



Singapore Healthcare Management 2024

Efficiency and Sustainability: Digitizing Neuroradiology Patient Preparation Processes

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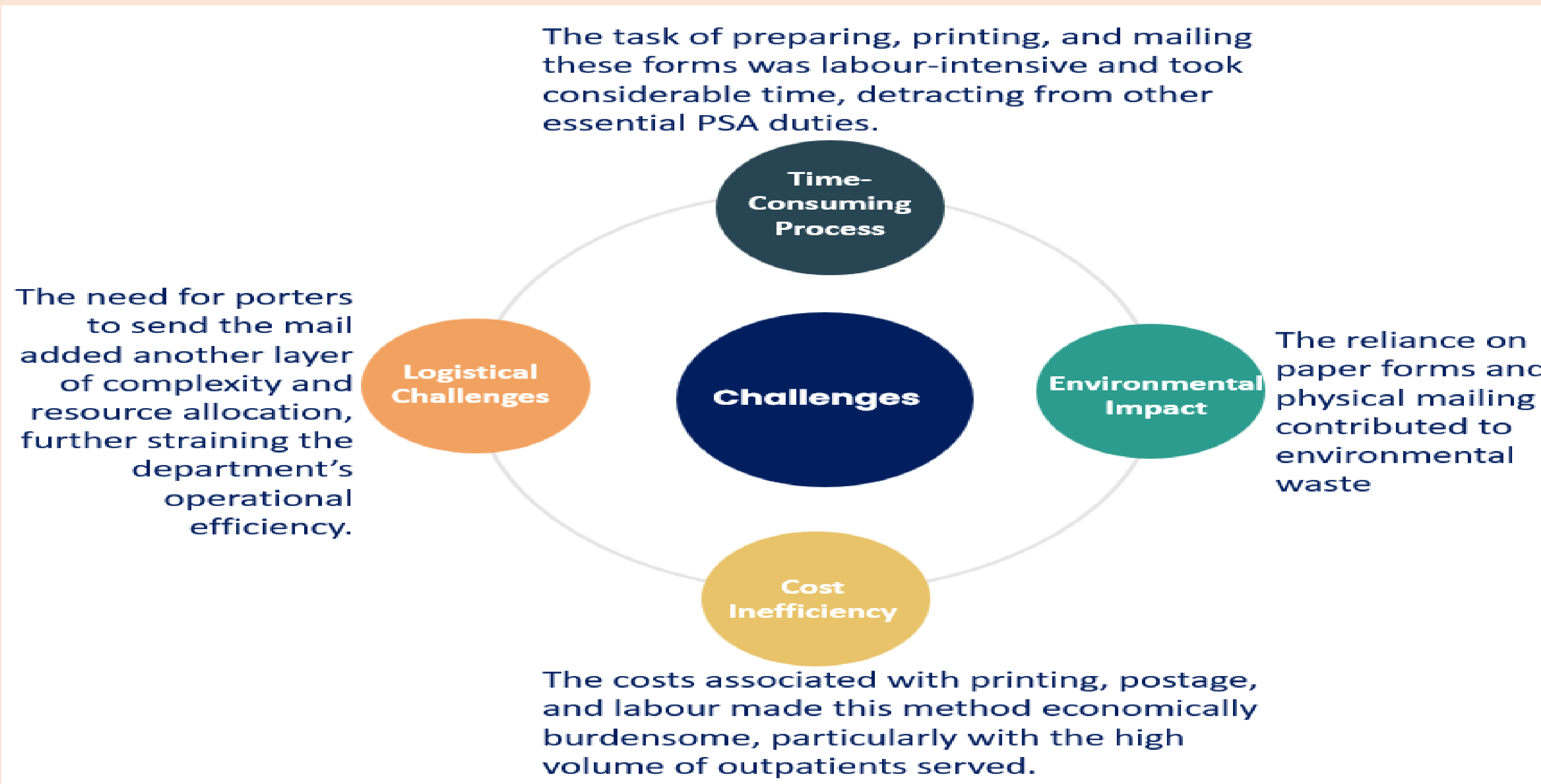


Background

In the past, Neuroradiology Patient Service Associates (PSAs) were required to mail patient preparation forms to outpatients ahead of their scan appointments. These forms were crucial in ensuring patients were well-informed about the necessary preparations before their appointments.

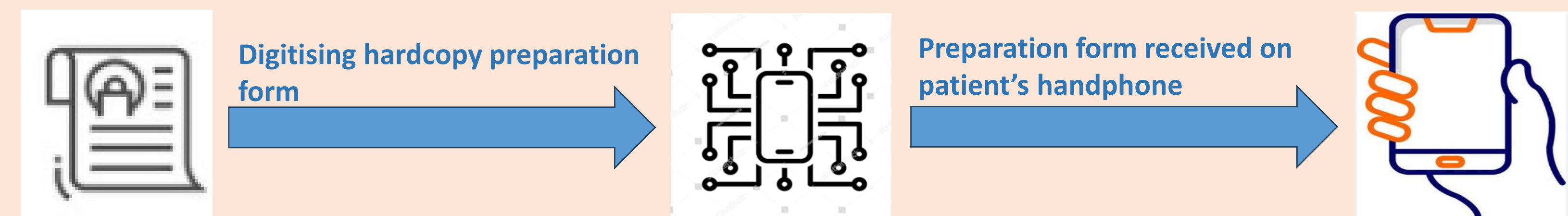
The challenges of the traditional method include

- Time
- Environmental
- Cost inefficiency
- Logistic



Aim

Transitioning from hard-copy patient preparation forms to electronic versions in radiology enhances environmental friendliness, promotes sustainability, and streamlines operational efficiency. Digitizing forms reduces paper consumption, fostering a more sustainable healthcare environment. This shift also optimizes resource utilization, allowing patient service associates (PSAs) and porters to focus on core duties of direct patient care.



Methodology

Implementation Methodology: A Lean Methodology Approach

Value Stream Mapping

- Lean methodology was applied to optimize the patient preparation process, starting with value stream mapping. This process visually mapped the current workflow, identifying areas of waste and inefficiencies.

Digitalisation & Integration

- Digitizing patient preparation forms using the [FOR.SG] platform by Open Government Products in which trusted short links by only healthcare professionals are created, allowing the public to use it with confidence.

SMS Notification System

- The digital forms were embedded in SMS notifications, eliminating the need for physical mailing and significantly reducing the time required for patients to receive crucial pre-appointment information.

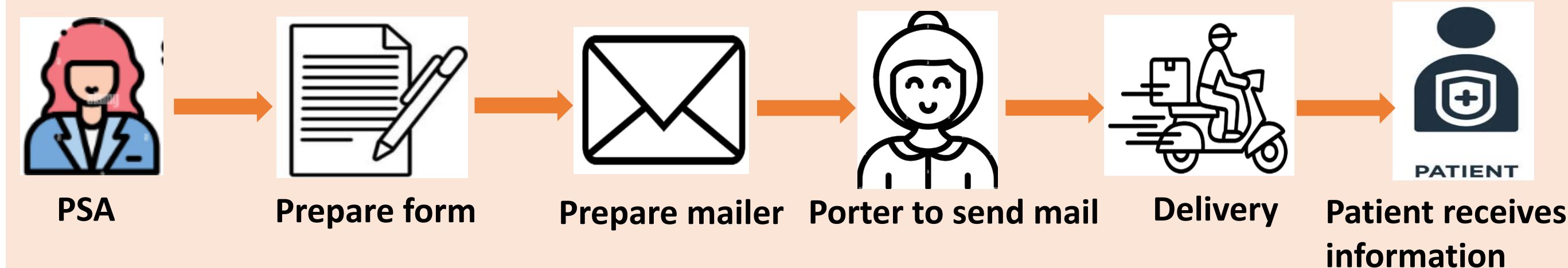
Continuous Improvement

- The department adopted a continuous improvement approach, regularly monitoring the system and making adjustments as needed to ensure optimal performance and address any evolving needs.

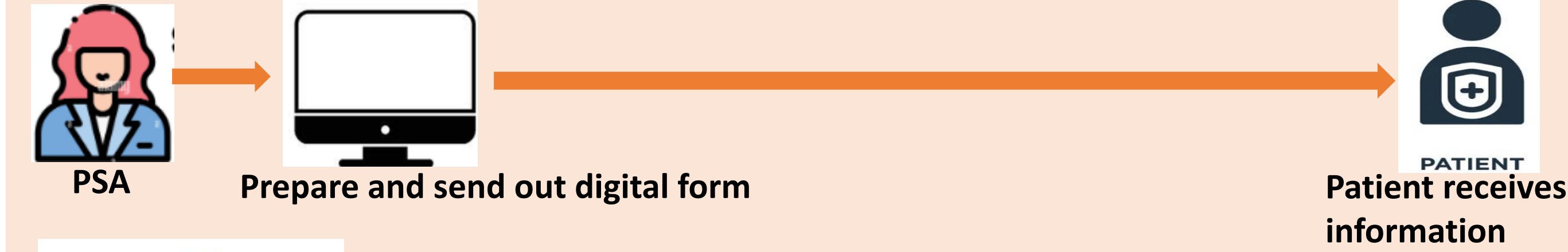
Results

Since its launch on January 12, 2024, the pilot program for transitioning from hard-copy to electronic patient preparation forms has yielded significant benefits. This initiative underscores our commitment to environmental stewardship, operational efficiency, and patient-centric care.

Before Digitisation



After Digitisation



Environmental Impact

- 01 • 100 sheets of paper daily.
- 26,000 sheets annually



Operational Efficiency

- 02 • **Time Savings:** PSAs save 10 minutes per patient on filling the forms and preparing mailers.
- ✓ **Daily Time Savings:** 300 minutes
- ✓ **Annual Time Savings:** 78,000 minutes
- **Porter Time Savings:** 10 minutes daily, totaling 2,600 minutes annually.



Improved Patient Communication

- 03 • **Instant Information Delivery:** Patients now receive their preparation information almost instantly via SMS as soon as their appointment is scheduled.
- **Enhances patient preparedness:** Reduces the likelihood of missed or unprepared appointments.

Conclusion

In conclusion, the shift from hard-copy patient preparation forms to electronic formats demonstrates a dedication to environmental responsibility, operational sustainability, and technological advancement. By adopting this digital transformation, the department has improved its ecological footprint, operational efficiency, and patient care delivery. This progress fosters a more sustainable and patient-centric healthcare ecosystem.