

Project Title

To Enhance Scanning Function at the Self-Registration Kiosk

Project Lead and Members

Project lead: Karen Khong

Project members: Gwendolyn Shepherdson, Kasthuri and Kho Teck Hua

Organisation(s) Involved

Ng Teng Fong General Hospital

Aims

To reduce the number of incidents of IC being left behind at the kiosk which may result in inappropriate use by anyone (if picked up by others) and the anxiety felt by the visitors ; also to minimise cases of visitors' names being captured inaccurately which hinders contact tracing

Background

See poster appended/below

Methods

See poster appended/below

Results

See poster appended/below

Lessons Learnt

A simple project that is intuitive to the users can produce significant results

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, Plan Do Check Act, Self-registration kiosk

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TO ENHANCE SCANNING FUNCTION AT THE SELF-REGISTRATION KIOSK

MEMBERS: KASTHURI AND KHO TECK HUA, KAREN KHONG AND GWENDOLYN SHEPHERDSON

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

Define Problem/Set Aim

Opportunity for Improvement

- Some visitors tend to place their identification card (IC) at the kiosk for scanning purposes and not remove it after. Hence multiple entries of their IC number was captured under the "name" field, resulting in inaccurate visitors' name captured.
- There are cases of visitors leaving their IC at the kiosk after registration which has resulted in inconvenience and anxiety for these visitors who fear that their ID may be misused.



The main objective of this project is to reduce the number of incidents of IC being left behind at the kiosk which may result in inappropriate use by anyone (if picked up by others) and the anxiety felt by the visitors ; also to minimise cases of visitors' names being captured inaccurately which hinders contact tracing.

Establish Measures

Current Performance

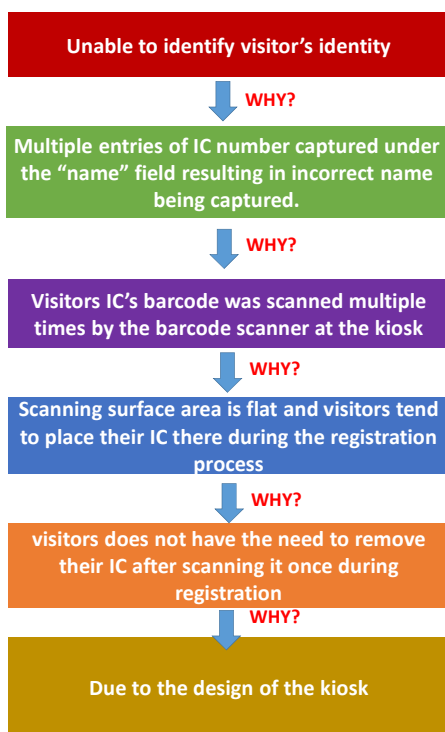
Number of cases where Identification card (IC) was left at the kiosk
3 out of 10 visitors reported to have left their IC at the self-registration kiosk on a weekly basis

Number of cases where visitor's details were captured accurately at the kiosk

Only 6 out of 10 visitors' details names were captured accurately

Analyse Problem

Determining the Root Cause (5 WHYS)



Select Changes

- To address the root cause of visitors leaving their IC on the kiosk, the team piloted with a **slanted acrylic plate (\$1.50) with a picture of an IC** fixed onto the kiosk to guide the users. Upon scanning the IC, the IC will slide off if the visitors had left it on the slanted acrylic plate, which then prompt them to take back their IC.
- The existing reference guide on the kiosk was also removed to avoid confusion.

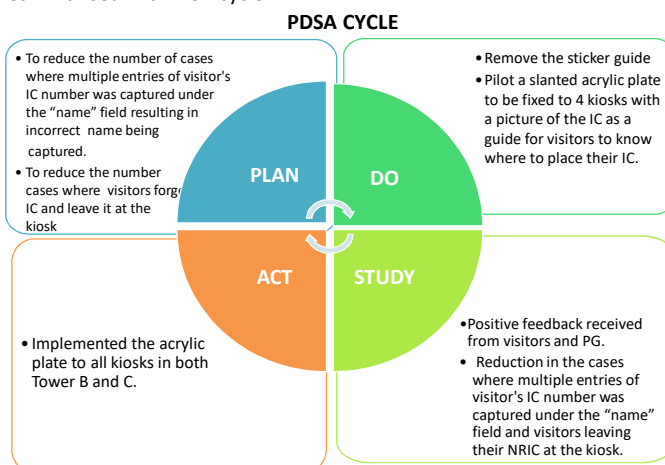


Test & Implement Changes

After implementation, positive feedback were received from visitors and staff. There is a reduction in the number of cases reported on lost ICs at the kiosks.

In addition, there is also a reduction of cases where multiple entries of visitor's IC number was captured under the "name" field which is essential for contact tracing purpose.

A month after the pilot date in September 2017, the team decided to fix the acrylic plate to all the kiosks at Tower B and C. The process can be summarised in a PDSA cycle



Outcome & Benefits

- Reduction in the cases where visitors' IC cards were left at the self-registration kiosk
 After: **Zero** cases were reported
- Reduction in the cases where multiple entries of visitor's IC number was captured under the "name" field
 After: **9 out of 10 visitors'** details names were input correctly

Spread Change/Learning Points

Key learning:

- ✓ A simple initiative that is intuitive to the users can produce significant results.