



# Singapore Healthcare Management 2024

# Challenging Norms to Improve Patient Experience: Successful Story of Implementing Single Visit Consult and Procedure for Fine Needle Aspiration Cytology (FNAC) of Thyroid Nodules

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## Introduction

Patients requiring Fine Needle Aspiration Cytology (FNAC) of their thyroid nodules by Interventional Radiology (IR) will need to make a total of **three** visits to the hospital:

- 1) Initial doctor consult visit with primary physician (ENT, Head and Neck Surgery or Endocrinology)
- 2) Second visit with IR physician, for doctor consultation and listing of FNAC procedure into SCM
- 3) Third visit to undergo the FNAC day surgical procedure at Surgery on 2 (So2)

This has led to **multiple patient complaints** and **negative patient experience due to the misaligned expectations**. Patients were expecting to undergo the FNAC procedure in their next visit back at the hospital, instead of seeing another specialist for a consult and listing of procedure.

## Project Aims



### Improve Overall Patient's Experience

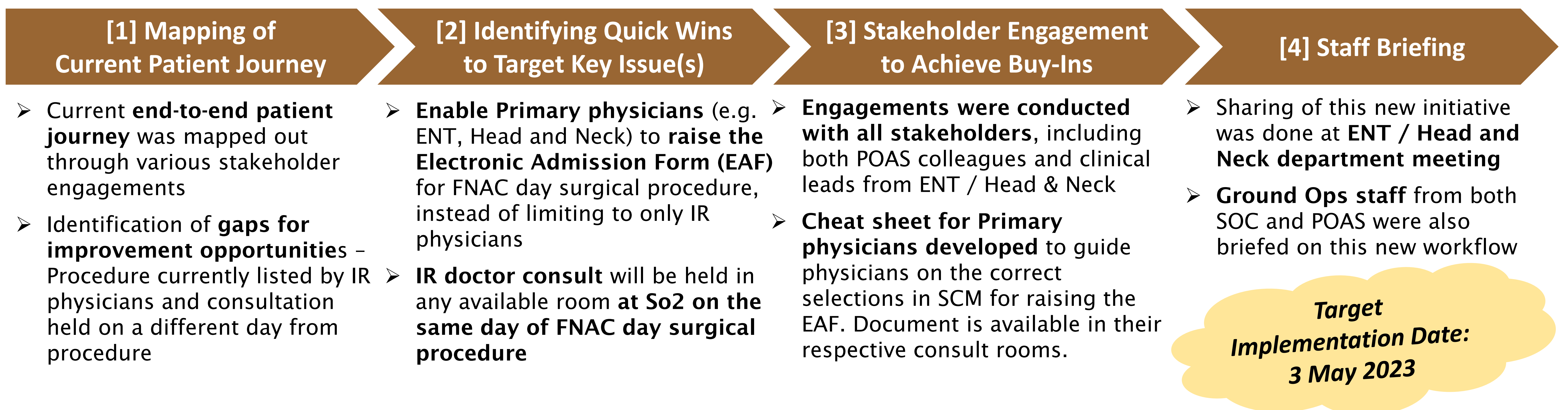
- Minimize an additional trip back to the hospital



### Optimize Resources and Improve Staff Well-being

- Allow physicians to dedicate their time more efficiently
- Reduce management of negative patient feedbacks

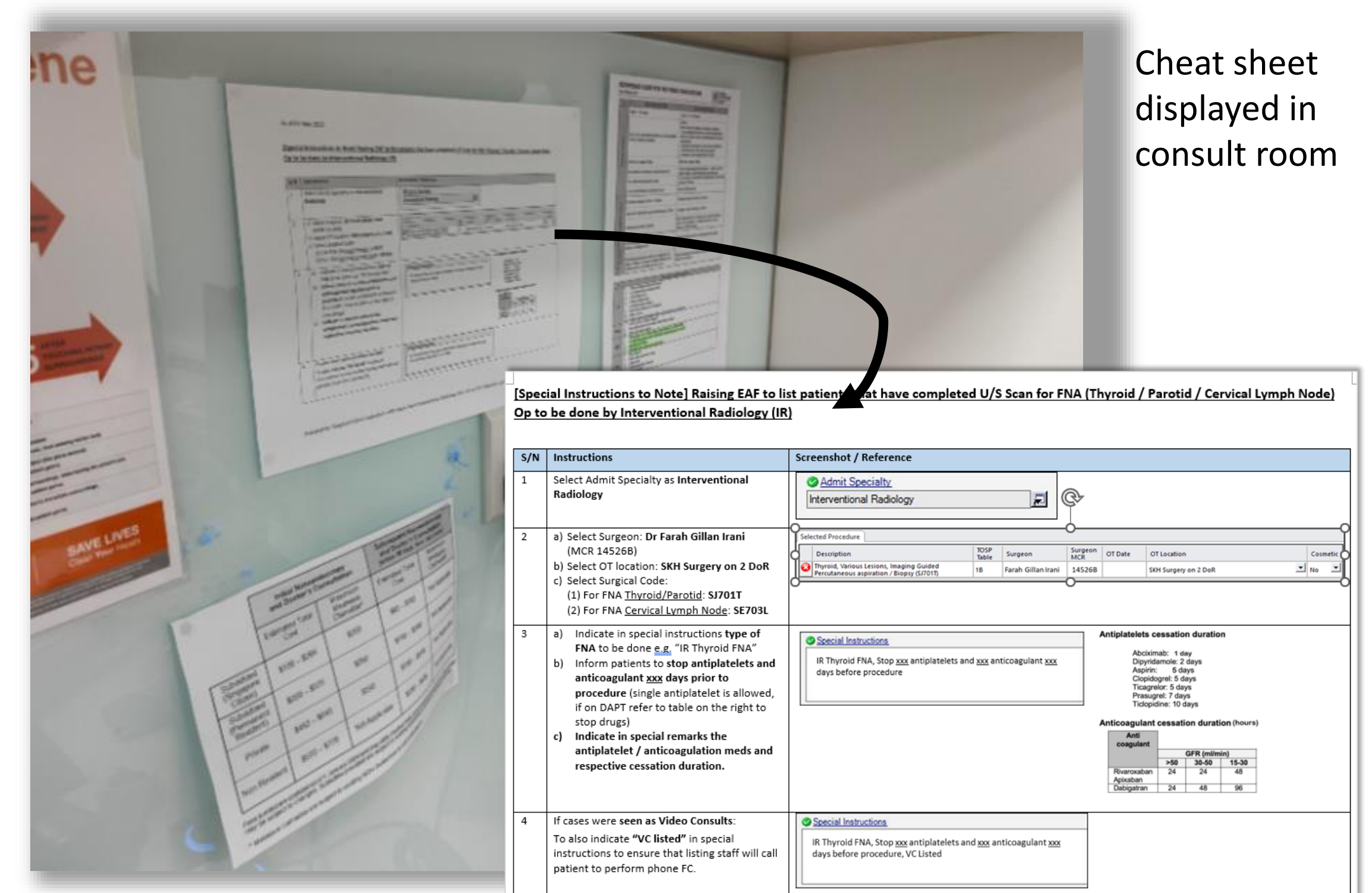
## Methodology



### Patient Journey before 3 May 2023:



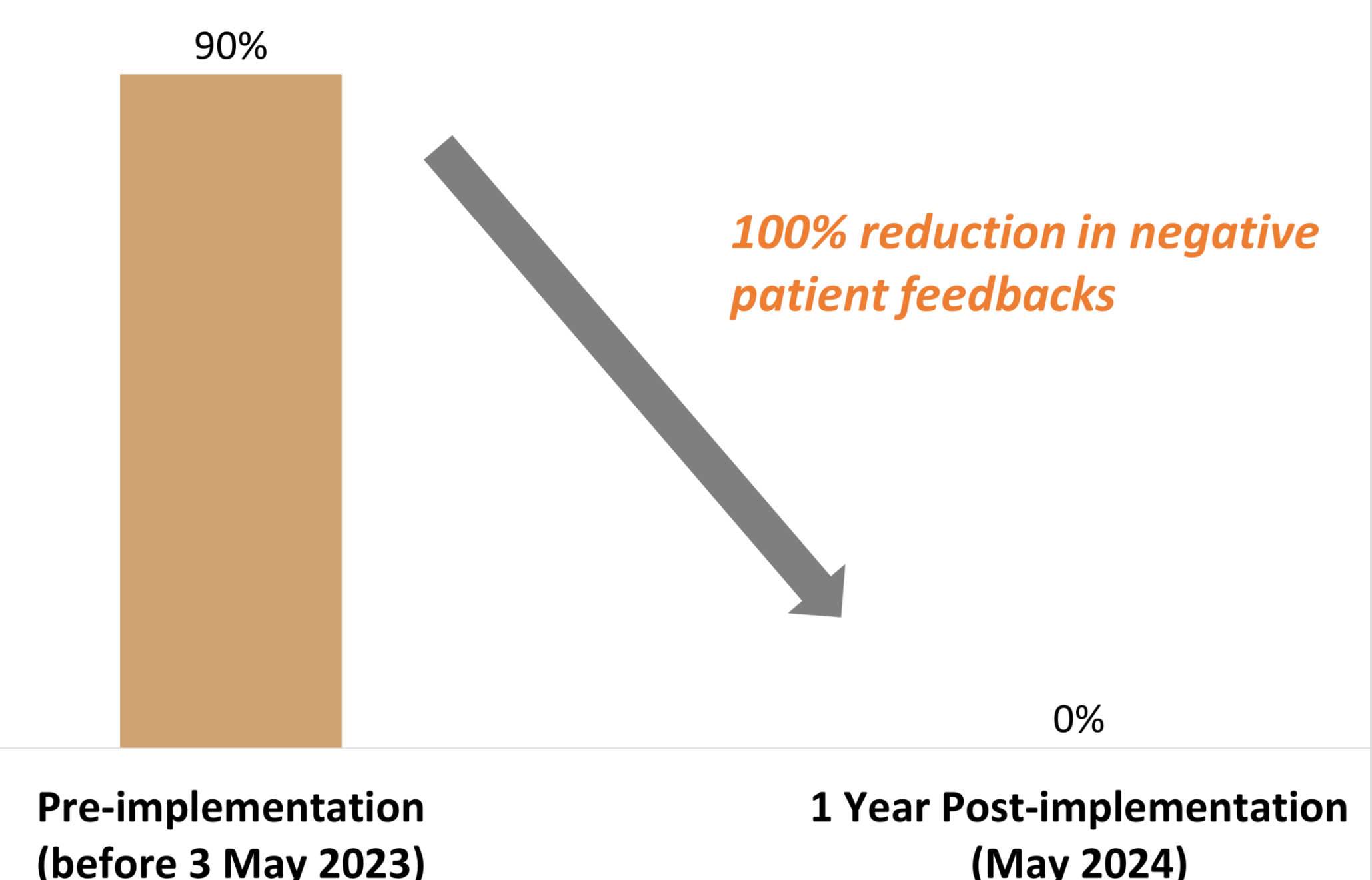
### Patient Journey w.e.f 3 May 2023:



## Results Achieved

- The team has successfully managed to combine the IR consult and FNAC procedure to be done on the same day at SO2, thereby maximising resources and manpower required.
- Number of trips that patient needs to make it back to the hospital has been reduced and patient's experience was improved.
- Since implementing on 3 May 2023, the number of negative patient feedback have drastically reduced from **90% to 0% occurrence**.
- Doctor and Ops Staff well-being have also improved significantly** as a result, without having to manage these feedbacks on top of their daily work.

Negative Patient Feedback Occurrence Pre- and Post-Implementation of Initiative to Streamline Patient Journey



## Conclusion & Future Works

Since this successful implementation, the team has also gone forward to scale this workflow to other procedure cases (i.e. PICC / Hickman Line Insertion procedures) performed by IR doctors with Infectious Diseases physicians as the primary referring doctor.