

Project Title

Pioneering New Hearing Care Delivery Model Right Siting Hearing Device Repair
Related Services to Industry Partner

Project Lead and Members

- Adam Tan Ping Meng
- Melissa Tan Yiling
- Goh Choon May
- Elley Lau Yoke Chai

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Allied Health

Applicable Specialty or Discipline

Audiology

Project Period

Start date: 2019

Completed date: 2022

Aim(s)

- Right-siting of hearing aid repair related services.
- Reduce the number of hearing aid repairs at SGH Hearing Centre.
- Reduce the number of repair-related visits at SGH Hearing Centre.
- Better patient's experience by reducing repair turnaround time and servicing costs.

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) Congress 2023 – Merit Prize (Operations category)

Project Category

Organisational Leadership

Change Management, System Change

Keywords

Hearing Device Repair, Right Siting, Industry Partnership

Name and Email of Project Contact Person(s)

Name: Adam Tan Ping Meng

Email: singaporehealthcaremanagement@singhealth.com.sg



Singapore Healthcare Management 2023

Pioneering New Hearing Care Delivery Model

Right Siting Hearing Device Repair Related Services to Industry Partner

Adam Tan Ping Meng, Melissa Tan Yiling,
Goh Choon May and Elley Lau Yoke Chai
Centre for Hearing and Ear Implants
ENT Centre



Singapore General Hospital
SingHealth

Introduction

SGH Audiology department fits more than 1500 hearing devices every year. As the number of hearing aid sales increases with policy changes to subsidies available, so do the number of hearing aid repairs. In 2019, more than 2500 clinic sessions were for troubleshooting or sending in patients' hearing devices for repair. This added to manpower and time required for device checking, paper work and packing the devices to send in to the vendors for repair.

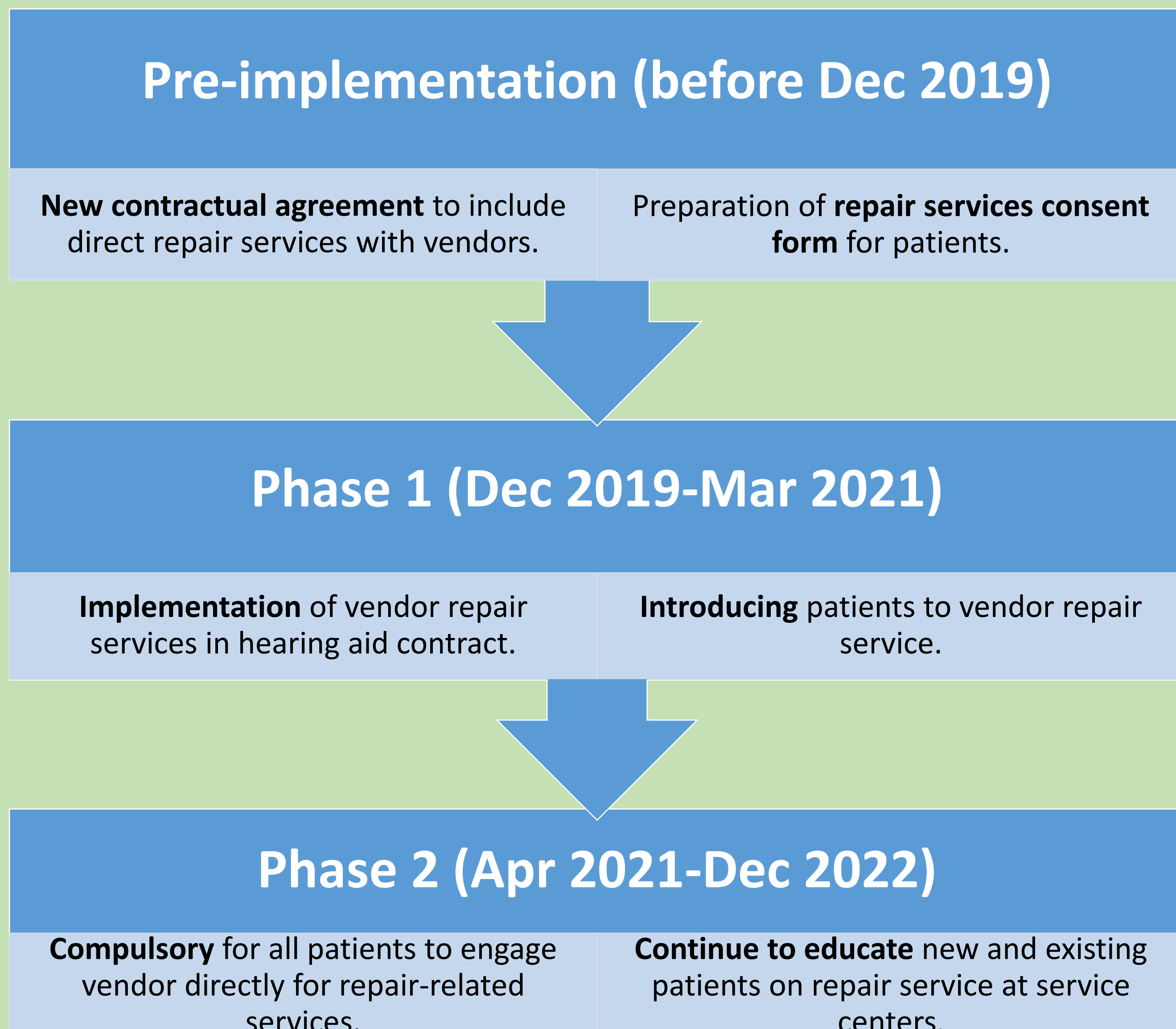
To reduce the number of hearing aid repairs and number of hearing aid repair-related visits, SGH team pioneered the new collaborative model with hearing aid vendors to right site patients who require device troubleshooting and repair services directly at the vendor service centers.



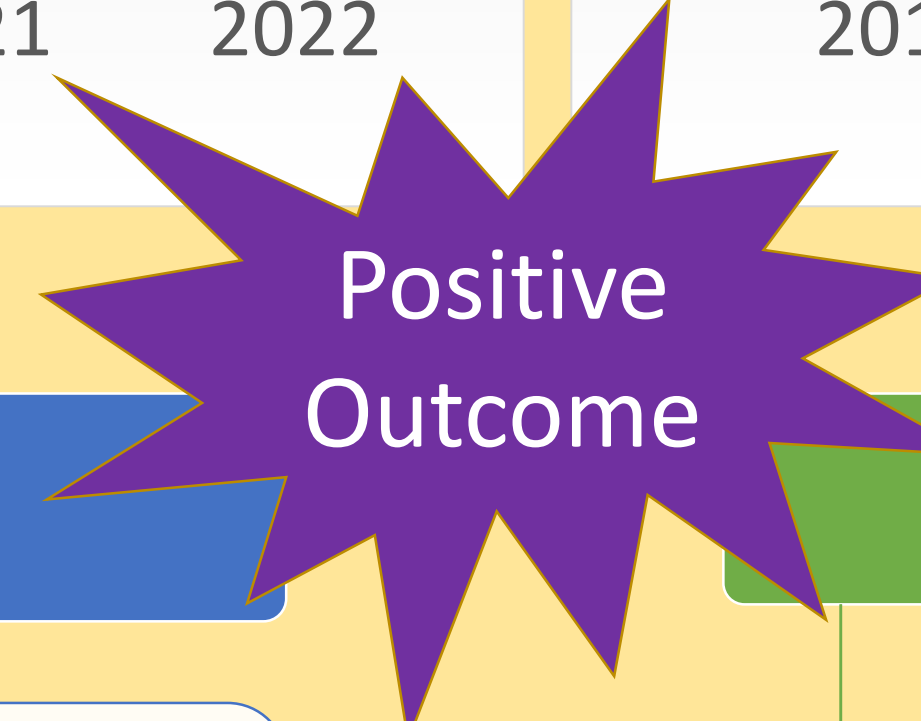
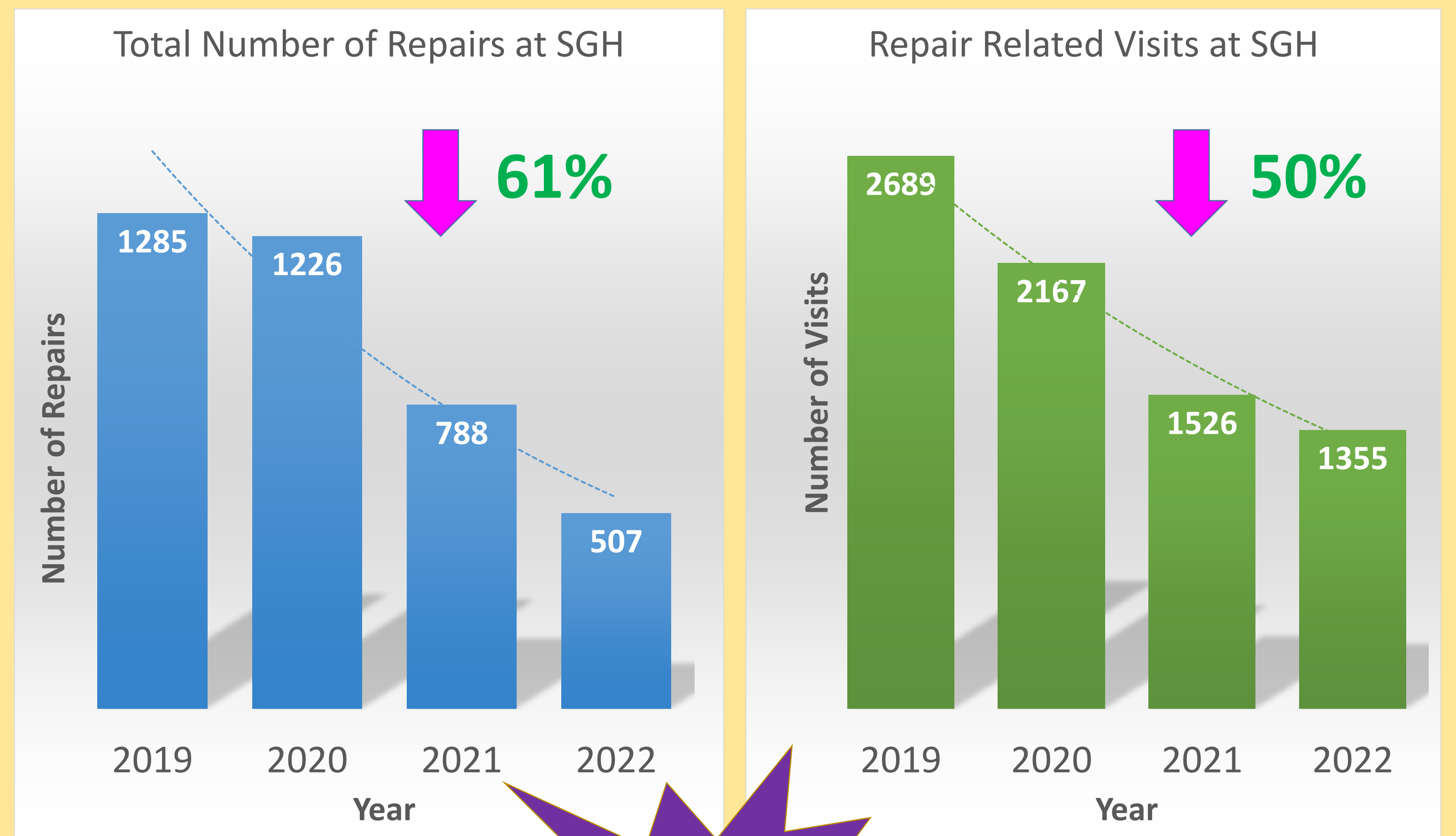
Objectives

- Right-siting of hearing aid repair related services.
- Reduce the number of hearing aid repairs at SGH Hearing Centre.
- Reduce the number of repair-related visits at SGH Hearing Centre.
- Better patient's experience by reducing repair turnaround time and servicing costs.

Methodology



Results



Cost Effective

- Reduced manpower needed to attend to hearing aid repairs in SGH.
- Cost savings for patients, as device troubleshooting fees are absorbed at vendor service centres.

Time Savings

- Faster turnaround time for hearing aid repairs.
- Reduced in clinical hours spent on device troubleshooting.

Conclusion

- This new hearing care delivery model had improved patient's experiences and clinician's work efficiency.
- By having direct access to vendor repair services, the wait time to get hearing devices checked and repaired is shortened significantly. Importantly, this minimises the disruption to patient's day-to-day communication when one's hearing device is faulty.
- This is also allows the clinician to focus more on clinical work.
- This model of care has since been introduced and implemented in Audiology clinics at all public hospitals in Singapore during the national hearing aid tender for the year of 2023.

