

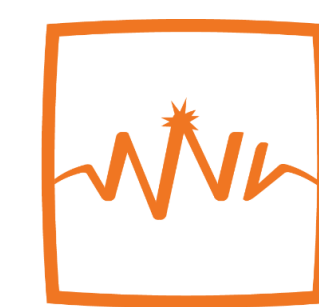


Singapore Healthcare Management 2024

QI Project on Reduction of Abandoned Call Rate at NNI Call Centre

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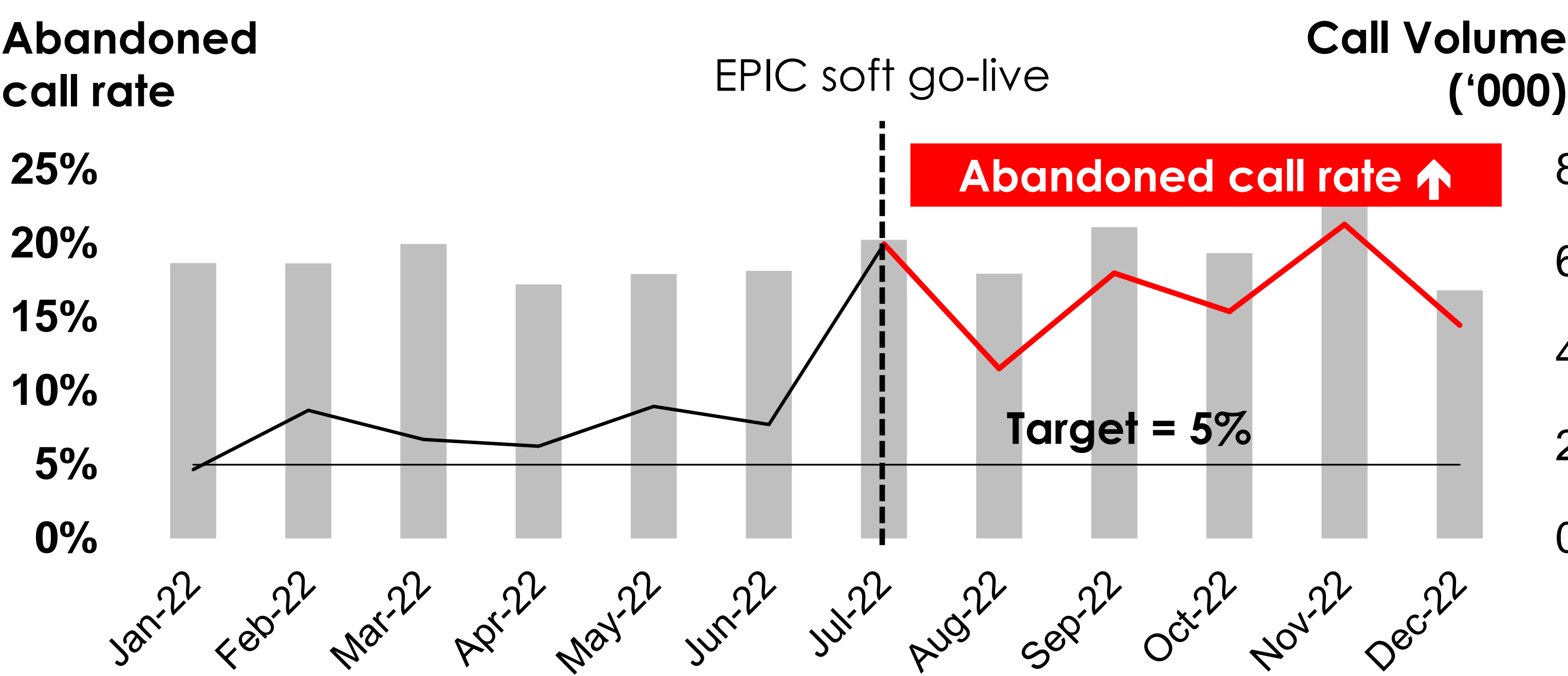
With Call Centre Agents: Nur Hidayah Bte Azman, Nurhidayah Mohamad Faizal, Pak Foong Peng, Chan Jiamin, Jeslyn Loh Yu Xin, Nur Syarafana Bte Shariff, Cai Fenglong, Siti Nur Syairah Bte Ishak, Lou Siew Choo, Loh Ya Pin



National Neuroscience Institute
SingHealth

Introduction

- Call Centre is staffed with 5 PSA call agents (rotated) to manage appointment calls and general enquiries
- Abandoned call rate has increased to **almost 20%** ever since EPIC (NGEMR) soft go-live in July 2022
- Even as call agents got familiar with the new system, high abandoned call rates persisted
- Challenging to reduce abandoned calls as callers' queries and requests were getting more complex

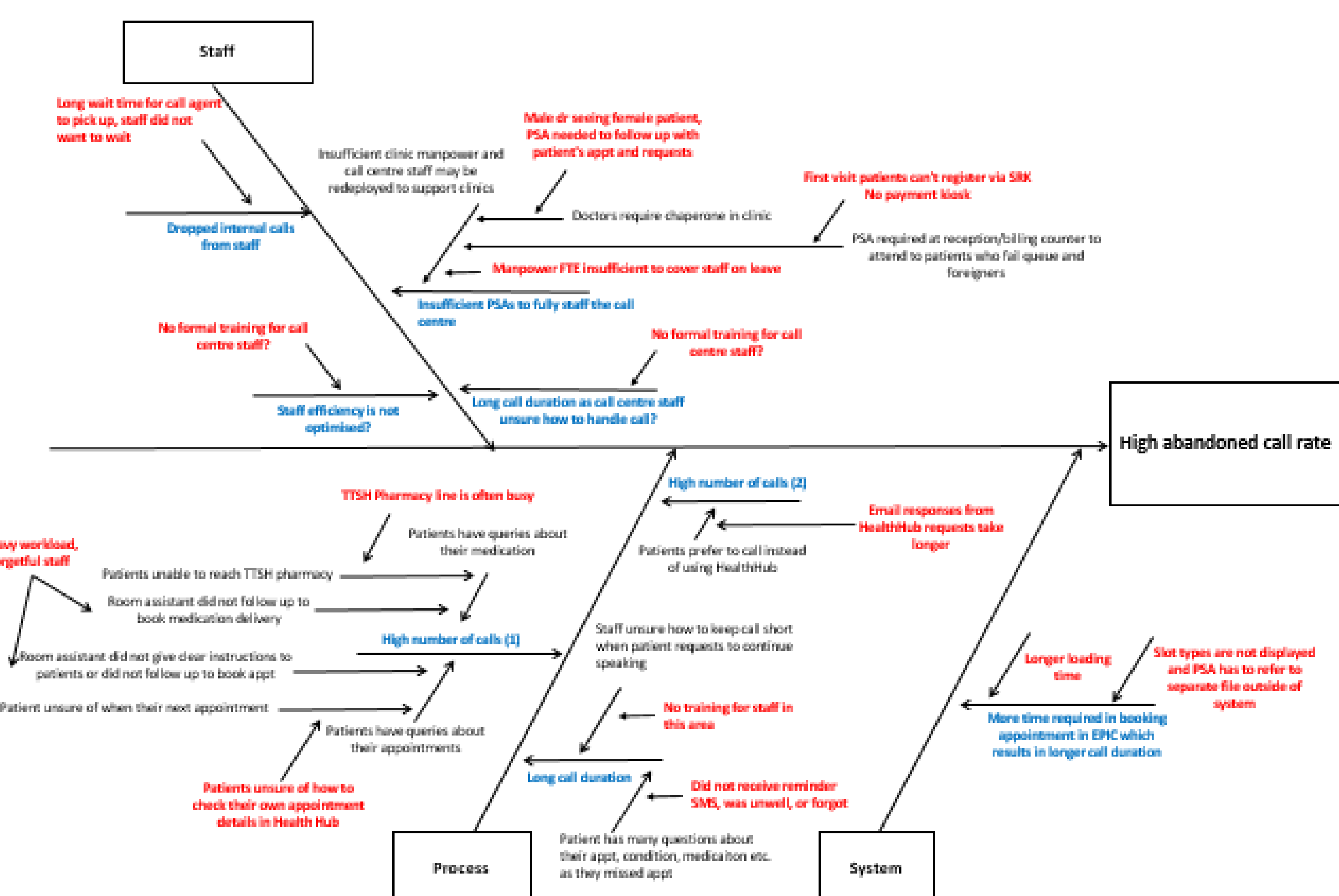


Objectives

- To **reduce abandoned call rate** in NNI Call Centre to **5%** (the cluster target) in 1 year
- To ensure that our patients receive timely service and care

QI Methodology

- Analysis of the current situation
 - Reviewing our call centre data, the largest call volume with longest call duration are calls regarding Repeat Visit Rescheduling
- Root Cause Analysis



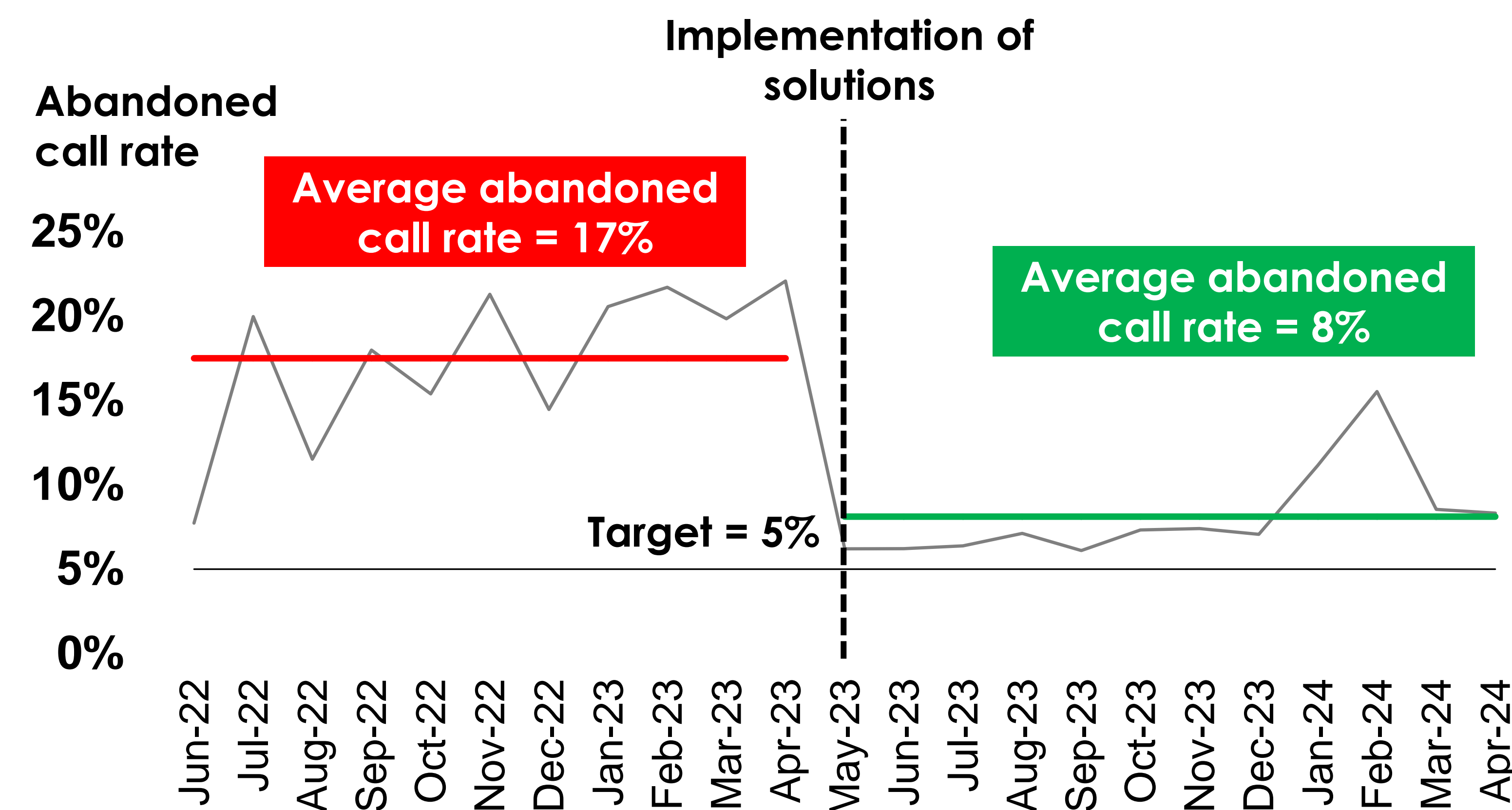
QI Methodology (cont'd)

- Prioritisation of Root Causes using Action-Priority Matrix

	Low Effort	High Effort
High Impact (will help a lot)	<ul style="list-style-type: none"> Untimely clearing of workqueue by room assistants, ward discharge staff (2) Insufficient HealthHub publicity and education (in general and by staff)* Patient missed appt due to missing SMS/forgot about appt 	<ul style="list-style-type: none"> Slot types (Dr template) not displayed in EPIC (1) Callers unable to contact TTSH Pharmacy (3) Longer loading time in EPIC Room assisting, registration and billing had been prioritised over call centre
Low Impact (help a bit)	<ul style="list-style-type: none"> Insufficient manpower handling emails Internal dropped calls Formal training for call centre staff 	

Results

Abandoned call rate reduced to 8%



Note: increase in Jan & Feb 2024 abandoned call rate due to IVR tech refresh, IT downtime, and manpower shortage

Solutions:

May 2023

- Take down caller and request details** to follow up later (not sustainable)
- Ensure that all 5 lines are always active** (5 call agents throughout the day) (sustained)

Sep 2023

- Update doctor's schedule interface in EPIC** with slot type info to reduce time needed to book an appointment (**most effective**)

Future plans : Promote patient self-help in appointment management through tools such as HealthHub and chatbot to reduce call volume

Conclusion

Although the project target of 5% was not met, **the team achieved a reduction in abandoned call rate from 17% to 8% in 1 year.**

The team will continue to work on sustaining the results.