



# Digitalization of Intra-Uterine Insemination (IUI) preparation to enhance patient's experience and accessibility to information

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## Introduction

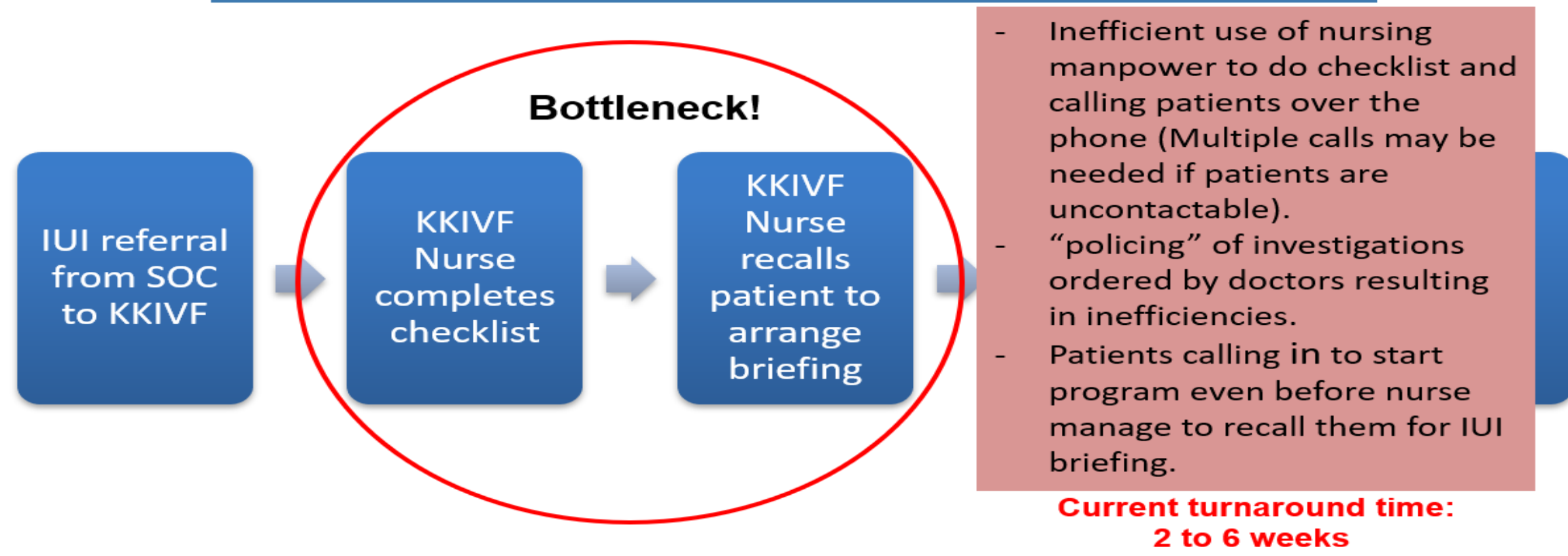
Patients referred for Intra-Uterine Insemination (IUI) program for the first time are required to attend an onsite briefing session to understand about the treatment cycle, do financial counselling and complete administrative paperwork prior to starting.

## Problem

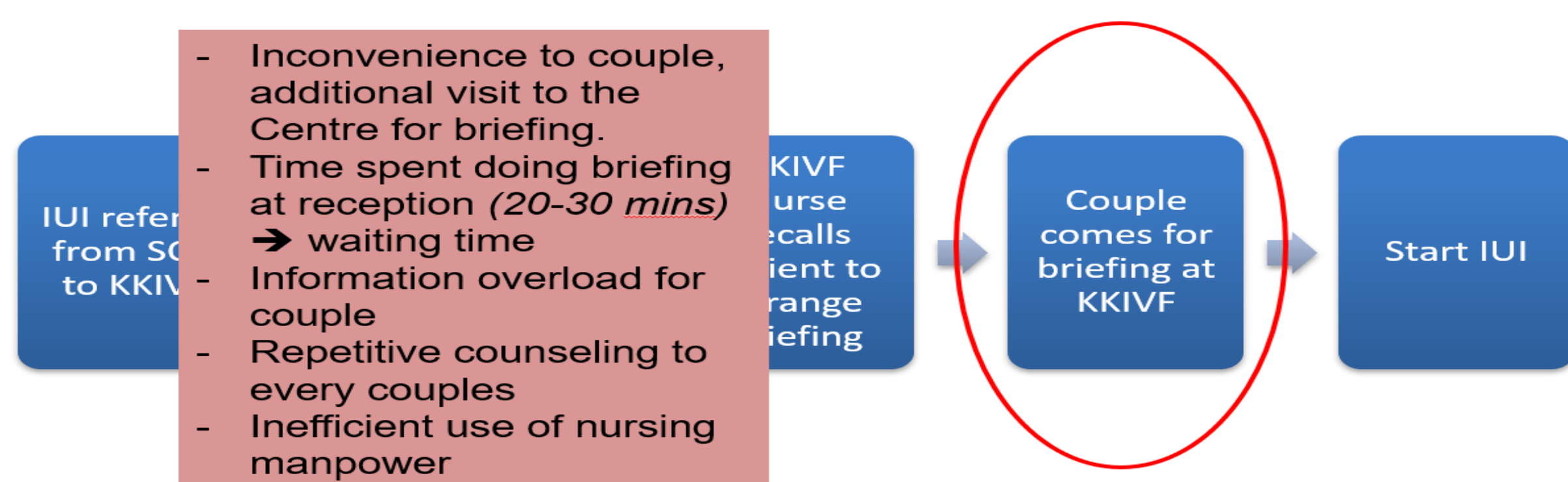
### Current workflow



### Issues with current workflow (1)



### Issues with current workflow (2)



### Patient's feedback

At kkivf counter 7, the lady who is in charge of explaining every procedure of my iui, I also heard her explaining ivf procedures to others. I feel there is too much explanation to do on her part. If patient are given a video to watch prior to her detailed explanation, patients would be able to understand her faster and she doesn't have to repeat anymore. Few occasions I heard patients still unclear and she have to explain again and again. I think it is not a effective way to educate patients who are going to do iui and ivf. We can have the understanding through a video or 1 staff explaining to multiple patients in a room before that 1 nurse explained to us in details. In this way, Definitely can save more time for both nurse and patients. Lesser waiting time and faster and clearing understanding. Thank you.

## Root causes

- Lack of an online education platform for briefing on IUI treatment journey.
- Lack of an online platform for submission of documents.

The team felt there was an opportunity to improve patients' experience and streamline the IUI briefing process.

## Aims

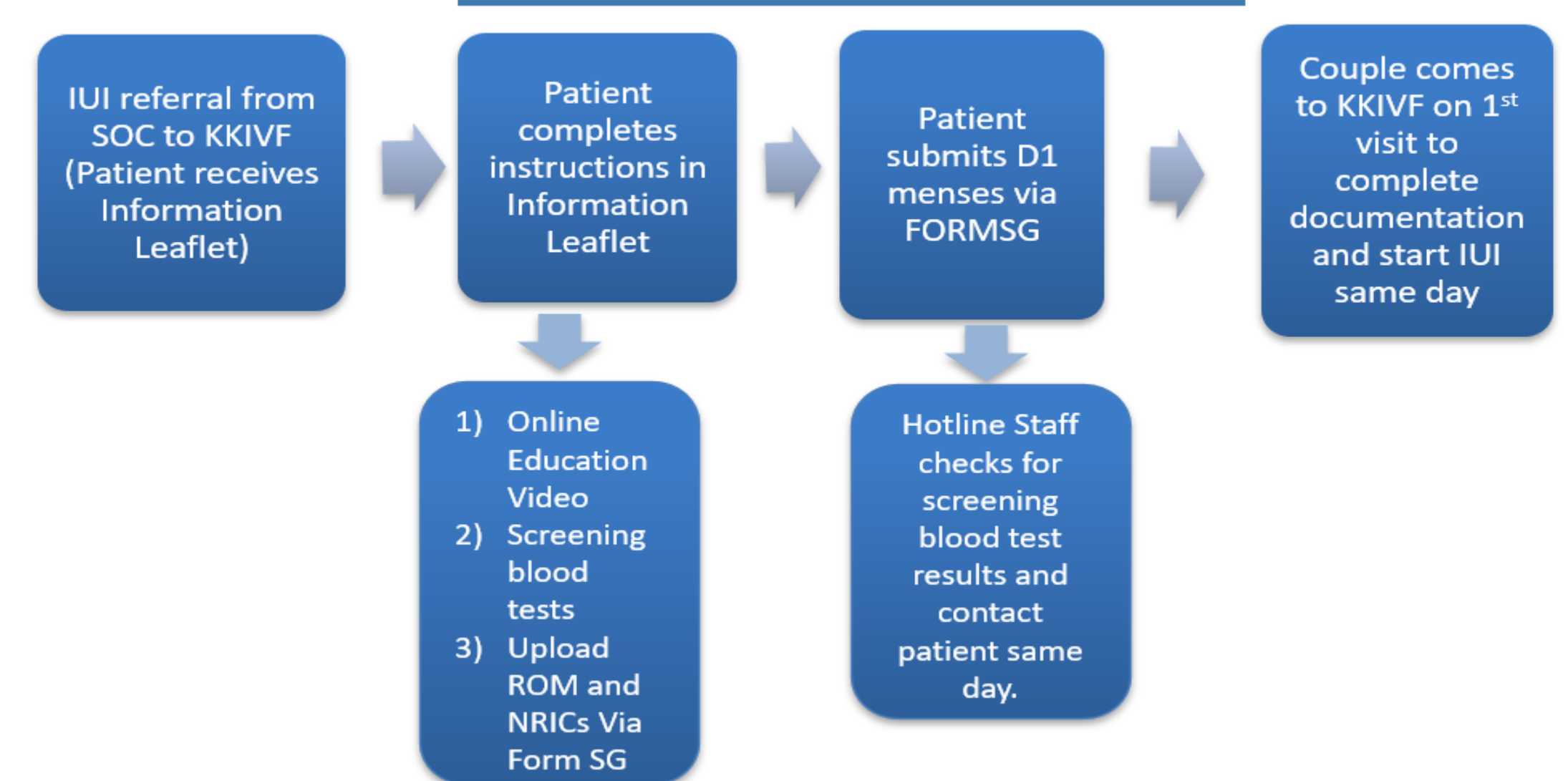
The team aimed to achieve the targets:

- Shorter turnaround time for patients to start IUI program
- Reduce inconvenience to patients such as having to attend on site briefing and counseling.
- Enhance patient accessibility to IUI information and KKIVF online resources
- Increase efficient use of nursing manpower

## Methodology

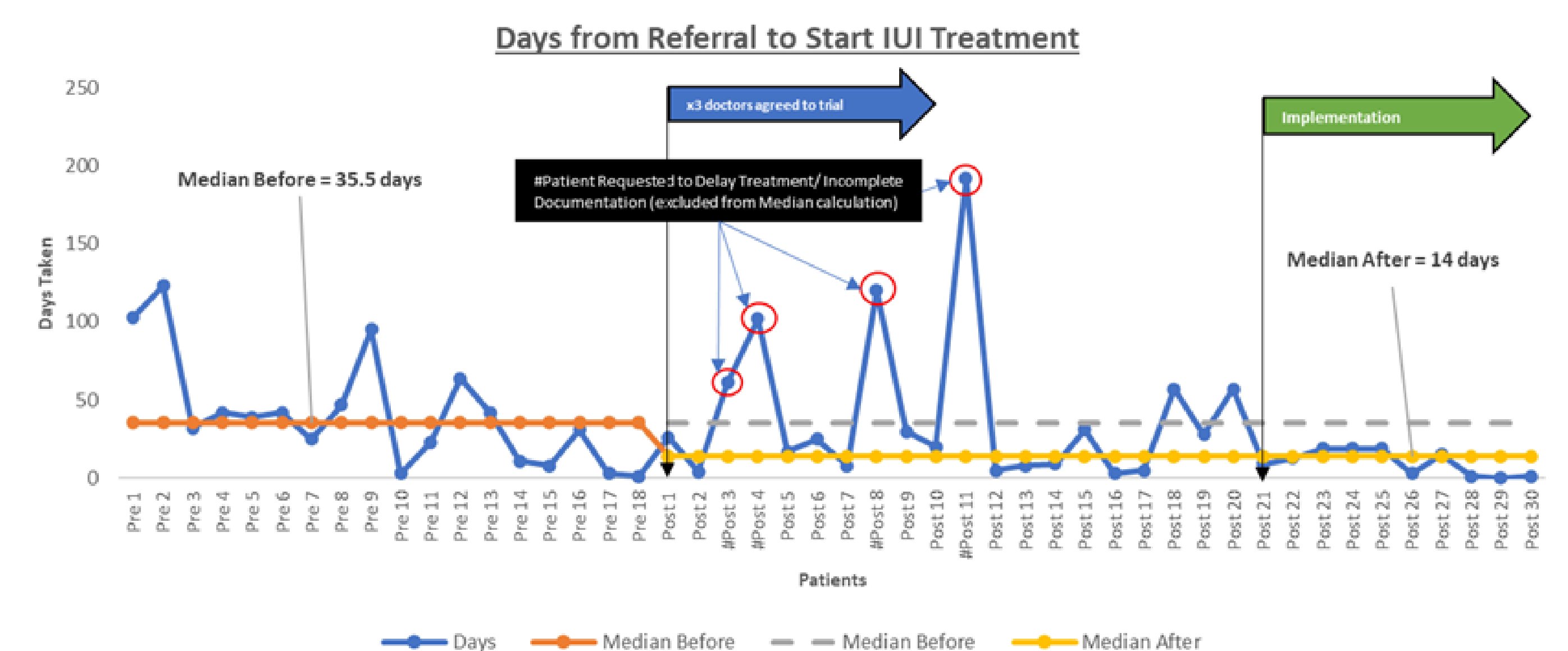
Following consultations with clinicians, administrative colleagues, and nursing staff, the decision was made to transition the in-person IUI briefing to an online education platform. Administrative document submission would utilize FormSG, a secure government platform

### Revised workflow



The trial commenced in April 2023 to March 2024. Patients were provided with an information leaflet containing a QR code leading to the online education video briefing. After viewing the video, couples completed an acknowledgement form and submitted relevant documents online. Subsequently, patients provided details of their day 1 menses via FormSG to initiate their IUI program. Our staff reviewed the results and contacted patients to schedule their first visit appointment.

## Results



Majority of the patients initiated their IUI treatment within one month of referral, no longer constrained by administrative delays such as appointment scheduling for briefing sessions and document submission.

In the survey, 100% of patients strongly agreed or agreed that the video was easy to follow and understand. The streamlined process also improved the utilization of nursing manpower by eliminating the need for onsite briefings.

## Conclusion

The revised IUI processes enhanced patient's accessibility to crucial information, resulting in markedly improved experiences. Patients can embark on their journey swiftly and nurses can focus on direct patient's care.