

Project Title

Let's Screen your Health at S\$200 (Health Assessment Centre (HAC) 200 – for SGH200 Celebration)

Project Lead and Members

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Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Specialty or Discipline (if applicable)

Patient Liaison Services, Health Assessment Centre

Project Period

Start date: Jan 2021

Completed date: Mar 2022

Aims

To commemorate and support SGH200 celebration by offering special health assessment program, HAC200 at SGD200nett (public rate \$363.80) for all SingHealth

Staff. To create internal awareness on SGH Health Assessment Centre within SingHealth.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Communications Category)

Project Category

Care & Process Redesign, Quality Improvement

Keywords

Health Assessment Centre, HAC200, Patient Liaison Service, Health Screening Services,
SGH200

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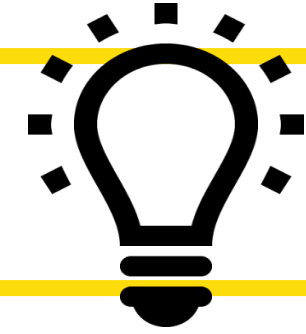
Singapore Healthcare Management 2021



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INTRODUCTION



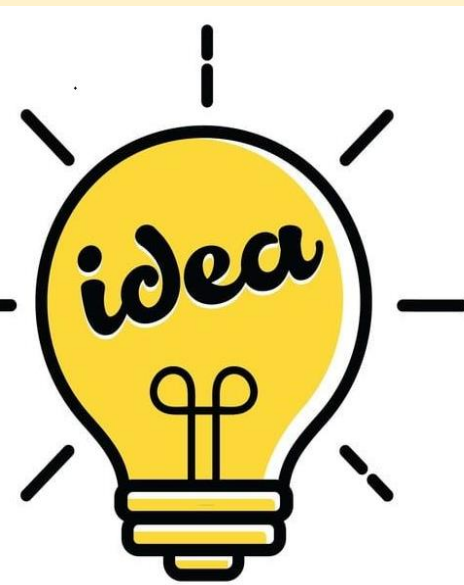
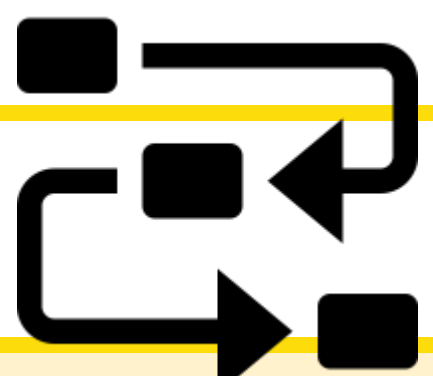
Patient Liaison Service Department has been receiving enquiries on Health Screening Services in SGH. They had facilitated many patient's visit at the Health Assessment Centre (HAC) located at Block 7 Level 1. To celebrate SGH 200 Patient Liaison Service Department collaborated with HAC Team to launch the SGH200 Package for all staff in SingHealth Organization. This is a one-time special package from 4th Jan 2021 to 31st March 2022 for booking before 31st Dec 2021.

OBJECTIVE



To commemorate and support SGH200 celebration by offering special health assessment program, HAC200 at SGD200nett (public rate \$363.80) for all SingHealth Staff. To create internal awareness on SGH Health Assessment Centre within SingHealth.

METHODOLOGY



Reviewed the idea of creating awareness and promoting SGH Health Assessment Centre to SingHealth staff and also to support SGH200 celebration

Reached out to HAC Team, comprises of HAC Director, Centre Manager, staff nurses and PSAs for supporting the initiative



Sought budget and support from Senior Management.

Created and implemented the FAQ, appointment confirmation email templates and follow-up Feedback email.

FAQ

Created online form via form.sg and QR code for convenient booking request submission. New email address (bicentennialhac@sgh.com.sg) was also created to consolidate the registration received via form.sg and for further correspondences on the program.



SCAN ME

Outreach to all SingHealth Institutions (NHC, NCC, SNEC, NNI, SHS) via internal communication platform, Infopedia and department sharing.



Collating feedback from staff who had participated in the HAC200 program for further improvement on HAC services.



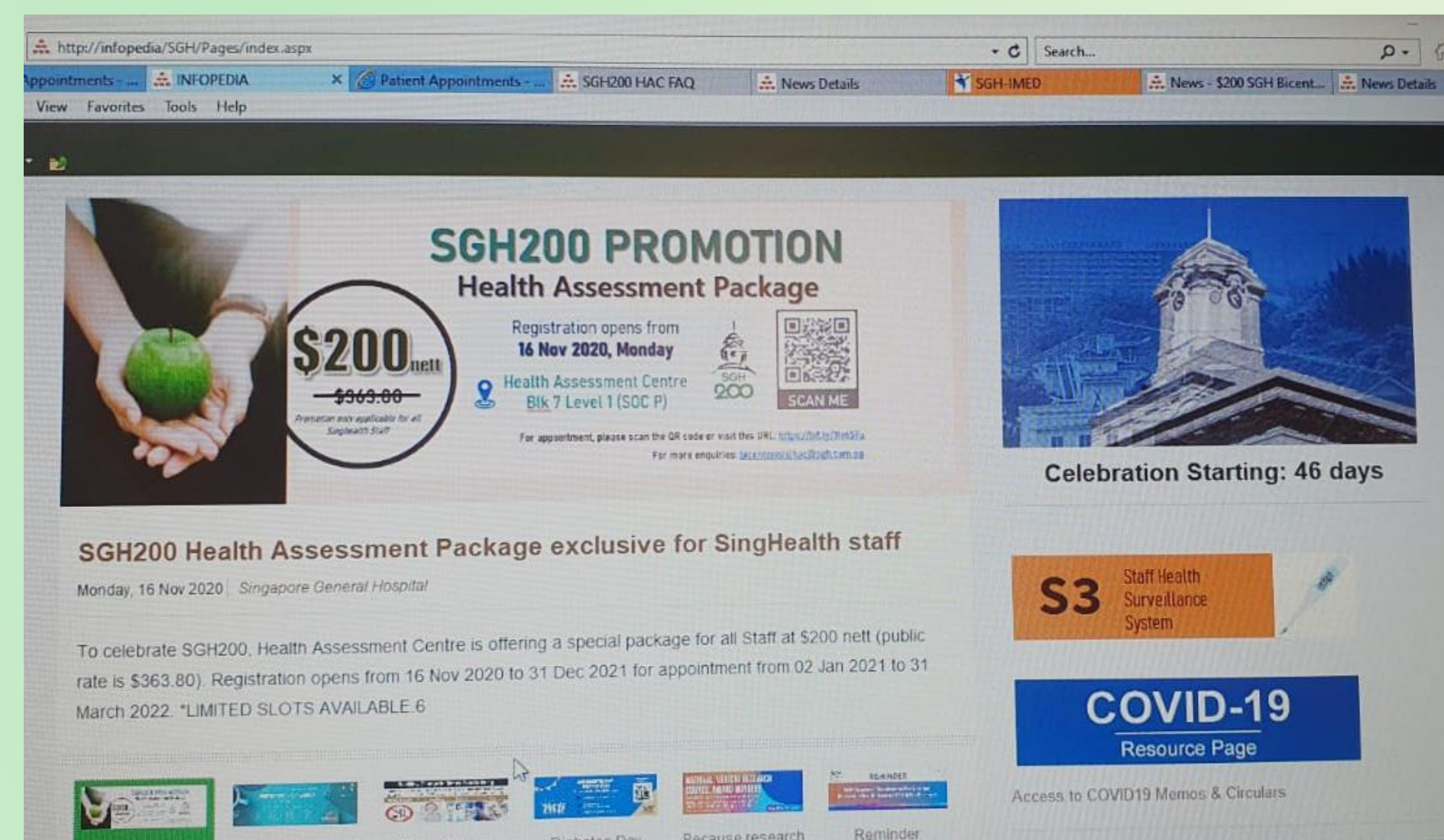
Analyze the demographics of the appointment request and feedback received monthly



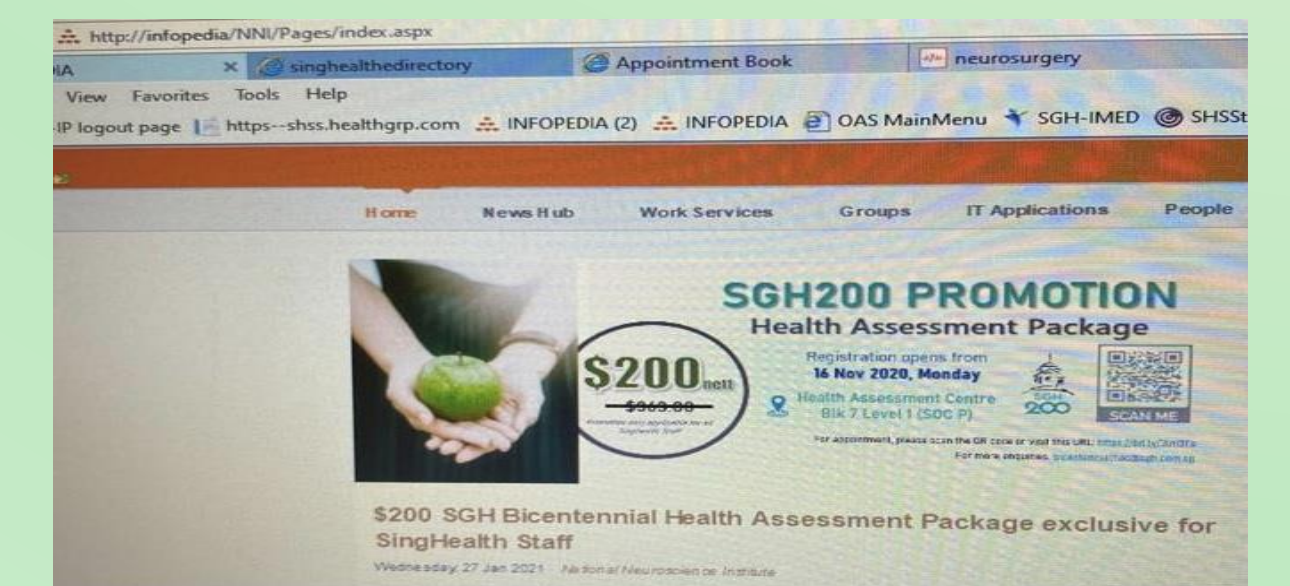
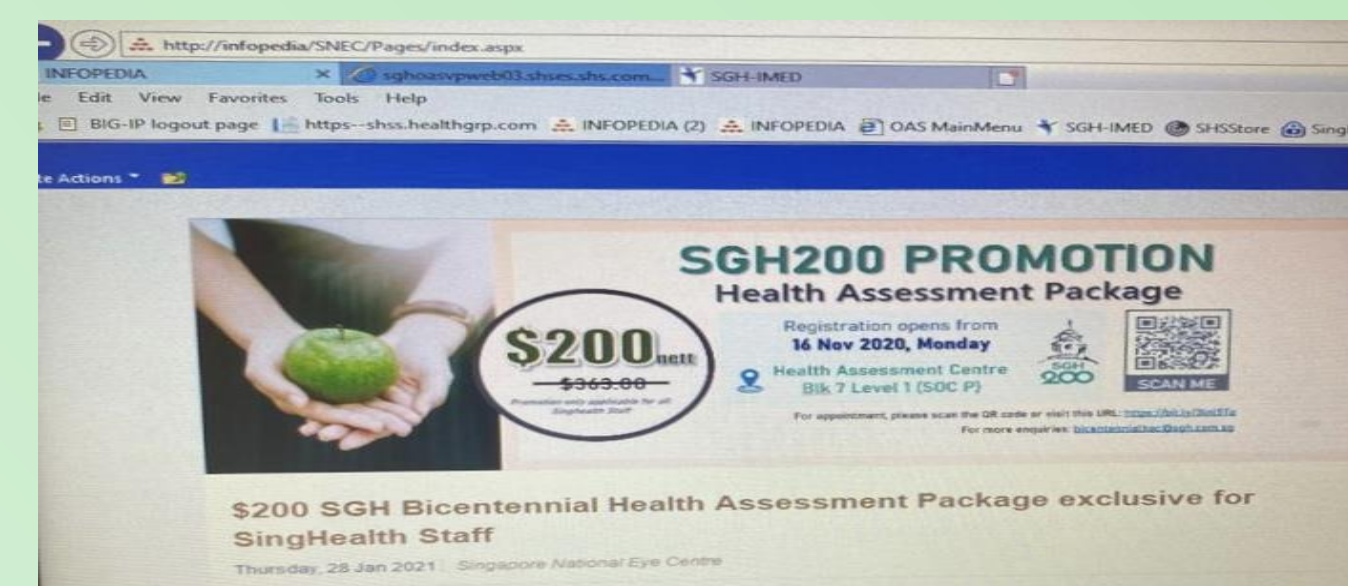
RESULTS



1. Successfully launched the program on 16 Nov 2020
Program period: 4th Jan 2021 – 31st Mar 2022

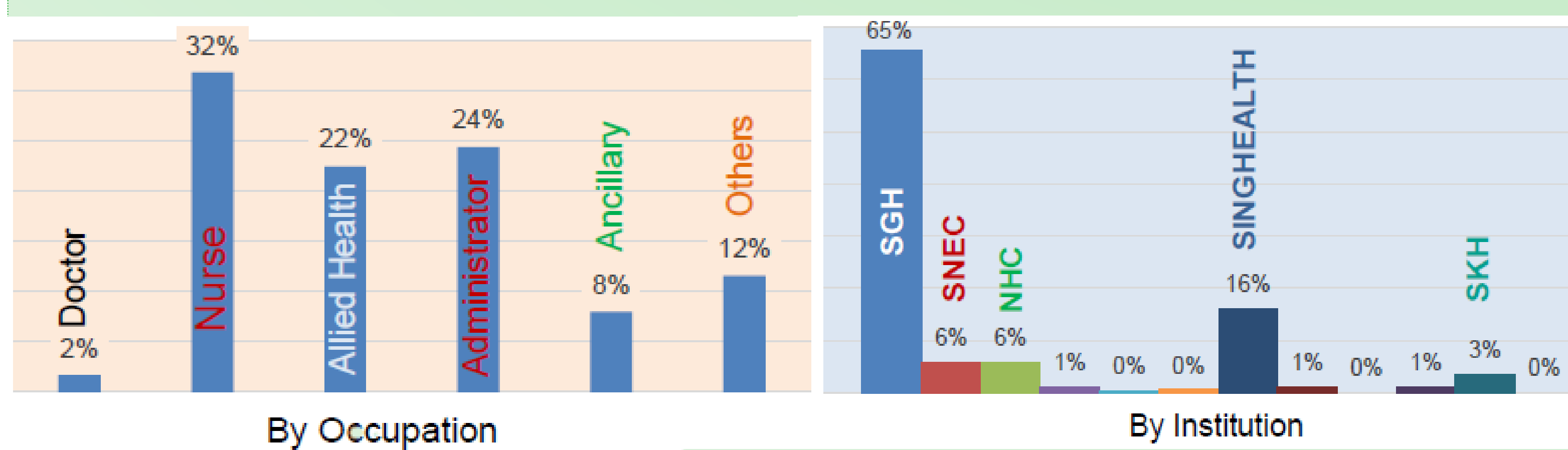


2. Created awareness on SGH HAC services to SingHealth staff
Published the program information in various SingHealth Institutions Infopedia



3. Up to 30 Apr 2021, HAC has received more than 550 appointment requests, 446 appointments created with 298 appointments actualized. Above 95% are new patient to HAC

Distribution of the HAC200 appointments by occupation and institutions:



CONCLUSION



“The Time is always right to do the Right Thing”
Martin Luther King, Jr.

It is timely to celebrate and create awareness of SGH 200 to more than 28,000 SingHealth staff by offering discounted health assessment package. This will also create awareness on SGH Health Assessment Centre services and create opportunity to seek improvement from staff feedback.



\$200nett
-\$363.80

SGH200 PROMOTION
Health Assessment Package

Registration opens from
16 Nov 2020, Monday
Health Assessment Centre
Blk 7 Level 1 (SOC P)



For appointment, please scan the QR code or visit this URL: <https://bit.ly/3im5t5U>
For more enquiries: bicentennialhac@sgh.com.sg

