



Enhancing communication in Specialist Outpatient Clinics (SOC)

Singapore Healthcare Management 2024

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Introduction

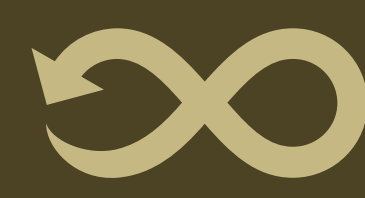
The Division of Ambulatory Services is made up of more than 500 members who oversees the operations of the SOC in SGH. Effective communication is key to keeping care and frontline teams properly informed and enquiring patients receive highest service standards and standard of care. Due to the nature of the business, it can be challenging to meet the clinic teams regularly with sufficient amount of time allocated. Hence an alternate approach to deliver communication is necessary.

Aims



- The team acknowledged the need for “TACO” information
- Timely – regular schedule to disseminate information
- Accurate – information has to be reliable and standardized for one to trust
- Clear, close loop - easily understood by being clear and concise. Ensure information is disseminated to all
- Open – open system for sharing of information between departments, bearing in mind ease of use and accessibility.

Methodology



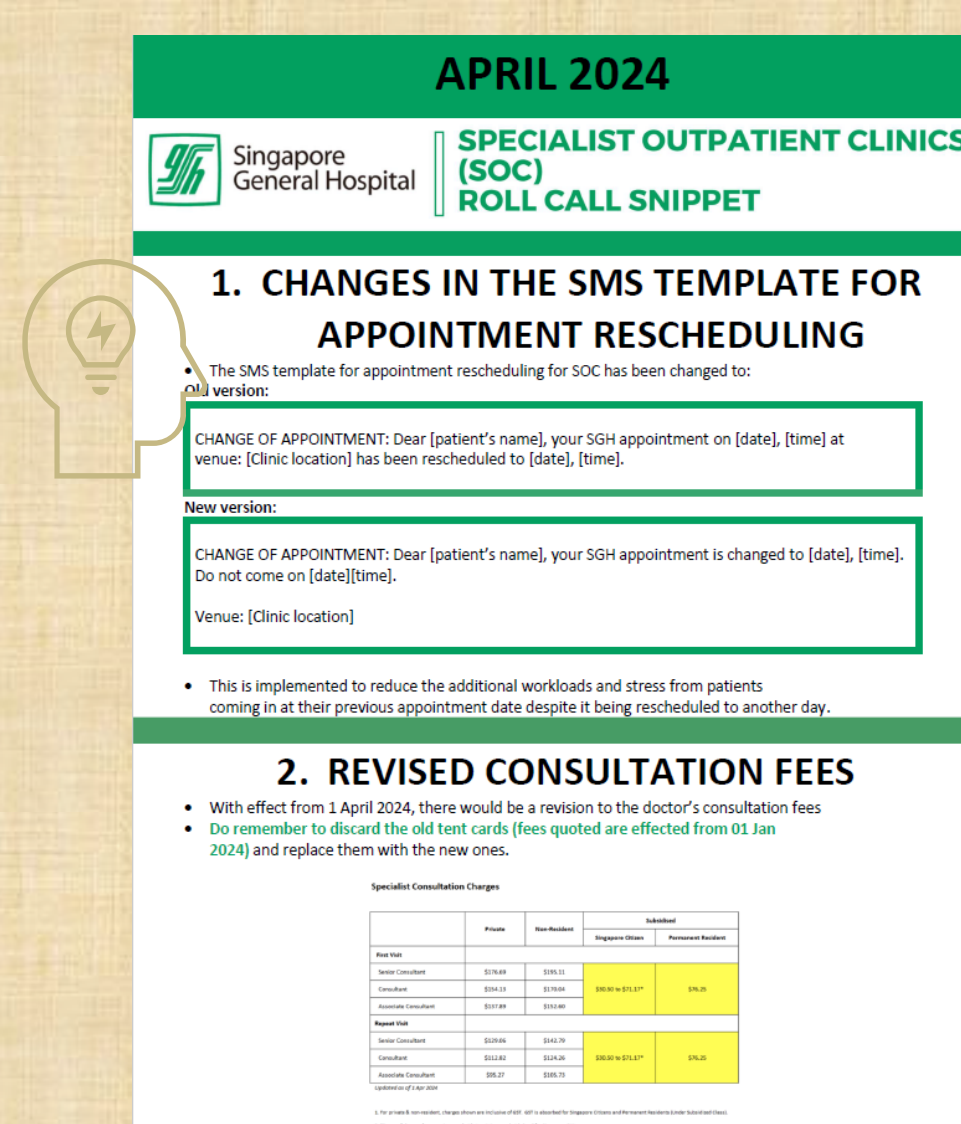
- Content is contributed by everyone in the department through a common shared drive, encouraging accessibility
- Emails reminder to clinics-in-charge to ensure that the dissemination is done
- Audits are done to ensure information is disseminated and communication loops are closed
- Requirement for staff to acknowledge within a designated timeframe to close the communication loop

SOC CLINIC / NAME	Roll Call Snippet
DATE: 11 FEB 2024	
STAFF	SIGNATURE
NC SIM JA HUI	[Signature]
SEN VAN YU LING	[Signature]
SEN LI NIOO	[Signature]
SEN BHALLA	[Signature]
SN LEE LA MARTIN	[Signature]
PEN PATRIMMAL	[Signature]
PEN VILVAKUMARI	[Signature]
SEN SUPRABTI	[Signature]
SPSAG ESTHER TAN	[Signature]
SPSAG RUMENANI	[Signature]
SPSAG DILASH	[Signature]
SPSAG STAZA RIFDINA	[Signature]
PSA NUR ATEZA	[Signature]
PSA BURJANI	[Signature]
PSA NICHASHIDAH	[Signature]
SHICA SANTHI	[Signature]
SEN MA RUDRA	[Signature]
SEN NIOO MOCK CHYI	[Signature]
PEN LOH PHUI KENG	[Signature]
PEN JASBINDER KAUR	[Signature]
PSA SERENE ANG	[Signature]
PSA SANTHI	[Signature]
PSA LANCE LIM	[Signature]
SHICA LIM SIN HYOK	[Signature]
PERE. Sathya	[Signature]
PERE. Sathya Raja	[Signature]

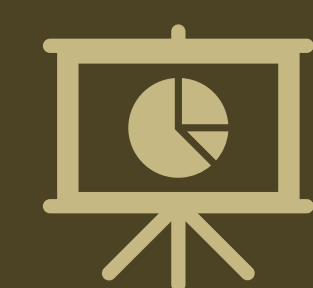
Features



- phrases
- Use of visuals aids
- highlight/bold key information
- Relevancy of information and generic
- Not too many pages till it takes away a reader



Results



- Increased awareness and understanding
- Stronger communication with clear consistent information sharing
- Stronger sense of cohesion and community
- In 2023 EES result, Communication to staff about matters affecting them was one of top 3 strengths and team is committed to ensuring that.

Strengths and Opportunities		% Favorable	Historical	Parent	Overall	Norm
SGH: Division of Ambulatory Services (723)						
Strengths						
1	Understand how my performance is being evaluated	90	1	-1	2	+
7	The organization does an excellent job in keeping staff informed about matters affecting us	84	-3	0	1	+
29	Regarding pay, how good a job do you feel this organization is doing in matching pay to performance?	46	-4	3	3	+
Opportunities						
52	The organization provides adequate family-friendly initiatives.	71	-9	6	2	-12*
37	I have the opportunity for professional development and growth in this organization	72	-7*	6*	-5*	-6*
48	My supervisor gives me recognition for a job well done	74	-9*	2	-3	-9*