Project Title

Self Triage and Registration Kiosk (for Emergency Department patients)

Project Lead and Members

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- Prof Goh Siang Hiong
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Organisation(s) Involved

Changi General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration; Nursing

Applicable Specialty or Discipline

Emergency Medicine

Aim(s)

- Reduce overall waiting time for consultation and improve our patient's experience.
- Improve the efficiency and productivity amongst staff for better resource allocation.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Additional Information

Singapore Healthcare Management (SHM) Congress 2023 – 2nd Prize (Operations category)

Project Category

Care & Process Redesign

Productivity, Job Effectiveness, Manhour Saving, Time Saving

Value Based Care, Patient Satisfaction

Keywords

ED : STARK (Self Triage and Registration Kiosk)

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STARK
Self Triage and Registration Kiosk
(for Emergency Department patients)

Changi General Hospital SingHealth

Singapore Healthcare Management 2023

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INTRODUCTION

Patient registration and triaging in the Emergency Department (ED) is manpower intensive, time consuming and is also limited by nursing manpower. These processes can actually be automated without compromising patient safety and confidentiality.

STARK consists of both self-registration and self-triage functions and can be utilized by ED patients of certain minor conditions (P3) and must be an existing patient of SingHealth.

STARK aims to:
- Reduce overall waiting time for consultation and improve our patient's experience.
- Improve the efficiency and productivity amongst staff for better resource allocation.
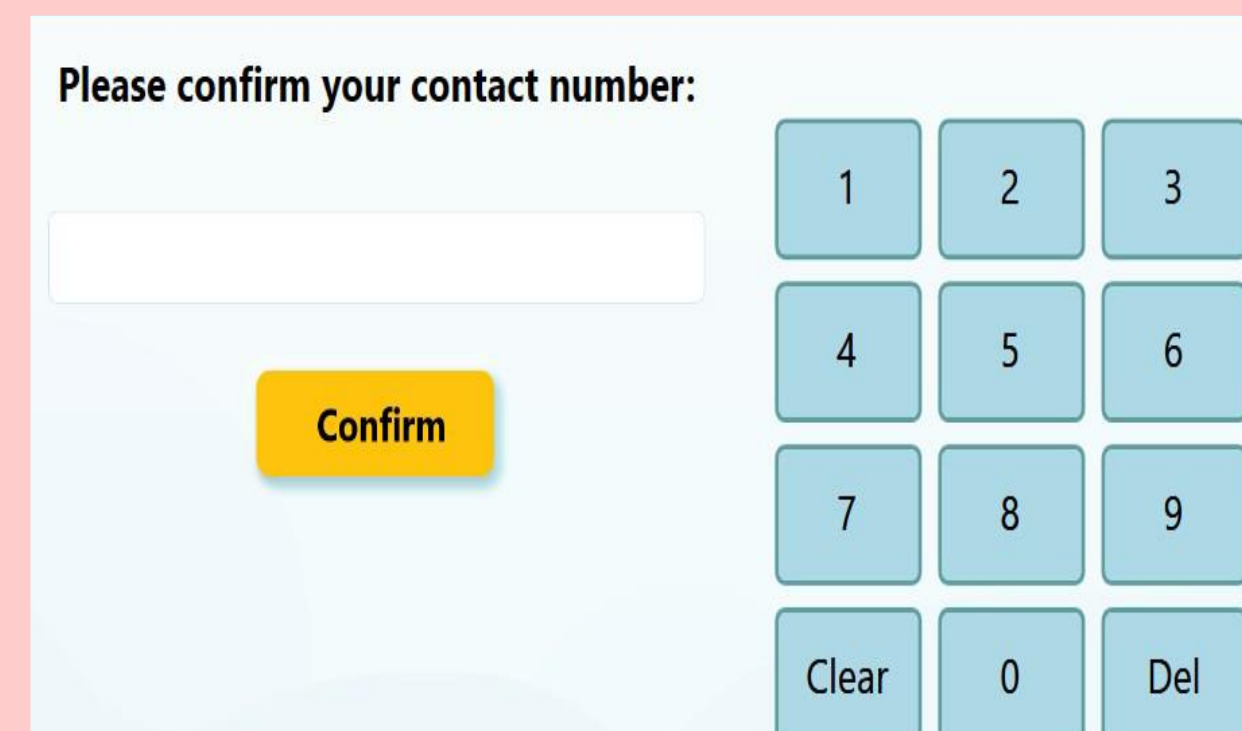
METHODOLOGY

Self-Registration

Scanning of Identification Document

Verifying Contact Details

Please confirm your contact number:

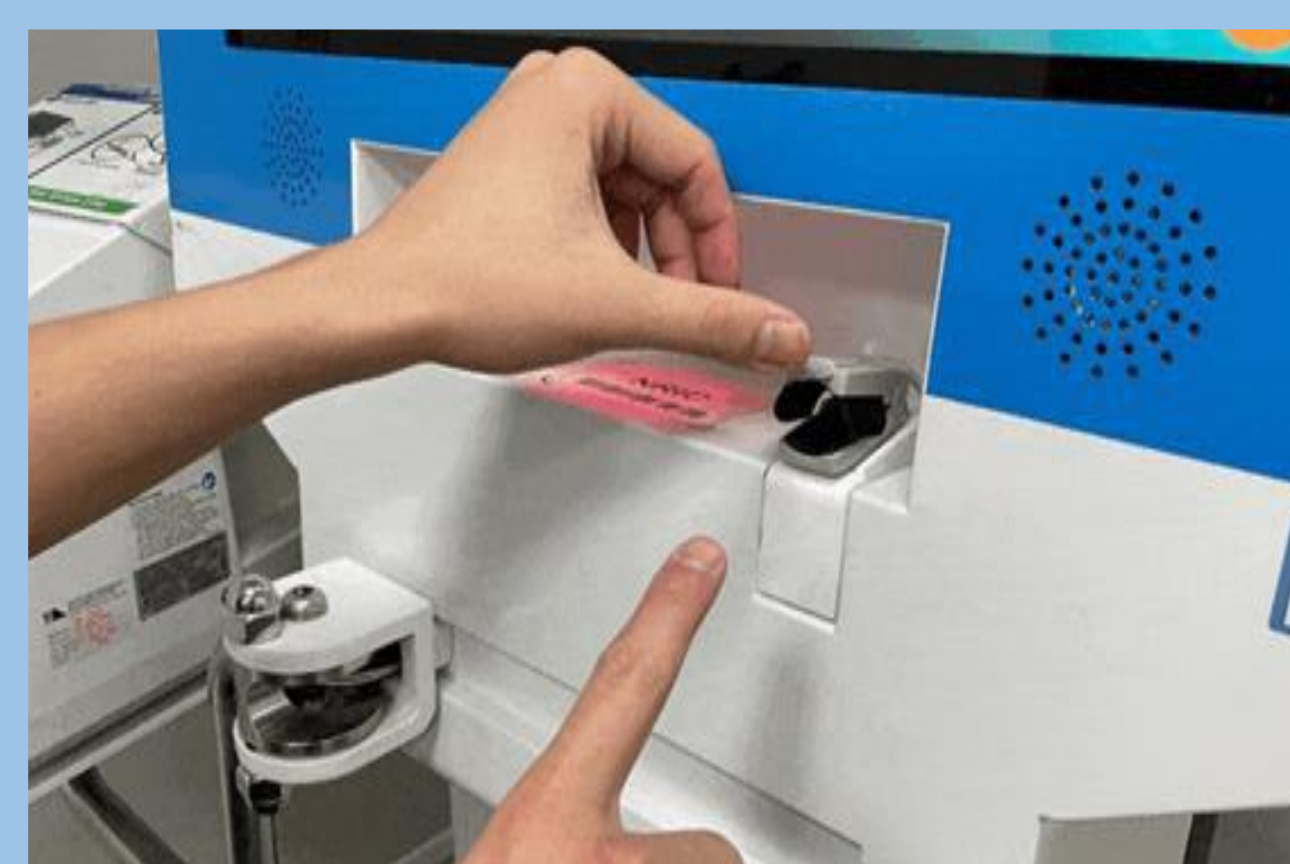| 1 | 2 | 3 |
4	5	6
7	8	9
Clear	0	Del

Confirm

Self-Triage

Patients are required to complete questionnaires related to their conditions which includes Fall Risk Assessment and the following vital signs measurement:
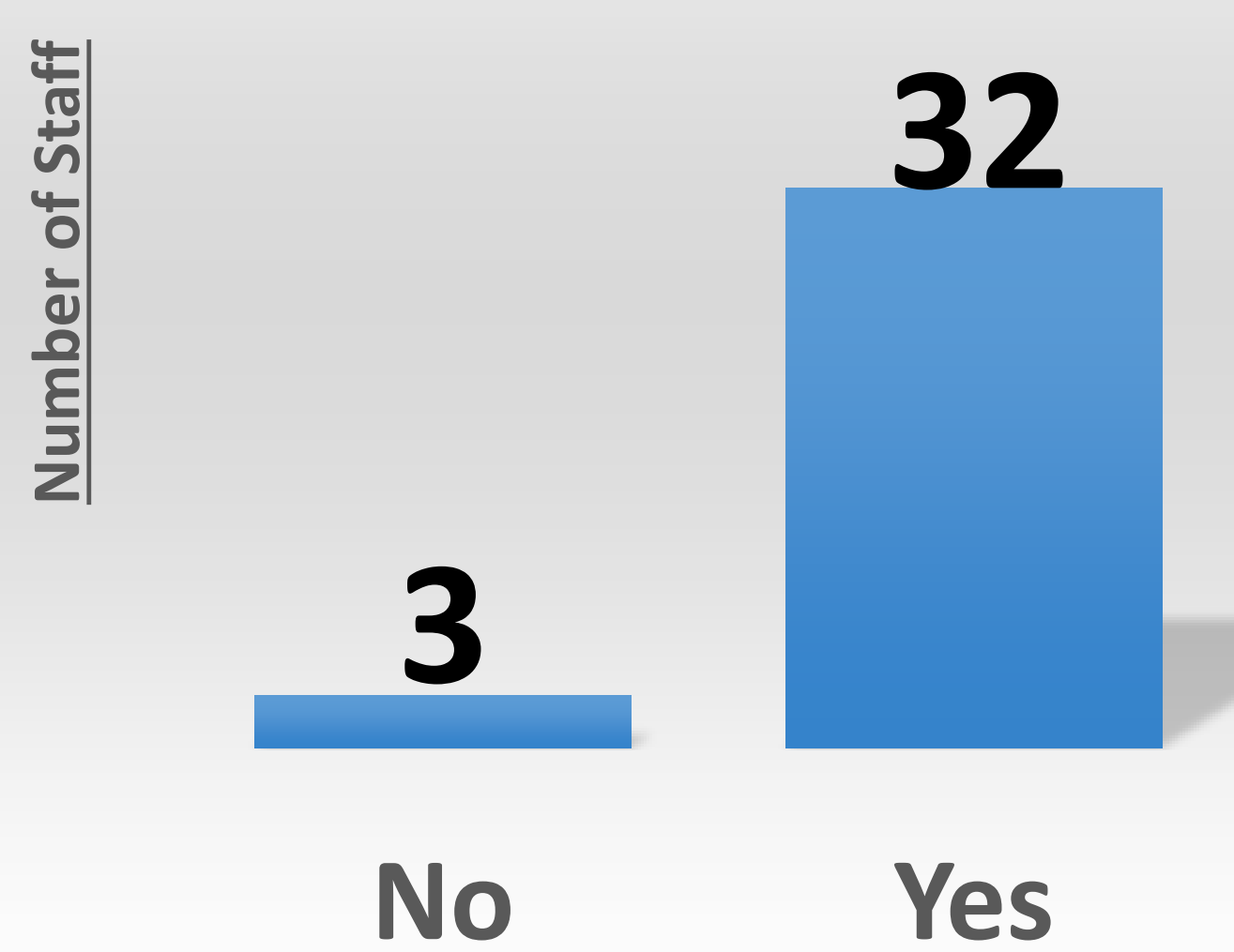

Temperature   **Sp02**   **Blood Pressure**

Should the patient complete the self triage successfully, they will be issued a Queue Ticket and will proceed to the P3 waiting area for consultation. However, if they do not fulfil the triage criteria, they will then proceed to undergo usual triage by the triage nurses.

RESULTS

Non-STARK patients:

Process:
Arrival → Issued Queue Ticket→ Registration → Triage

Estimated completion time: 47 mins
- Due to waiting time at various touch points

STARK patients:

Process:
Arrival → STARK (self- registration + self- triage)

Estimated completion time: 3 mins

FEEDBACK:
- Staff satisfaction survey
- Short waiting time
- Very convenient

Total savings of 44 mins per patient

Do you think STARK is useful?

No	Yes
3	32

Number of Staff

How will you rate the usefulness of STARK?

Number of Staff

3	4	5	6	7	8	9	10
5	2	2	4	7	5	4	6

1 being Least satisfied, 10 being Most satisfied

CONCLUSION

We can transform healthcare with the help of modern technology, providing us with chances to enhance patient care and experience. Furthermore, by improving the productivity and efficiency of the ED staff, STARK might help with the problem of a manpower shortage.