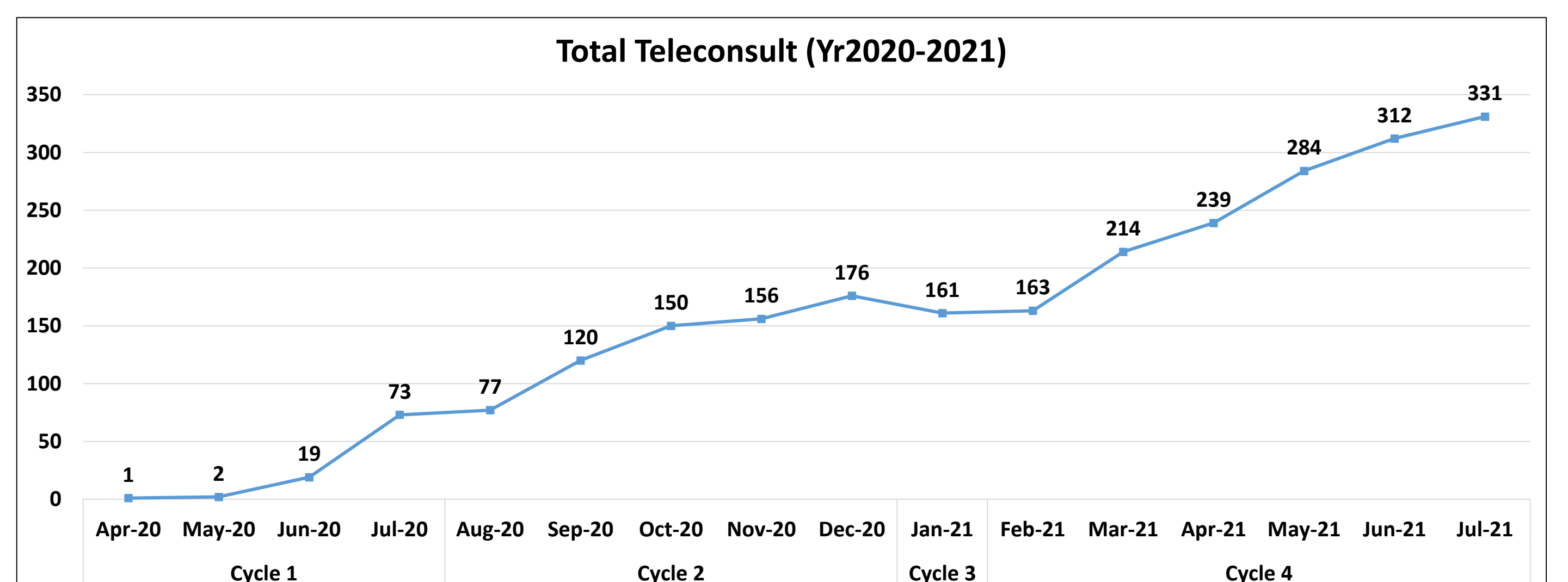
## Test & Implement Changes

CYCLE	PLAN	DO	STUDY	ACT
1 (Apr-Jul'20)	Post consult, to send patient the digital MC/memo via email (if required)	PSA to encrypt the MC/memo and email to patient.	MC sent via email and encrypted but they could not access the memo	Adapt. To email encrypted document directly to email.
2 (Aug-Dec'20)	To facilitate for patient to request for medications to be delivered to home.	Create a SG form and QR Code for patient to place order for medication for home delivery.	The SGform that patient need to complete for the delivery of medications was too cumbersome.	Adapt. To use OneNUHS app when ready in Jan'21
3 (Jan'21)	To implement medication orders through the OneNUHS app.	Post tele-consult, inform patients to download the OneNUHS app and request the medications.	Patient able to use app. However, feedback that it is difficult to key in the medication name 1 by 1.	Adapt To guide patient to upload pictures when ordering.
4 (Apr-May'21)	Install new copiers in clinic and enable PSA to scan MC/Memo in pdf format.	To send the encrypted MC/memo directly to email instead of embedding in Word document.	Patients were able to access the MC/memo directly on their mobile devices	Adopt.

MC/memo encrypted and send directly to email. Patient are now able to access directly on their mobile device.

Simplifying the medication refill process

### Result after Implementation



## Spread Changes, Learning Points

### Strategies to spread change after implementation

- Continually educating the ground team on the changes of Tele-Consults.
- Continually involving in the ground team to see the benefit of TeleConsults.

### Key learnings points

Covid-19 pandemic has highlighted the importance of flexibility as well as the usefulness and effectiveness of adopting digital services such as tele-consultation.