



Singapore Healthcare Management 2024

Process Improvement in Booking of Medical Transport (MT) Conveyance for Discharged Patients



Sharon Faith Teo, Winston Bau, Muhammad Asyraf Bin Jumat, Yan Yan General Services, Sengkang General Hospital

INTRODUCTION

The e-portering system used for Medical Transport (MT) booking does not offer daily time slot options.

Users have expressed **difficulties in finding available slots**, leading to **multiple calls**.

Coordination process could take up to 20 minutes per case, depriving nursing's time from patient care. This had also impacted overall ambulance productivity as there were **unnecessary rescheduling and cancellation of ambulance bookings** in the process.

METHODOLOGY



PLAN

- Objective:** Reduce the % of rescheduling and cancellation of patient transfers.
- Aim:** Reduce the % of nurses needing to make repeated calls to verify slot availability and confirmations
- Implement a system that allows for **real-time** visibility of available slots.

- Accessibility and effectiveness** of the new booking system, allowing for real-time updates
- Piloted in five wards with close monitoring
- Sent targeted reminders** to users for booking errors, to raise awareness and **make the improvement sustainable**.

STUDY

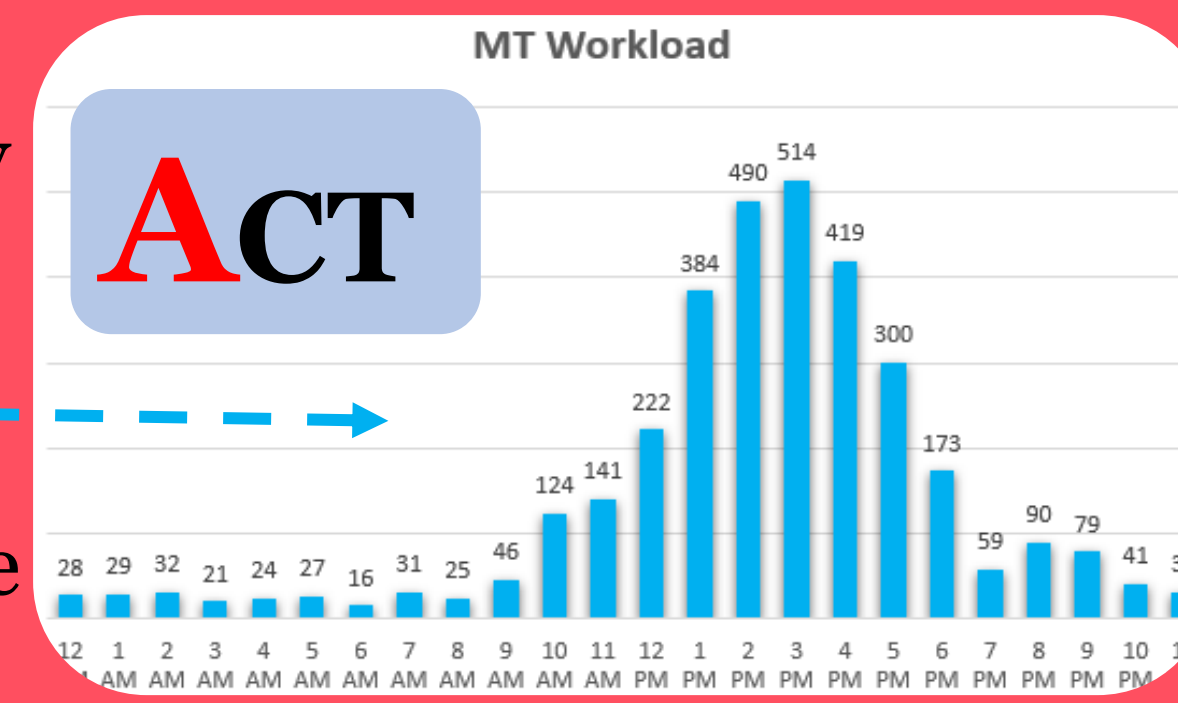


DO

- MS Teams** was identified as the **primary means of communication** which will be updated at real-time.
- Excel was revised multiple times to keep it succinct and to simplify booking process.

ACT

- Analysed data to identify the **peak MT hours** to optimize resource allocation effectively, ensuring timely response to MT demands.
- Decrease in the number of calls and a reduction in job cancellations.
- Adjustments led to better utilization of time slots and increased efficiency in our MT operations.



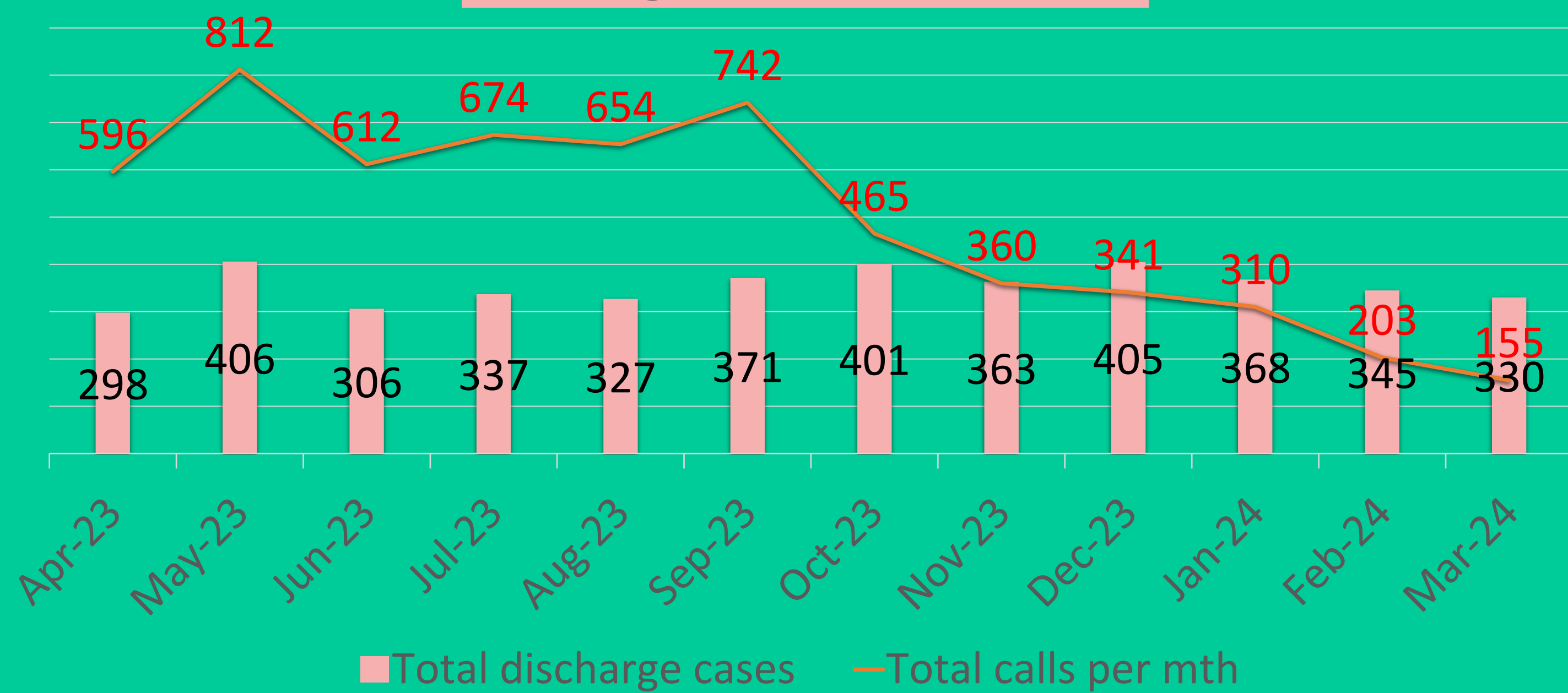
RESULTS (Call Reduction)



Elimination of calls to book ambulance slots!
Time savings of ~125hrs/mth

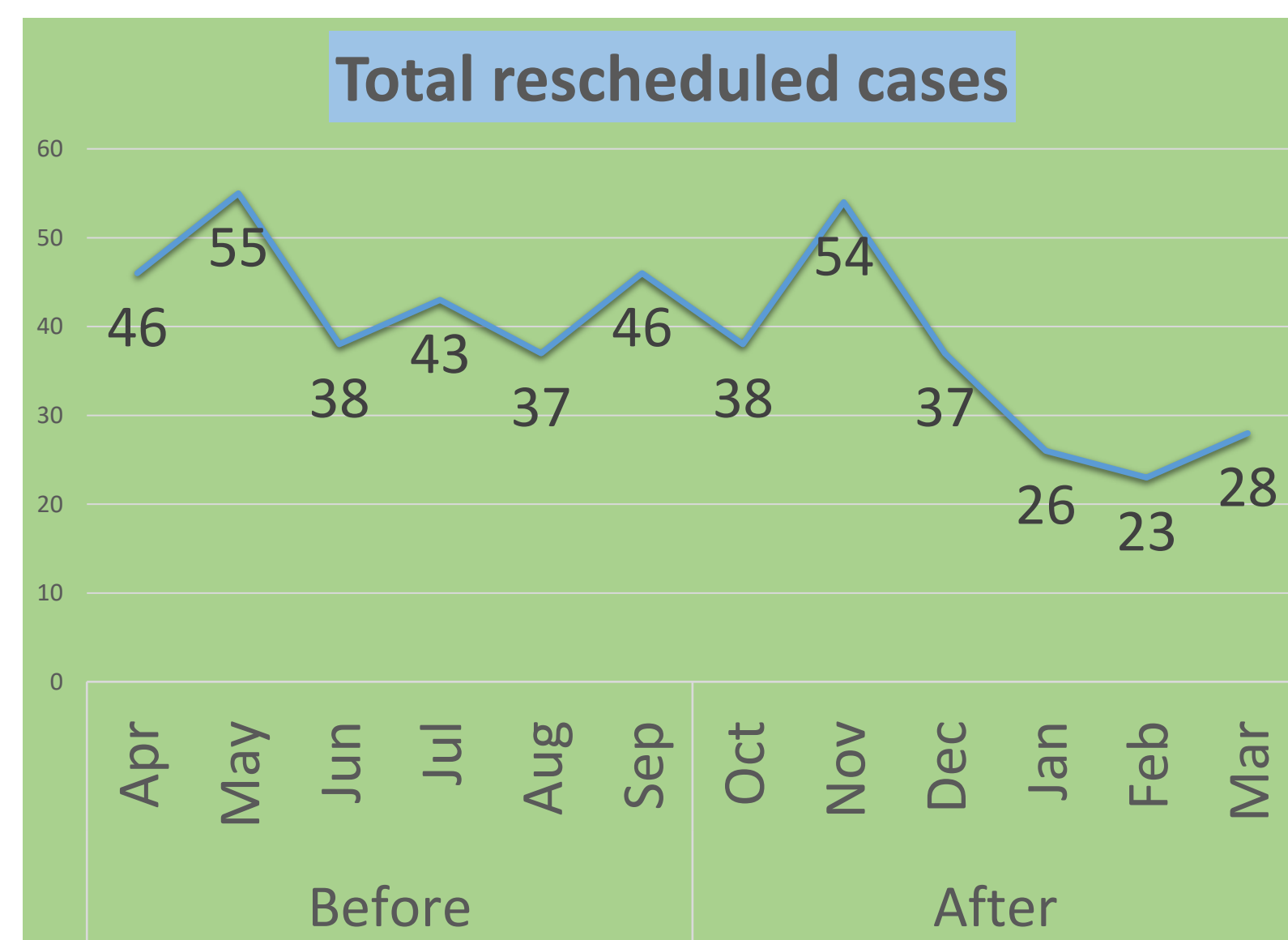
Calls for confirmation and inquiries experienced a notable decrease, showing a **reduction of approximately 62%** after six months of implementation.

Discharge Cases vs No. of Calls

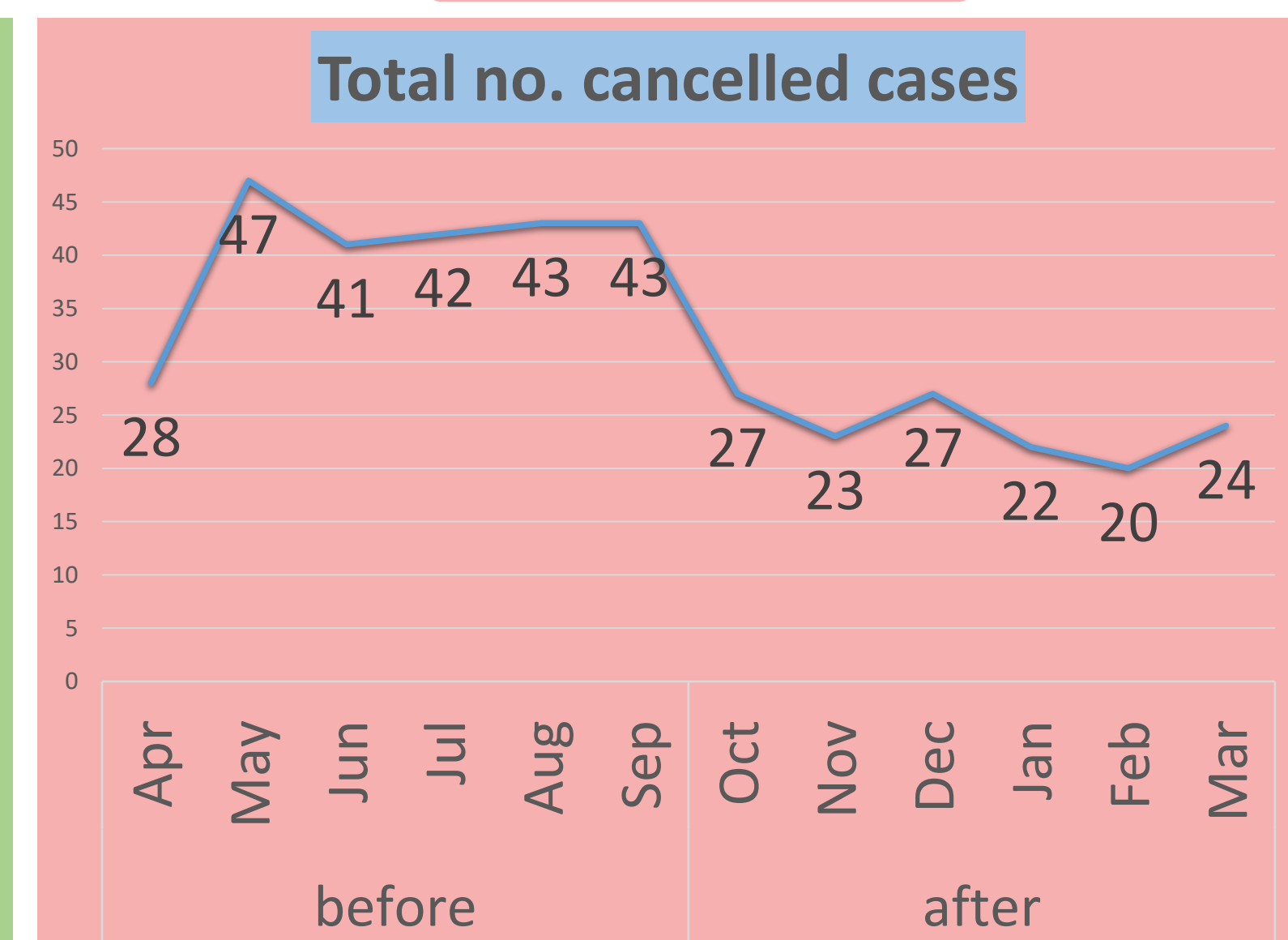


RESULTS (Rescheduling & Cancellation)

~22% reduction



~41% reduction



Despite the initial challenges, we observed a significant decrease in rescheduling and cancellations from the second quarter of implementation onwards.

Through effective measures to minimize case cancellations, we have successfully **reduced cancellation costs by an average of \$5050** over a six-month timeframe.

SCALABILITY

- ✓ We are ready to **enhance E-portering System** to have time slots availability!
- ✓ Target to **further reduce cancellations and rescheduling**, with a focus on avoiding errors such as wrong task, wrong location, and duplication requests.

CONCLUSION

- Improved Patient Experience:** Implementing process improvement measures in the booking of medical transport can significantly enhance the overall patient experience. SKH can allocate resources more effectively, reduce unnecessary delays, and improve the utilization of medical transport services. Patients can have a more seamless and stress-free discharge process.
- Improved Communication & Joy @ Work!** Improving process that eliminates phone calls can also lead to improved communication within SKH. Nurses can communicate more effectively with the transport team, leading to better coordination of care and improved patient outcomes.

