

Project Title

Online Medical Report Application

Project Lead and Members

Project lead: Lee Worn Jiun

Project member: Sally Oh

Organisation(s) Involved

KK Women's and Children's Hospital; Integrated Health Information System

Aim

To provide a seamless online platform for the patients/caregivers to request for medical reports and make payment at the same time

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

1. While we formulate the new digital service, we need to manage change transitioning from physical to digital operating models. The success of digitization depends heavily on the effectiveness and comprehensiveness of Change Management processes put in place. Sharing the key aspects of Overall Change Management plan with team members is essential.

2. Appoint a capable and dedicated Change Manager whom the team is familiar with, will enable the development of stronger relationships, gaining trust and garnering support in getting buy-in to the change.
3. Carry out a comprehensive Change Management Stakeholder Analysis, Change Impact Assessment, Communications and engagement Plan, Training Plan are with staff affected by work process changes are paramount.
4. Feedback sessions and training workshops are critical success factors.
5. Preferably for team leads to have critical soft skills such as teamwork, strategic thinking, learning agility and ability to enhance staff motivation and commitment.
6. Regular team updates are useful as it allows us to analyse the learning points and data gathered to understand the effectiveness of the digital service.
7. The successful implementation of Online medical report also demonstrates interoperability that we can achieve with other departments such as clinical departments, admissions office and outpatient clinics.
8. The team has moved on to review and scale up the application to include other types of patient requests such as lab test reports, medical certificate and discharge summary.

Conclusion

See poster appended/ below

Additional Information

1. Be familiar and preferably to be proficient and have a good working domain knowledge in the transformation project that one is undertaking.
2. Important to help staff to understand the need for change and importance of achieving the stated outcomes, as well as how the change will be managed. Staff needs assurance and support at times when changes are made to their routine work processes.
3. Integrate all levels of staff into a dedicated team that works toward the strategic goals of the department.
4. Do not overlook small but important details.

5. Do a risk assessment analysis and introduce necessary mitigation factors.
6. Continue to review, streamline workflows in order to create a seamless patient journey while improving the efficiency of staff involved in the process.

Project Category

Technology, Automation, IT & Robotics Innovation

Keywords

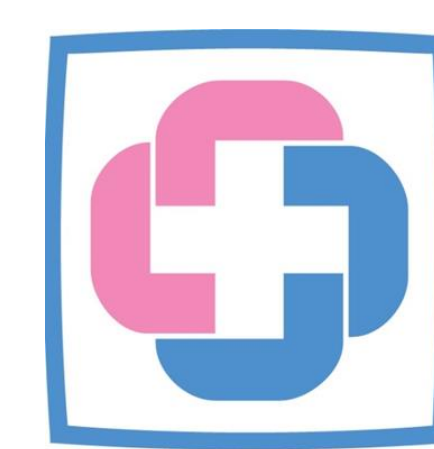
Technology, Automation, IT & Robotics Innovation, Quality Improvement, Value Stream Mapping, Productivity, KK Women's and Children's Hospital, Integrated Health Information System, Health Information Management Services, Medical Report, Application Process, Medical Record Tracking System, Health Hub

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Online Medical Report Application



KK Women's and Children's Hospital
SingHealth

Sally Oh, Patient Support Services
Lee Worn Jiun, Health Information Management Services

Background

Patients or caregivers who require medical reports must complete a hardcopy application form with signed consent. The Medical Report team receive and check completeness of the application, including supporting documents before requesting for payment. The team must track and confirm receipt of payment before creating a registration in the Medical Report Tracking System (MRTS).

Problems or Opportunities

The process is manual and time-consuming for both patients/caregivers and staff.

Before

- ✗ Manual
- ✗ Time-consuming
- ✗ Lengthy with many words

Solution

The team engaged Integrated Health Information Systems (IHIS) team and MRTS vendor to map out the desired process and determine how information should interface between the systems. Online medical report request via secured channel - Health Hub was implemented in January 2019 which enables patients/ caregivers to apply and make payment for medical reports and other document types via one-stop service.



After

- ✓ Intuitive
- ✓ Simple
- ✓ Convenient

Aim

To provide a seamless and secured online platform for patients/caregivers to apply for medical reports and other documents such as discharge summary, laboratory results and referral letter.

Methodology

The team used value stream mapping to define the process steps and analyse the flow of information. From the map, we identified bottleneck, wastes such as duplications and inefficiencies, with reference to the feedback that were previously received from the patients/ caregivers on the application process.

Results and Conclusion

In addition to providing greater convenience to the patients/caregivers, there are other benefits such as:

1. Staff productivity as duplication work of having to register the request in MRTS and tracking of payment receipts are eliminated with the interface of information between the 2 systems.
2. Simple and secured consent-taking process i.e. using SingPass.
3. **Next phase:** To enable patients/caregivers to retrieve the Medical Reports online via Health Hub.

