

## **Project Title**

Manage Appointments and Increase Patient Empowerment using Health  
Appointment System (HAS)

## **Project Lead and Members**

Project lead: Ong Shu Ting

Project members:

## **Organisation(s) Involved**

National Healthcare Group

## **Healthcare Family Group(s) Involved in this Project**

Allied Health, Healthcare Administration

## **Applicable Specialty or Discipline**

Healthcare Administrator

## **Project Period**

Start date: Not applicable

Completed date: Not applicable

## **Aims**

- To reduce the non-valued time spent by staff in managing appointment by at least 60%.
- To provide patient empowerment in managing their own appointments.

## **Background**

See poster appended/below

## **Methods**

See poster appended/below

## **Results**

See poster appended/below

## **Conclusion**

See poster appended/below

## **Project Category**

Care & Process Redesign

Quality Improvement, Job Effectiveness, Lean Methodology, Workflow Redesign,

Value Based Care, Patient Reported Experience Measures

Technology

Digitalisation, Artificial Intelligence, Machine Learning

## **Keywords**

Patient appointment, Appointment management, Patient scheduling, Resource management, Patient Services, Mammogram Appointment, Registration.

## **Name and Email of Project Contact Person(s)**

Name: Ong Shu Ting

Email: Shu\_ting\_ong@diagnostics.nhg.com.sg



# Manage Appointments and Increase Patient Empowerment using Health Appointment System (HAS)

## Project Aim

- To **reduce the non-valued time** spent by staff in managing appointment by at least **60%**
- To provide **patient empowerment** in managing their own appointments

## Team Members

	Name	Designation	Department
<b>Team Leader</b>	Ong Shu Ting	Manager	Laboratory
<b>Team Members</b>	Nurul Asyikin	Senior PSA	
	Sharon Tan	Senior PSA	
	Kimberly Chua	Senior PSA	
	Martina Lim	Senior PSA	
	Lim Meow Choo	Senior PSA	
	Nurliza Binte	Senior PSA	
	Safrul Gamal	Senior PSA	
	Susan Teo	Senior PSA	
	Peh Pin Pin	Senior PSA	

## Background & Problem Statement

More than 80% of mammogram appointment requests came through FormSG. NHGD appointment team managed the FormSG requests and emailed patients to inform the allocated appointment date & time. As the date / time were assigned by NHGD, there were occasions where patient had to resubmit request to reschedule appointments to match their availability.

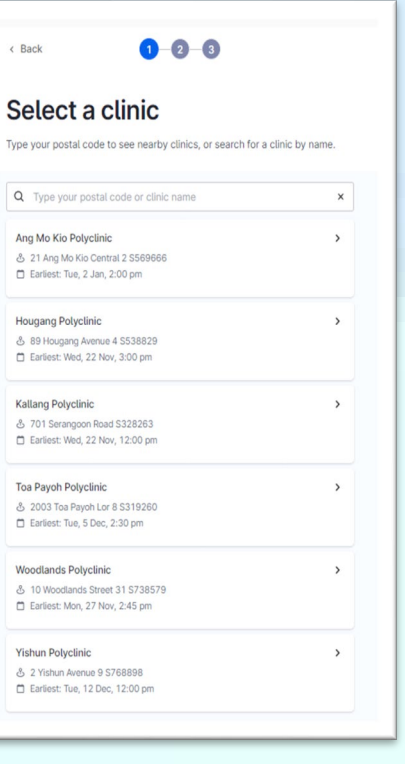
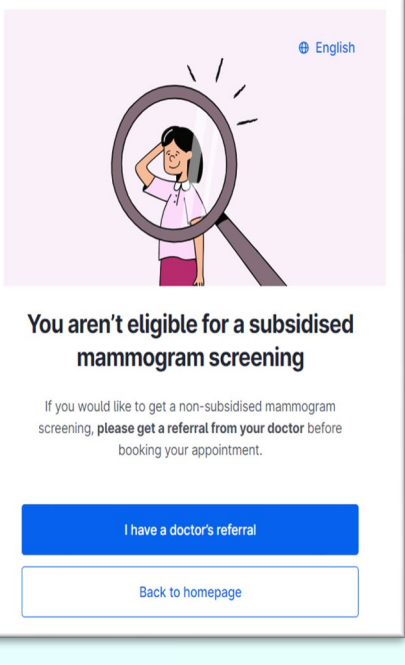
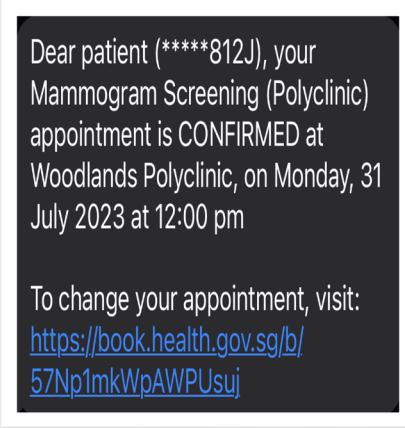
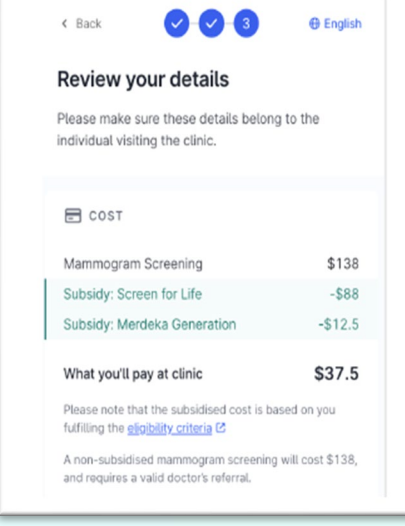
There was lack of patient empowerment to manage their own appointments. This resulted in patients' frustration and non-value added time spent by both patient and staff to manage an appointment.

## Lessons Learnt

- It is important to engage key stakeholders to understand needs and concerns before embarking on a new system/process.
- Change mindset is important – it is critical to listen to concerns and brainstorm ideas together to overcome any possible obstacles so everyone in the team would be more encouraged to adopt change.
- Be open to new ideas, constantly look out for new methods and technologies to improve both patients satisfaction and staff joy in work by removing / reducing non-value added work.

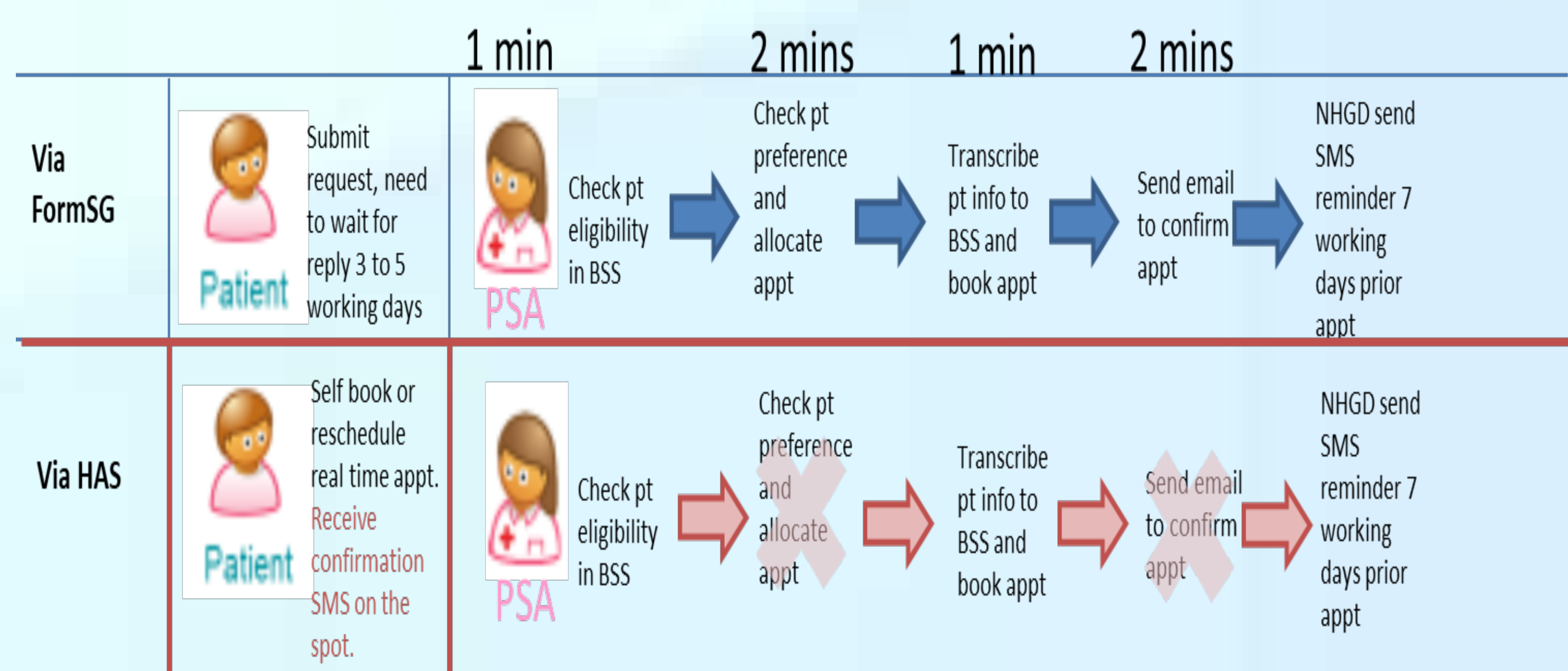
## Solutions

A new appointment system – **Health Appointment System (HAS)** was implemented with features that addressed existing concerns with FormSG.

S/N	Problem	Solutions Proposed
1	Patients were not able to manage their own appointments, i.e. date/time assigned by NHGD	HAS allows patients to self-manage real time appointment slots based on resources. Once slots are taken, HAS will hide off the slot. 
2	Patients were not aware of the eligibility of mammogram appointments, till staff checked and update patient of ineligibility	Built in visual prompt to include eligibility check before an appointment could be made. 
3	Time spent on email confirmation to patient after booking made	HAS auto trigger confirmation SMS upon booking of slot in HAS. 
4	Unaware of screening cost till screening day itself	Built in visual prompt on screening cost before confirming appointment. 

## Outcomes & Impacts

- Reduced non-valued time by 67%** from 6 mins to 2 mins on managing per appointment.



- Manpower saved per year = 1.07 FTE**

- Notable patient feedback:**

✓ "Happy to be able to self-manage my own appointments without having to call or write in to request." - Better patient empowerment & experience

✓ "Able to self-book an appointment in the morning for an afternoon slot on the same day without much hassle." – Maximize available resources