Project Title

Use of IPAD by Patient Greeters at Level 2 Gantry and Kiosk

Project Lead and Members

Project lead: Karen Khong

Project members: Gwendolyn Shepherdson, Azlina Abdullah, Nur Fadhilah Mohd Hir, Teo Geok Heng and Maria Luz P.M

Organisation(s) Involved

Ng Teng Fong General Hospital

Aims

Reduce the need to direct patients and visitors requiring assistance to the visitor registration counter at Level 1. As such the total amount of time required for registration can be shorten, thus improve the visitor experience

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

Use of technology enables staff to provide visitors with better experience without increasing headcount and prepare them to be ready for the future.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Keywords

Ng Teng Fong General Hospital, Care & Process Redesign, Service Design, Quality Improvement, Improvement Tools, Ishikawa, Patient Experience, Patient Greeters, Visitor Management System

Name and Email of Project Contact Person(s)

Name: Karen Khong

Email: Karen_khong@nuhs.edu.sg

USE OF IPAD BY PATIENT GREETERS AT LEVEL 2 GANTRY AND KIOSK

MEMBERS: AZLINA ABDULLAH, NUR FADHILAH MOHD HIR, TEO GEOK HENG, MARIA LUZ P.M, KAREN KHONG AND GWENDOLYN SHEPHERDSON

- ☐ SAFETY
- ☑ PRODUCTIVITY
- ☑ PATIENT EXPERIENCE
- ☐ QUALITY
- ☐ VALUE

Define Problem/Set Aim

Opportunity for Improvement

Visitors have to be re-directed from Level 2 to Level 1 Visitor Registration counter for assistance which is inconvenient and time consuming for visitors.

- There is no physical counter at Level 2 near the gantries hence patient greeters (PGs) are unable to provide assistance with enquires which requires them to access the Visitor Management System (VMS) such as
  - ➤ Visitors who are unsure of the patient ward and bed details.
  - ➤ Visitors who are on the waiting list are clueless on their turn to visit/enter.

The main objective of this project is to reduce the need to direct patients and visitors who require assistance to Visitor Registration counter at Level 1. As such total amount of time required for registration can be shorten, thus improve the visitor experience.

Establish Measures

Current performance

Amount of time spend per visitor

Approx. **13-19 minutes** as visitors are required to make their way down to level 1. Visitors with special needs i.e. elderly and visitors on wheelchair will require more time to do so. In addition, visitors are required to queue before being serve by PG which at times, could take up to 10-15 minutes.

Analyse Problem

Determining the Root Cause (5 WHYS)

Unhappiness among visitors at the kiosks and gantries at Level 2

⬇ **WHY?**

Visitors are unable to register successfully at the Self-Registration Kiosk or are stuck at the gantry.

⬇ **WHY?**

Visitors do not know the full details required for registration or are on the waiting list

⬇ **WHY?**

Visitors were not provided with the details by their family/friends. Hence require assistance at Level 1

⬇ **WHY?**

No physical registration counter/PC at level 2 to provide assistance

⬇ **WHY?**

There is no counter at Level 2 and also due to manpower constraints we are unable to manage a Level 2 counter

Select Changes

Probable solutions

To address the issue of not having a physical counter at level 2, a few probable solutions on introducing "mobile counter" were tested over period between June 2015 to March 2018

- (A) Setting up mobile workstation at level 2 near the kiosks and gantry {piloted from November 2015 to June 2016)
- (B) Setting up mobile workstations at level 2 further from kiosks and gantry around AIC area (June 2016 to June 2017)
- (C) Use of IPADs by patient greeters stationed at level 2 gantry areas (Mar 2018 to Dec 2018
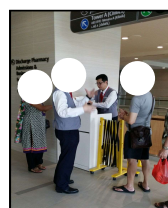
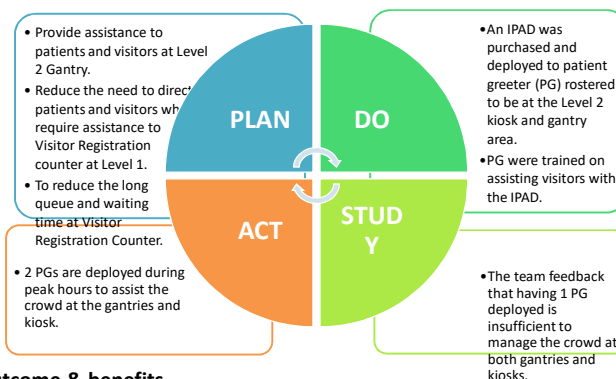**(A) Nov 2015** → **(B) June 2016** → **(C) Mar 2018**

Test & Implement Changes

With implementation of (A), there were issues of overcrowding at the mobile counters to register instead of making enquiries only.

Moving the mobile counter further at AIC (B) results in more PGs needed to man the counter, kiosks and gantries at same time. There was insufficient manpower deployed.

The final solution - pilot use of IPADs addressed the main objective of introducing mobility in providing assistance to visitors at level 2 while overcoming the problems faced in (A) and (B). The process can be summarised in a PDSA cycle

PDSA CYCLE

PLAN
- Provide assistance to patients and visitors at Level 2 Gantry.
- Reduce the need to direct patients and visitors who require assistance to Visitor Registration counter at Level 1.
- To reduce the long queue and waiting time at Visitor Registration Counter.

DO
- An IPAD was purchased and deployed to patient greeter (PG) rostered to be at the Level 2 kiosk and gantry area.
- PG were trained on assisting visitors with the IPAD.

STUDY
- The team feedback that having 1 PG deployed is insufficient to manage the crowd at both gantries and kiosks.

ACT
- 2 PGs are deployed during peak hours to assist the crowd at the gantries and kiosk.

Outcome & benefits

- By deploying 2 PGs, we are able to provide better service to all visitors especially the following visitor types, which increase visitors' satisfaction.
- After implementation, it takes only **2 mins** to assist the visitors and address their enquires at Level 2 using the IPAD

Spread Change/Learning Points/

Key learnings

- Use of technology has enabled us to provide visitors with better experience and without increase in headcount.
- Adopting technology into our workplace also prepares our staff to be future ready.