

Project Title

Improve Utilisation Rate of Admissions Buddy (AB) Online Portal

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Organisation(s) Involved

KK Women's and Children's Hospital

Project Category

Productivity, Technology, Process Improvement

Keywords

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Singapore Healthcare Management 2018

Improve Utilisation Rate of Admissions Buddy (AB) Online Portal



Admissions Buddy

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INTRODUCTION

To Reduce Patients' Wait time for their Admissions and Financial Counselling cases over counters

To improve Staff Productivity



ACHIEVEMENTS

With improved AB utilisation rate, we expect fewer patients requiring face-to-face Financial counselling (FC) over the counter and faster FC transaction time.

Average wait time for Admission and FC cases over counter for January 2018 versus January 2017:

Year	Average Wait Time for Admission	Average Wait Time for FC
January 2017	6 mins	12 mins
January 2018	5 mins	6 mins
Improvement in Wait Time	17%	50%

METHODOLOGY

With Hospital wide implementation of AB portal in February 2017, Team has improved utilization rate of AB from March 2017 to December 2017 through a few initiatives:

- SMS alert for AB login information
- Access availability @ Info counter
- Re-prioritize Queue System
- Introduce MCAF(M) and Global Consent where patients can provide consent when they log in to AB
- Introduce e-Acknowledgement of Financial Counselling online via AB

BENEFITS

Improve Staff Productivity and patients' satisfaction as shown for achieving better Admissions and FC KPIs in January 2018 versus January 2017 as follows:

Year	Admission Cases served within 20 mins	FC cases served within 30 mins
January 2017	94 %	88 %
January 2018	97 %	97 %

CONCLUSION

With more awareness of the Admission Buddy (AB) online portal, patients have alternative to obtain their financial counselling information. With improved AB utilisation login rate, shorter wait time is achieved for patients with over counter Admission and FC transactions and also improved staff productivity by achieving better Admissions and FC KPIs.

