Project Title

PreReg@ Home: Revolutionising Admission Registration to Delight Patients and Improve Staff Engagement

Project Lead and Members

- Joseph Hu Yikai
- Ng Ee Chow

Organisation(s) Involved

Mount Elizabeth Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Hospital Management

Project Period

Start date: 22Q1

Completed date: 23Q1

Aims

Pre-registration would ease the peak hour demand, especially for early morning admissions. This approach ensures patients and nurses have ample prep time for procedure. The goal is to minimize the occurrence of patients being sent late due to admission process to less than 3%.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

See poster appended/ below

Conclusion

See poster appended/ below

Additional Information

Accorded the MOH National Quality Improvement Conference 2023 (People's Choice Poster Award)

Project Category

Technology

Digital Health, Digital Apps

Care & Process Redesign

Quality Improvement, Workflow Redesign

Keywords

Pre-Reg@ Home

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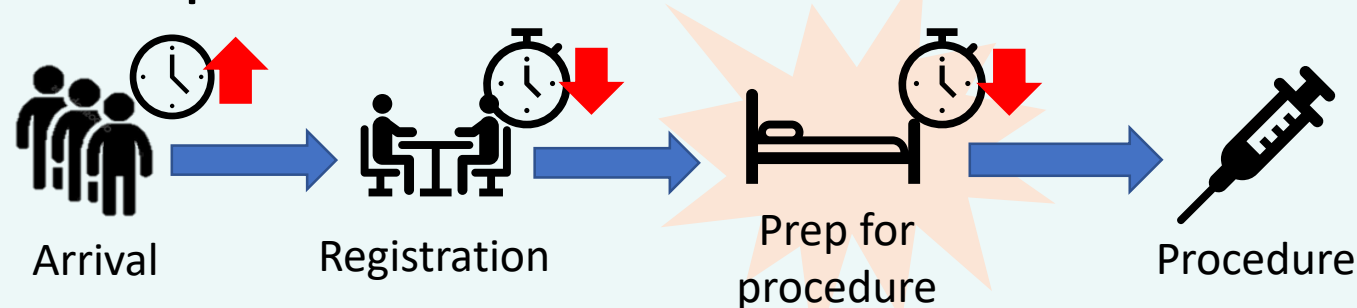*eechow.ng@mountelizabeth.com.sg*

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Problem Statement

During peak hours from 7am, patients and staff often find themselves **rushing to complete the admission registration** to ensure punctuality for procedures.
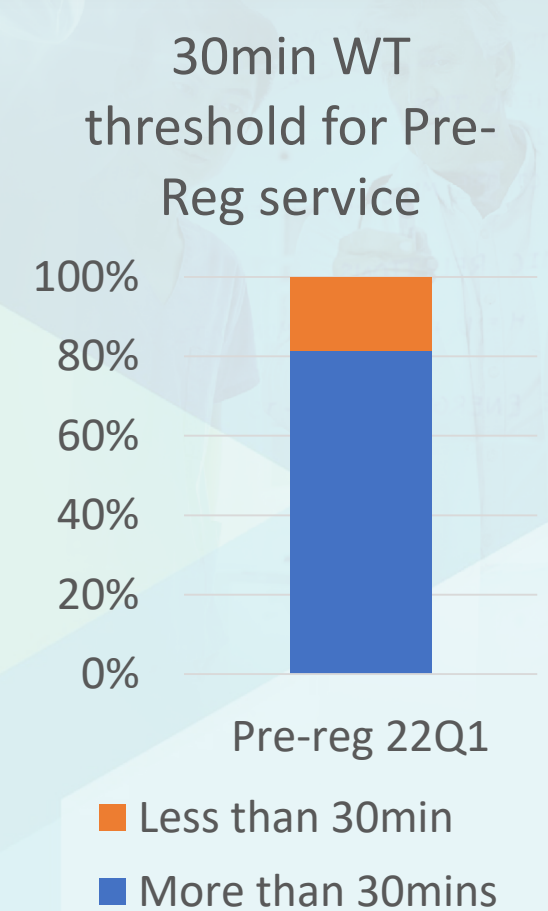
This bottleneck results in some patients **(avg 4.2% in 22Q1)** being sent to the ward with less than 60mins preparation time for procedure.

Patients were more likely be **frustrated and anxious** when they had to be hastily prepared in the ward to meet their procedure schedules.
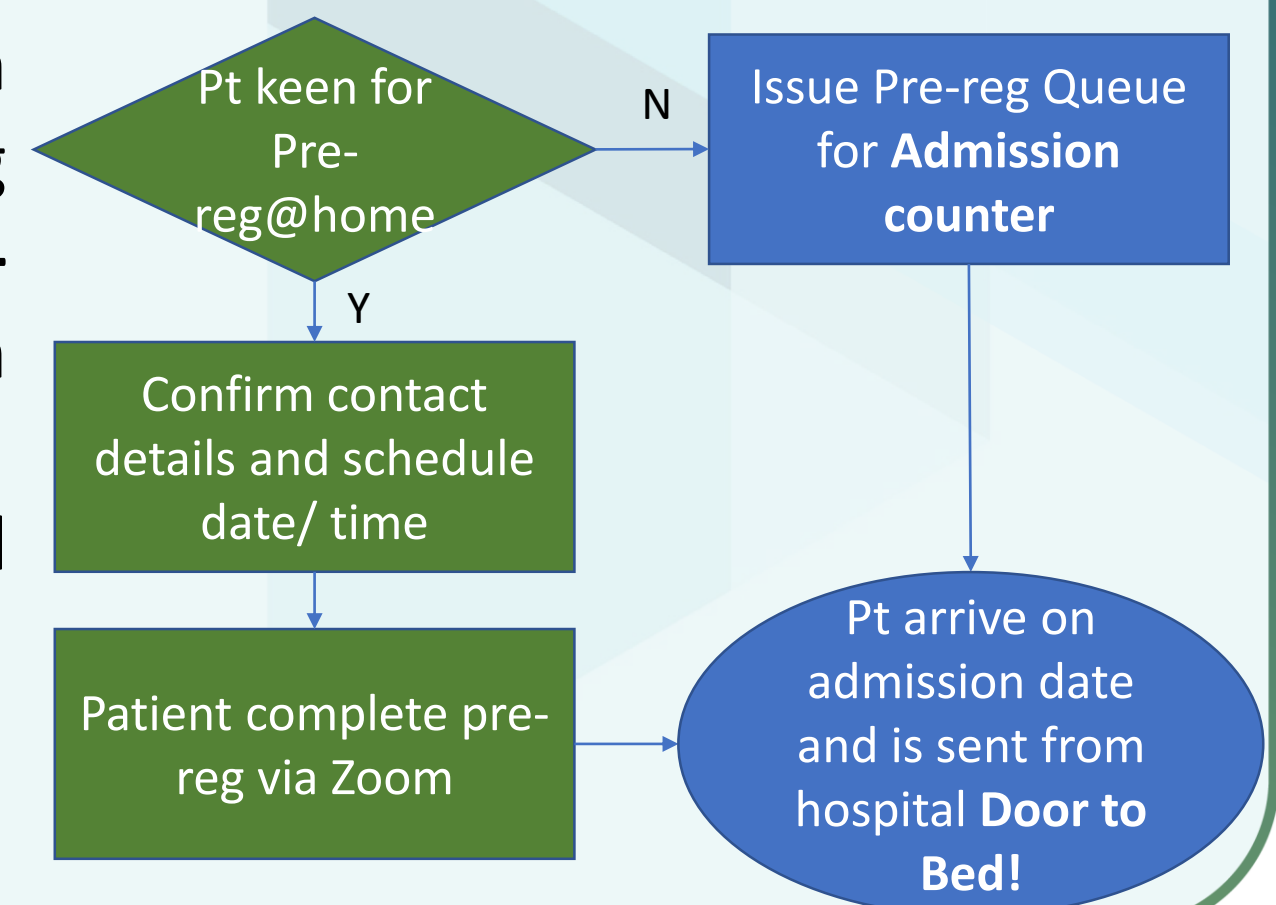
Arrival → Registration → Prep for procedure → Procedure

Project Aim

1. Pre-registration would ease the peak hour demand, especially for early morning admissions. This approach ensures patients and nurses have ample prep time for procedure. The goal is to minimize the occurrence of patients being sent late due to admission process to **less than 3%.**

Lessons Learnt

It is important for hospital to **innovate** on processes and leverage on technology to keep in tandem with **rising patient expectations**.
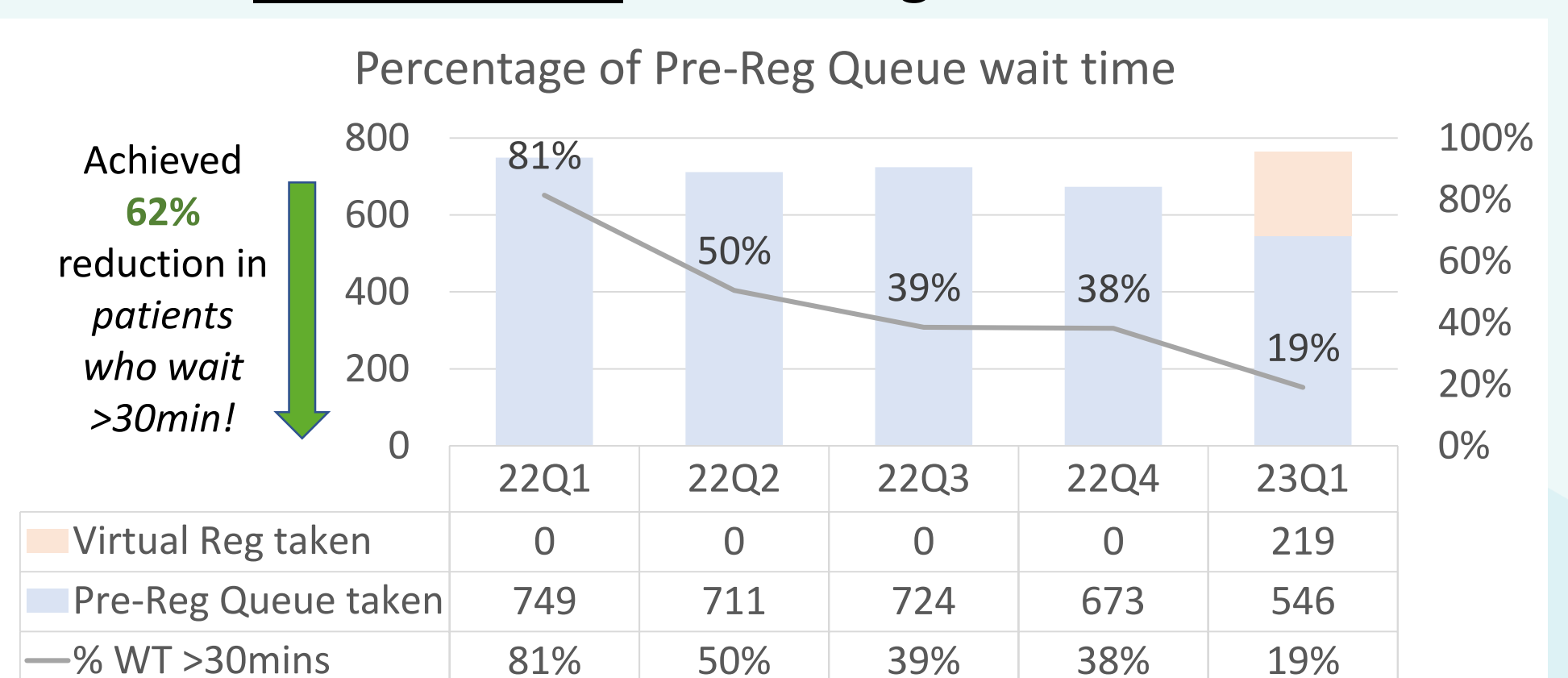
Additionally this significant impact to the patient's journey came about through **cross-department collaboration**. In this case, our Operating Theatre prep nurses reached out to ward and admissions team to work on the problem statement from a patient safety perspective.

In the climate of life-long learning, it's imperative to cultivate a forward-thinking mindset among our staff, enabling them to **adapt and stay relevant** in the ever-evolving healthcare landscape.

Potential Solutions

1. The team reviewed the admission registration process and offered a **pre-registration service** that can be done ahead of their admission date**.** Once completed, patient can then proceed directly from hospital **door to bed on admission date**!

2. However, some patients who preferred this pre-registration process still endure significant wait time due to arrival pattern. This is to be addressed.

30min WT threshold for Pre-Reg service

100%
80%
60%
40%
20%
0%

Pre-reg 22Q1

■ Less than 30min
■ More than 30mins

3. The next evolution was providing **virtual pre-registration** with **appointment scheduling,** named "Pre-Reg@Home" since 23Q1.

Pt keen for Pre-reg@home → N → Issue Pre-reg Queue for **Admission counter**

↓ Y

Confirm contact details and schedule date/ time

↓

Patient complete pre-reg via Zoom → Pt arrive on admission date and is sent from hospital **Door to Bed!**

Outcomes & Impacts

	JAN	FEB	MAR
No of patients fetched to ward with <60 mins before OT time, due to admissions	15	28	17
3%, Stretched 0%, Limit 5%	1.7%	2.7%	1.5%

The team **achieved the objective** of sending <3% of patients with less than 60mins lead time to procedure. This was also sustained through 2023 with **average of 1.8% rate**.

Percentage of Pre-Reg Queue wait time

Achieved **62%** reduction in *patients who wait >30min!*

800
600
400
200
0

81%
50%
39%
38%
19%

100%
80%
60%
40%
20%
0%

	22Q1	22Q2	22Q3	22Q4	23Q1
Virtual Reg taken	0	0	0	0	219
Pre-Reg Queue taken	749	711	724	673	546
% WT >30mins	81%	50%	39%	38%	19%

Additionally, on-site wait times for pre-registration had been **greatly reduced** as lesser patients wait physically at the hospital. The **total number** of patients undergoing pre-registration **remained fairly constant** across 22Q1 to 23Q1.