



# Innovation in Batangas Medical Center's Outpatient Management

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Innovative City and Governance

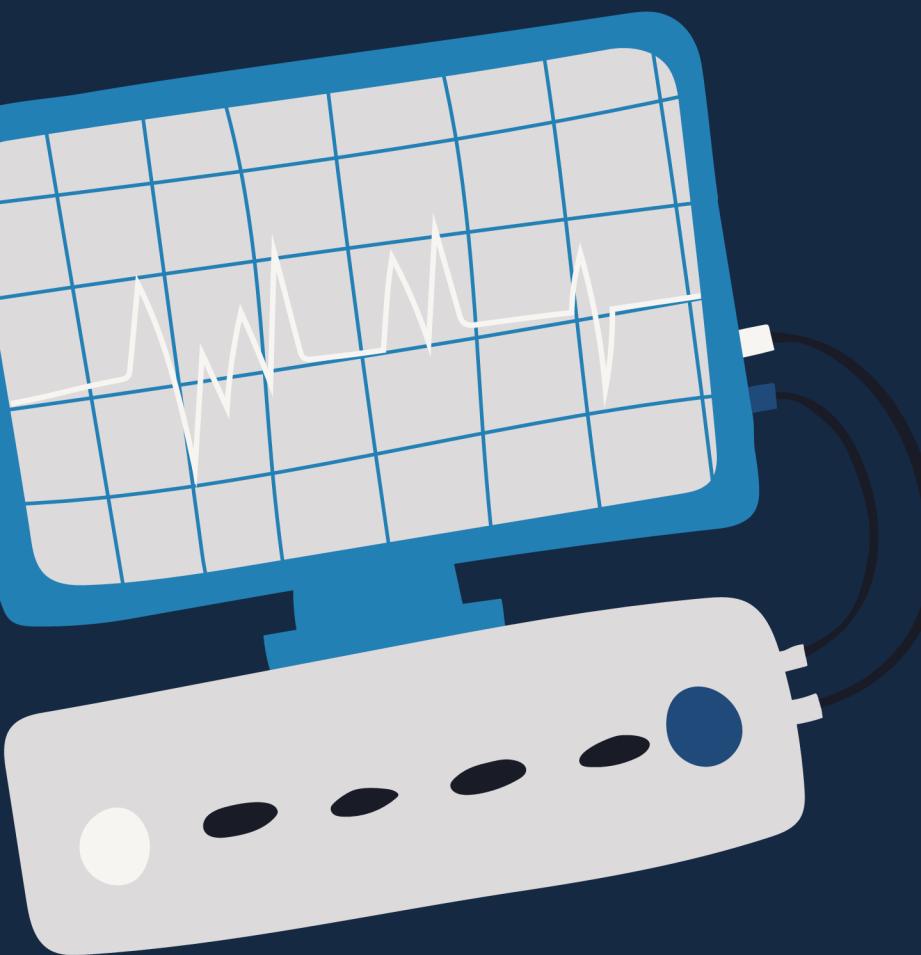


# Healthcare as part of the urban ecosystem.

**Healthcare** is the **maintenance or improvement of health** via the prevention, diagnosis, treatment, or cure of disease, illness, injury, and other physical and mental impairments in people.

# Outpatient Care

**Outpatient care** refers to healthcare consultation, procedure, treatment, or other services that is administered without an overnight stay at the hospital or medical facility. (Definitive Healthcare, n.d.)





# Batangas Medical Center

Batangas Medical Center or BatMC serves as the **main government hospital** for Region 4-A that is composed by **5 provinces**.

BatMC provides a wide range of outpatient services that includes Family Medicine, OB-Gyne, Ophthalmology, Mental and Dental Clinic and diagnostics and laboratories.



## VISION

The goal of this study is to look in to the **current outpatient management process and system** specifically the **waiting time in the triage process** in one of the tertiary hospitals in the Philippines, **Batangas Medical Center** also known as BatMC.

This aims to **analyze and assess the processes and bring to light the strengths and weaknesses of the current approach**. Lastly, to be able to **recommend possible solutions** based on the opportunities uncovered in the study.

# OUTPATIENT HEALTH MARKET IN THE PHILIPPINES

\$1.33B

in 2023

7.51%

annual increase rate

With the projected continuous growth  
of outpatient market, **where does the**  
**Philippine outpatient care currently**  
**stand in managing this growth?**



# BatMC Statistics

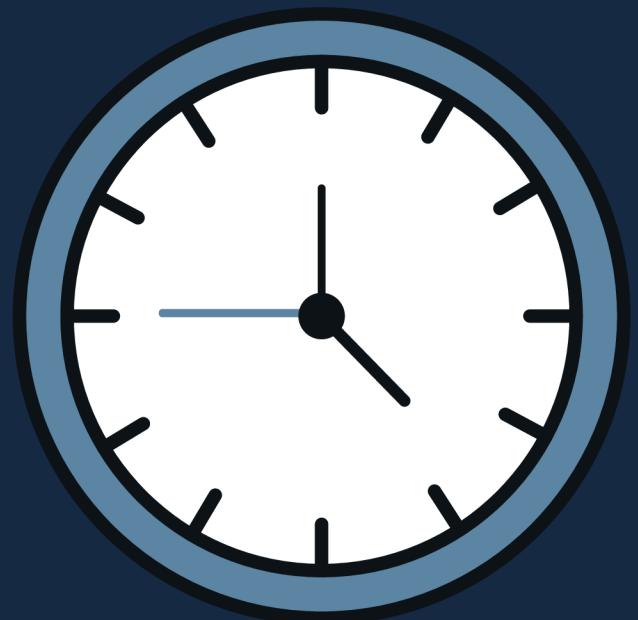
**87, 948**  
outpatients  
in 2022



**713**  
outpatients and  
inpatients daily



# Outpatient Waiting Time in the Philippines



**139.97**  
minutes in average

**8**  
minimum (minutes)

**371**  
maximum (minutes)

**42**  
triage waiting time  
(minutes)

**70**  
clinic consultation  
waiting time  
(minutes)

**++**  
other contributors

Data from a study on Philippine General Hospital

# Outpatient Waiting Time in the BatMC

**~210**  
**minutes in average**  
**with wait times**

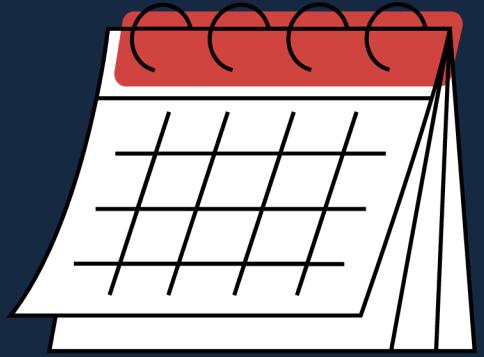
**100**  
**min without wait**  
**times**

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Medical Chart (1 Original Copy)		OPD Registration Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OPD Registration at Room 1	1. Chart from registration room will be received by FM Nursing Attendant (NA)	None	15 minutes	Nurse III - OPD
2. Vital signs outside Rm. 14	2. FM NA will take the patient's vital sign (BP, height, weight, temperature, heart rate, respiratory rate)	None	5 minutes	Nurse III - OPD
3. Consultation with FM Resident on Duty	3. Resident on Duty (ROD) will conduct history and physical examination of the patient and will facilitate necessary diagnostic work up(s) if needed.	None	45 minutes	Medical Specialist IV – Family Medicine OPD Clinic
4. Diagnostic request given to patients	4. FM Nurse will instruct the patient to	None	5 minutes	Nurse III - OPD

	proceed to respective sections (laboratory, radiology, ECG)			
5. Interpretation of official result	The procedure will end once the disposition was properly accomplished.	5. FM ROD will determine the disposition of the patient: If non-admissible, treat and send home with proper instructions of medications and follow-up visit  If admissible, fill-up the referral form address to other department for further evaluation and co-management.	None	20 minutes Nurse III - OPD
TOTAL:	None	1 hour and 40 minutes		

Data from BatMC Citizen's Charter

# Existing Approach



## Department Consultation Schedule

Each department only has a specific window when they can receive patients.



## Paper-based Registration

Registration and filling out of forms are all manual and paper-based.



## Batch Queuing Management

Patients are called by batch depending on the number they were given upon their initial registration.



# Problem Assessment

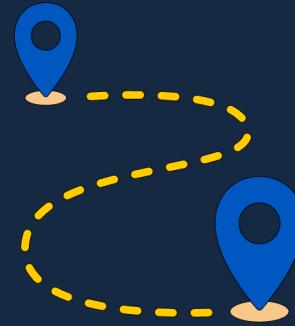
## PROCESS



**Public's unawareness of the process**



**There are no visuals and directions for the public after the initial triage.**



**Logistics was not incorporated in the process resulting to issues like overcrowding.**

## TOOLS



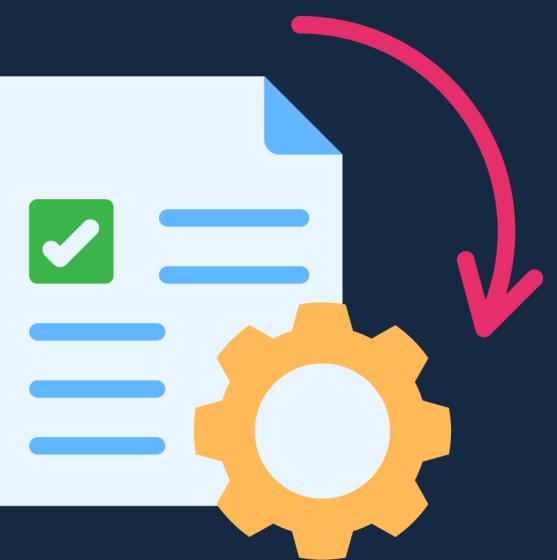
**Paper based forms are used in registration and providing information including insurance.**

# Proposed Solution



## Process Reengineering

- to achieve dramatic **improvements in productivity, cycle times, quality, and employee and customer satisfaction**
- Application of approaches like **Lean Six Sigma**



## Process Documentation

- Documentation **catering to the public** as audience
- Usage of **process flowcharts and visualization** that can aid in better communication of process



## Digital QMS

- Online Scheduling
- Online services for payments and getting patient's medical records
- Usage of kiosks for registration



# Feasibility of Proposed Solutions



## Required Human Resources

The management needs to consider the human resources that would be managing any foreseen additional steps necessary to make the process more efficient.



## Process and Technology Training

In implementation of new technology and improved process, changes need to be communicated to all the people involved or its stakeholders.



## Partnerships

Partnerships with private companies and education institutions can be an option for BatMC to trigger the implementation of the program.



## Cybersecurity

This risk could range from data breaches, cyberattacks, to privacy issues and unauthorized use of medical records.



## Funding

BatMC is currently prioritizing new technologies used in medical procedures instead of digitizing their overall management system.

# Conclusion

- **Customer service** is the support you offer to its customer from the moment they first contact your business to the months and years afterward. (Zendesk, n.d)
- **Healthcare = customer service**
- **Holistic approach** in providing medical care to not just Batangas but the whole region
- Can **set an example** for other healthcare facilities
- Can **lead the innovation** for government and even private healthcare facilities in the country

