

Project Title

Improving Patient Queue at Self-Registration Kiosk in Eye & Medicine Clinic

Project Lead and Members

Project lead: Adeline Tan

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Organisation(s) Involved

Ng Teng Fong General Hospital, Jurong Community Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Project Period

Start date: Oct 2020

Completed date: Jan 2021

Aims

To improve patient experience to the clinic by reducing negative feedback on queue process and clinic registration to 1-2 per month and maintain safe distancing at the wait area by Jan 2021.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

Using visual signs and Q poles has led patients/ caregivers to self-service where they can i.e. registration. Counter staff are able to focus in assisting those who need assistance and reduced their stress in handling negative feedback. Overall this helps to improve patient experience visiting the clinic.

Conclusion

See poster appended / below

Project Category

Care & Process Redesign, Quality Improvement, Workflow Redesign, Build Environment, Space Planning

Keywords

Queue, Patient Experience, Self-Registration

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IMPROVING PATIENT QUEUE AT SELF-REGISTRATION KIOSK IN EYE & MEDICINE CLINIC

MEMBERS: FELICIA CHEW, VENESWARY D/O PETER, NUR LIYANA BINTE MUSTAFFA, NUR FAZELAH, LUCENARA CHON, ADELINE TAN, LYNN CHEN

- SAFETY
- QUALITY
- PATIENT EXPERIENCE

- PRODUCTIVITY
- COST

Define Problem, Set Aim

Problem/Opportunity for Improvement

Between Mar to Sep 2020, patients in both Eye & Medicine Clinic were observed to be crowding in-front of the staff mann registration counter instead of self-registering at the kiosk. This was due to the change in traffic flow where all patients/NOK need to go through temperature screening before going to clinic during this Covid-10 situation. As a result, patients were going to clinic for registration instead of self-register at L2 central kiosk. There was also no proper queue process due to the space limitation around the counter area. This caused confusion and patients/caregivers perceived that their queues were "cut". If they were re-directed to the self-registration kiosk, they were unhappy and feedback that staff were unhelpful. In addition, this crowd around the counter had resulted in patients/visitors not maintaining the safe distancing around the wait area.

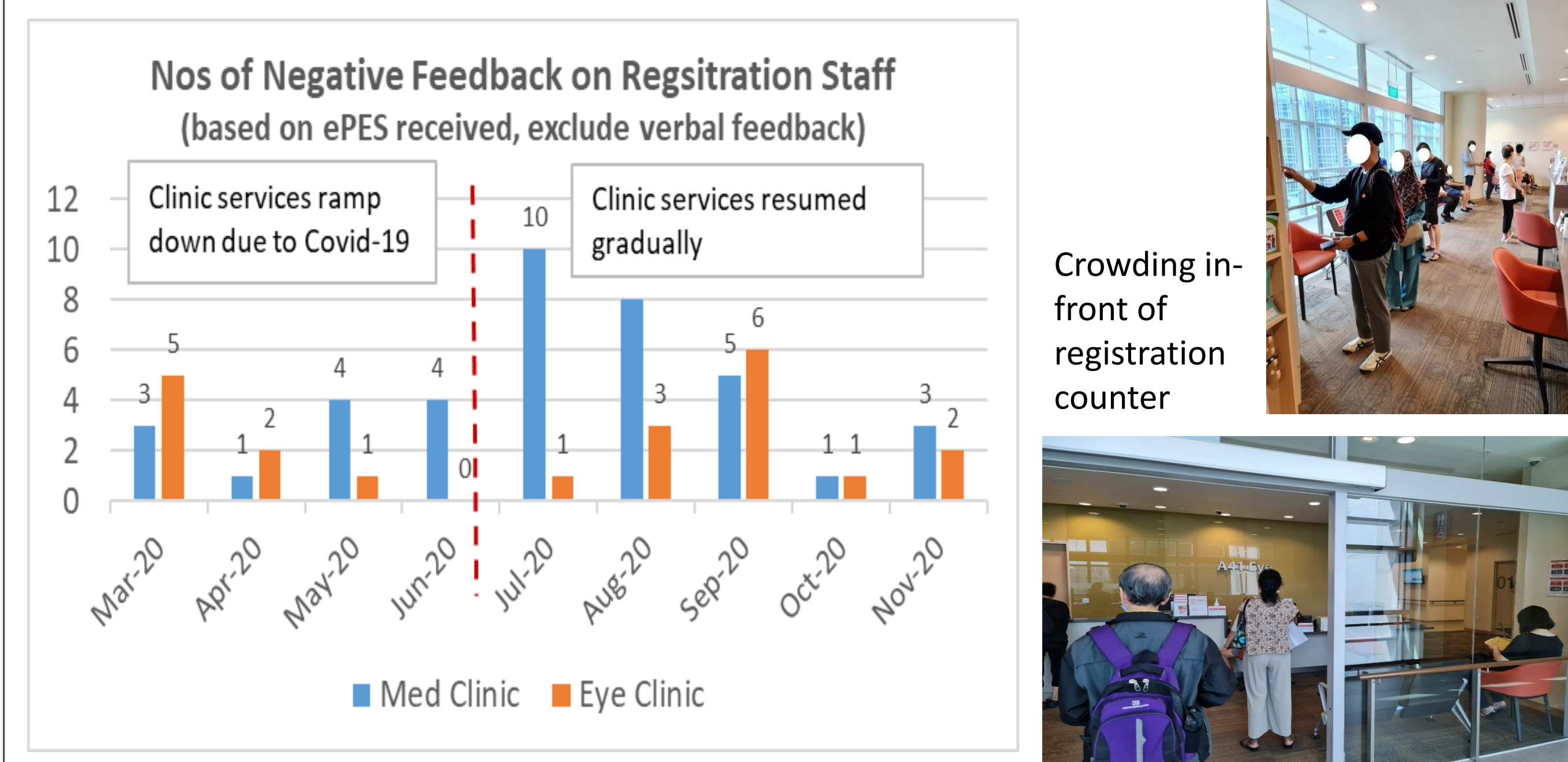
Aim

To improve patient experience to the clinic by reducing negative feedback on queue process and clinic registration to 1-2 per month and maintain safe distancing at the wait area by Jan 2021.

Establish Measures

Current Performance

Between Mar to Nov 2020, the number of self-registration in clinic increased due to change in traffic flow for temperature screening at Level 2 lobby. This had resulted in long queue for registration around the clinic wait area.



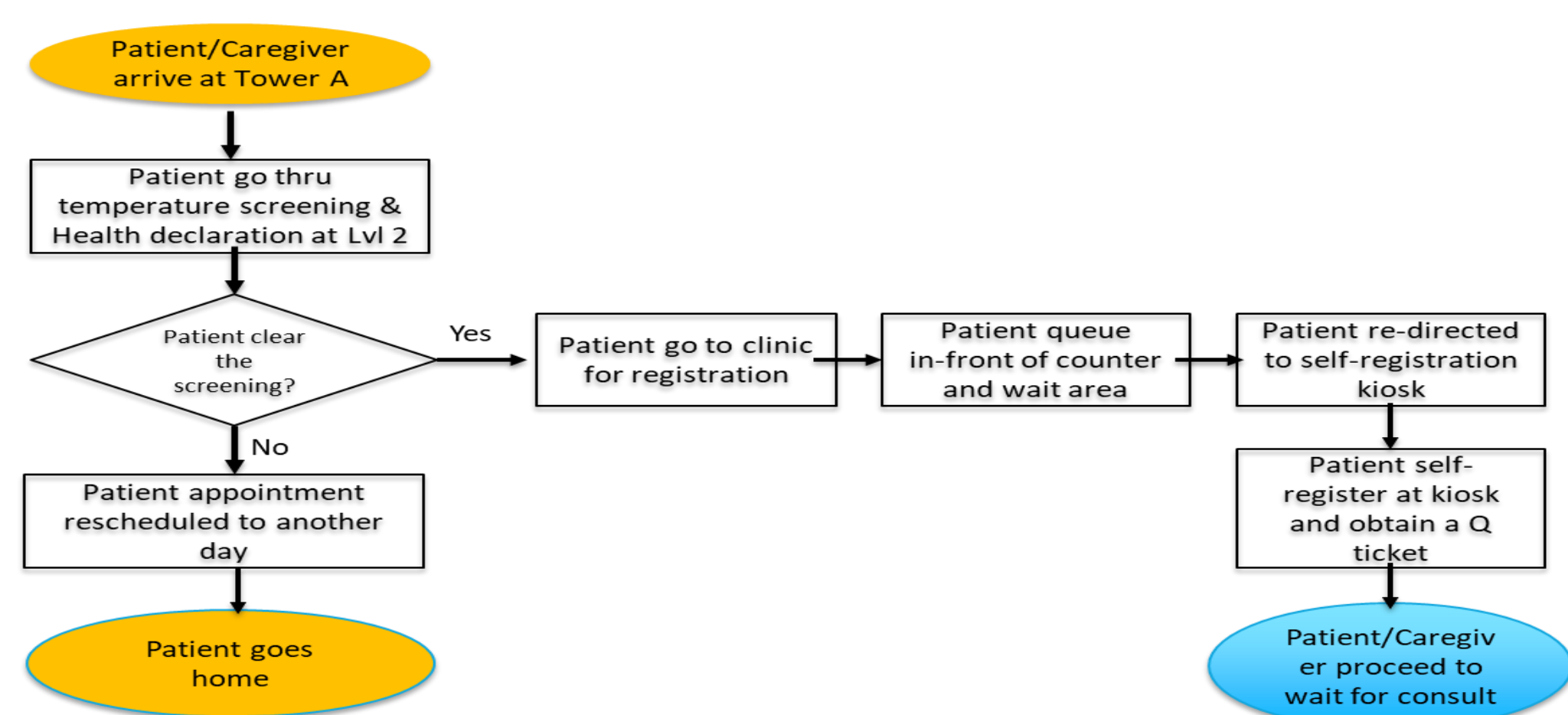
Crowding in-front of registration counter



Analyse Problem

Current Process

Workflow for Registration



Probable root causes

5 Whys

Problem statement: Since the start of Covid, patients are coming into clinic for registration resulting in a crowd around the counter and cause congestion in-front of counter and wait area.

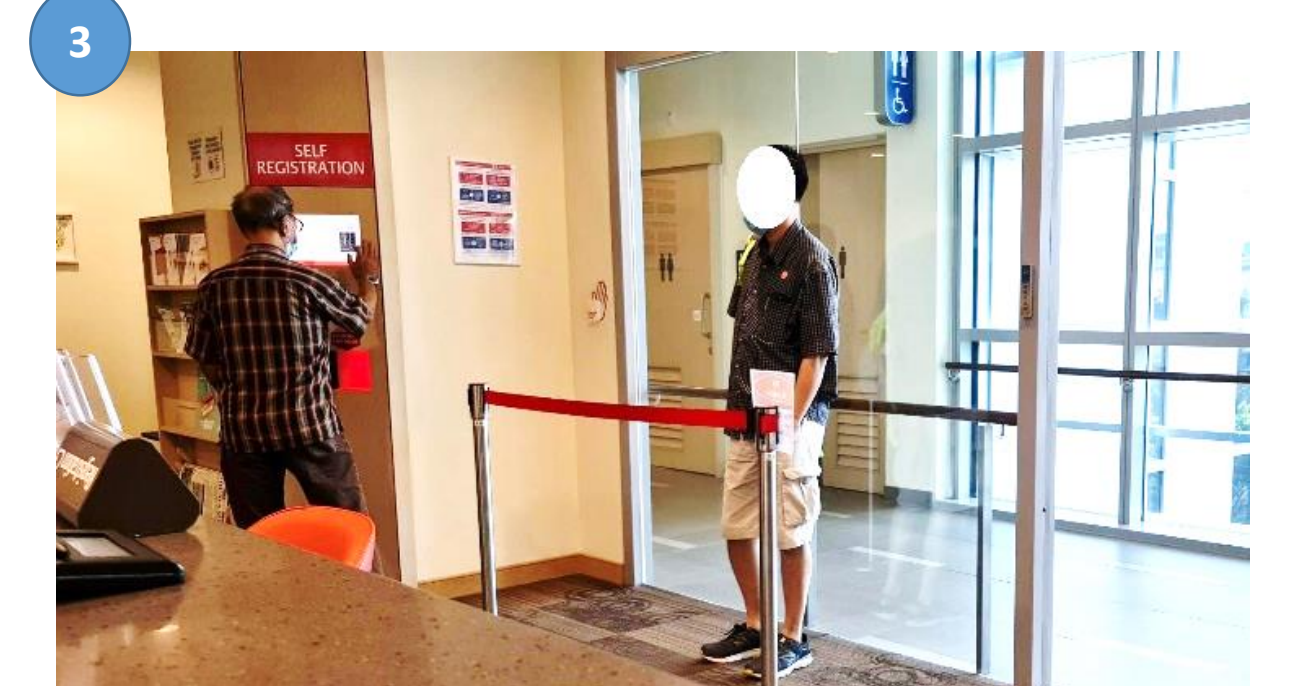
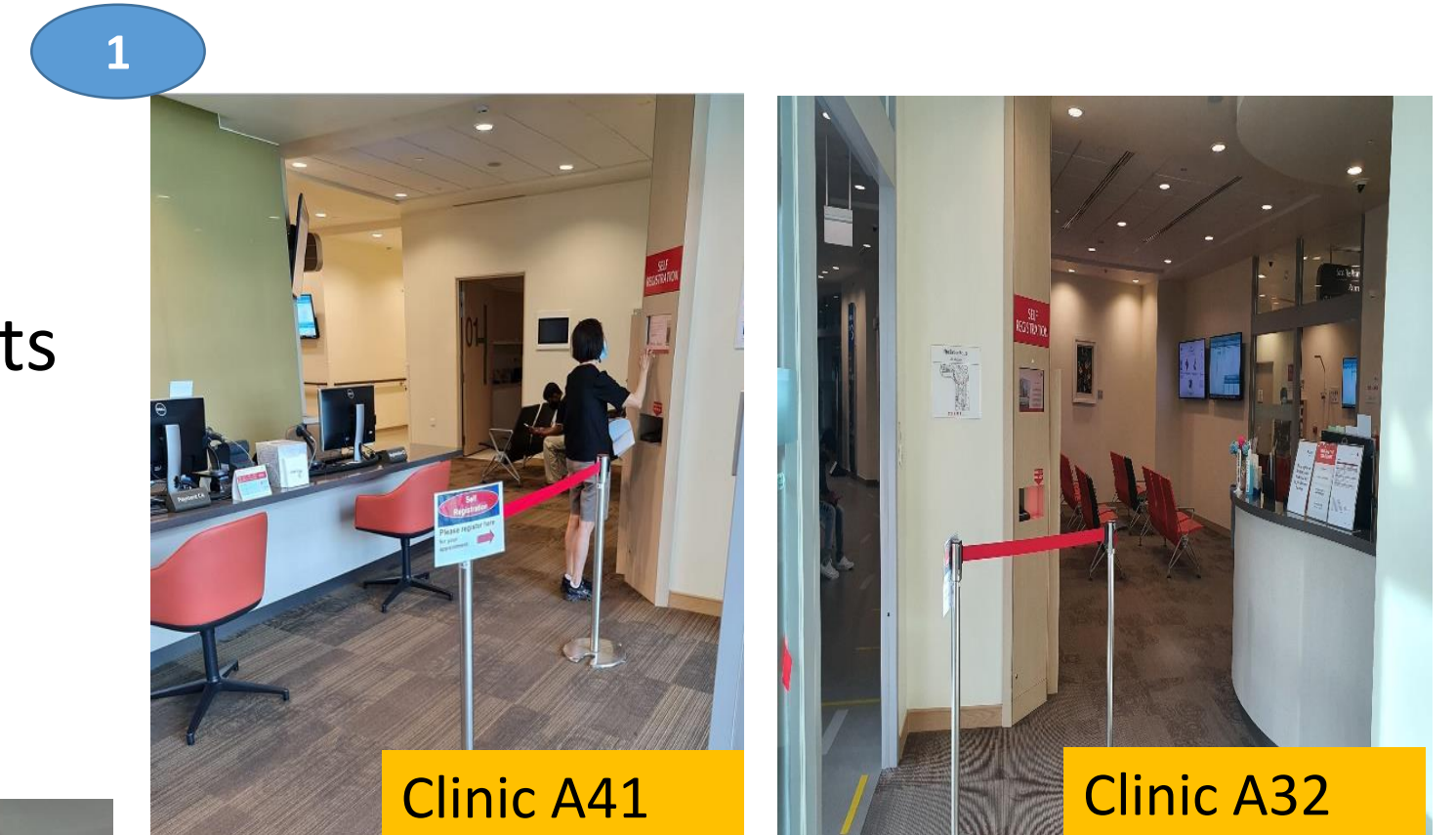
- Why? Patient crowd around counter for registration
- Why? Patient load is higher during peak hours
- Why? Patient prefers to walk straight to counter staff for assistant to do registration
- Why? Location of self registration kiosk is not in a prominent area
- Why? Visual directional sign or queue system are not in place in the clinic

Take action!

Select Changes

Probable Solutions

- Using Q-poles to manage queues for registration.
- Display directional sign to direct patients to self-registration kiosk.
- Reviewing the counter area to allow more space for queue management.



Test & Implement Changes

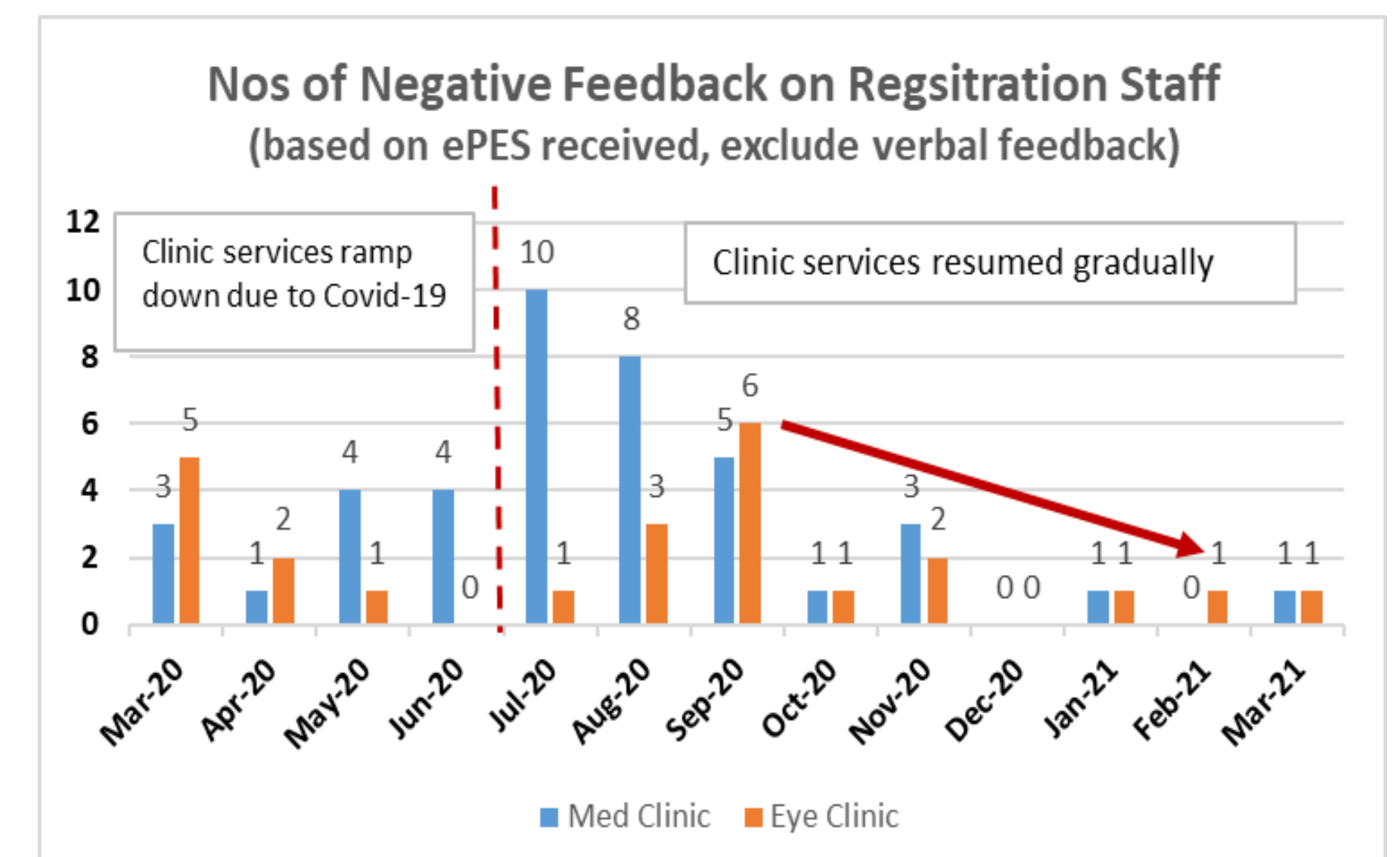
CYCLE	PLAN	DO	STUDY	ACT
1 Oct-Nov @Clinic A32	To encourage patients/ caregivers to self-register at the kiosk by installing Q pole and signage.	Place Q pole at the clinic entrance with the 'dolly' standee and direct patients/caregivers to the self-registration kiosk.	Patients/ Caregivers were intuitively directed to queue for self-registration upon arrival instead of approaching the counter staff.	Adopt and to review the wait area space for safe distancing.
2 Dec'20- Jan'21 @Clinic A41	To encourage patients/ caregivers to self-register at the kiosk by using Q pole to segregate the queue from those waiting for counter staff to serve.	Place Q pole and sign at the clinic wait area and direct patients/caregivers to the self-registration kiosk.	Patients/ Caregivers were intuitively directed to queue for self-registration upon arrival and maintain safe distancing instead of crowding in-front of the counter.	Adopt.

Results after implementation

- Reduced negative feedback to 1 per month.

Benefits:

- Patients were encouraged to self-register and able to queue systematically.
- Reduced wait time for registration.
- Counter staff were able to focus on assisting those that need help and shorter wait for patients who want to do payment.
- Better crowd control around counter and maintained safe distancing.



Spread Changes, Learning Points

Key learnings

Using visual signs and Q poles has led patients/ caregivers to self-service where they can i.e. registration. Counter staff are able to focus in assisting those who need assistance and reduced their stress in handling negative feedback. Overall this helps to improve patient experience visiting the clinic.