

MOUNT ELIZABETH NOVENA HOSPITAL

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Customer Service

HOW TO IMPROVE PATIENT EXPERIENCE BY IMPROVING THE ADMISSION PROCESS

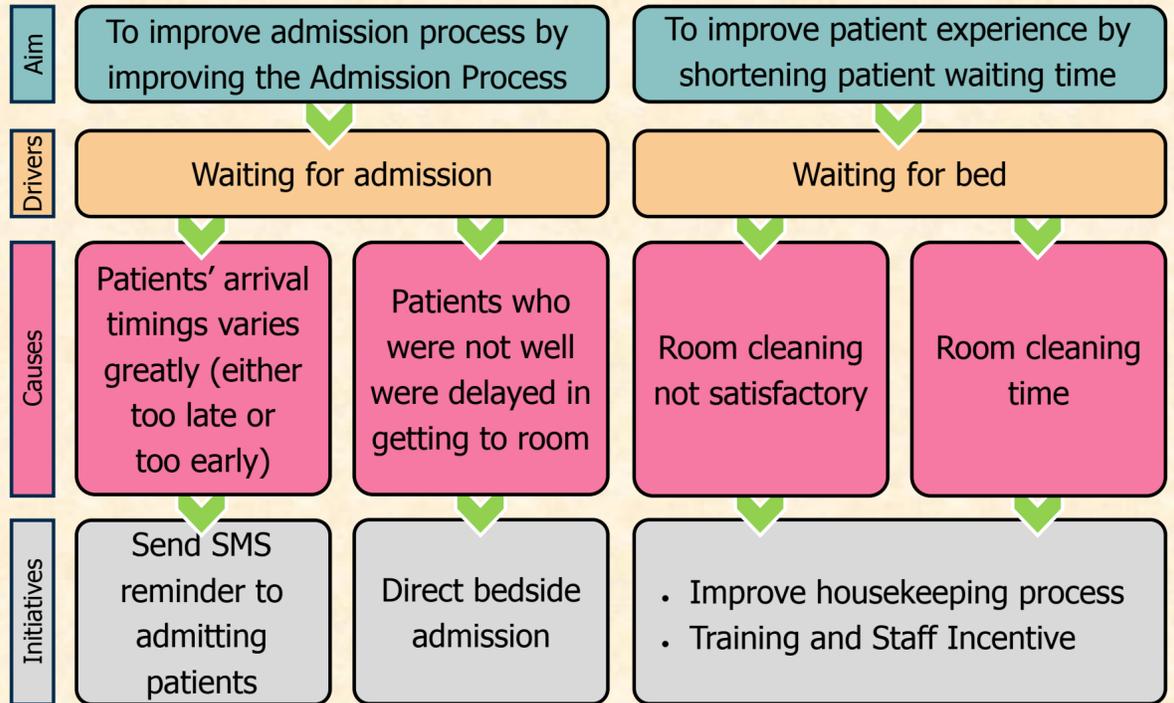
BACKGROUND

Mount Elizabeth Novena Hospital was opened in 2012 and has experienced significant growth in demand for services. Patient expectations of service levels have also grown in tandem.

Across the patient journey in the hospital, the area which patients have been constantly having lower satisfaction with was the admissions process, due to the waiting time.

The hospital identified key drivers resulting in dissatisfaction over the admission process, and looked at initiatives to improve satisfaction.

AIM



ACTION PLAN

1 New Admission Process: Direct Bedside Admission.

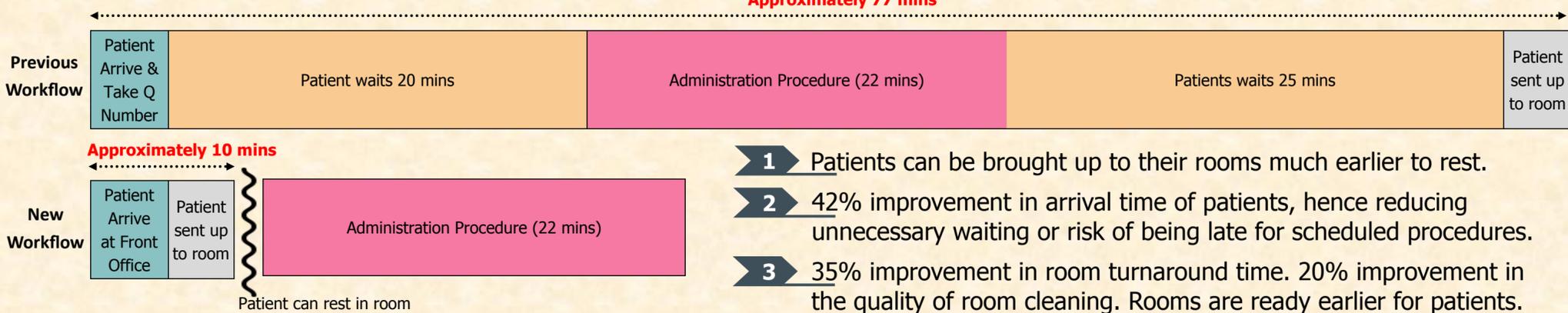
2 Improve patient's punctuality by sending SMS reminders to admitting patients.

3 Improve the performance of cleaning and turning over discharged rooms.

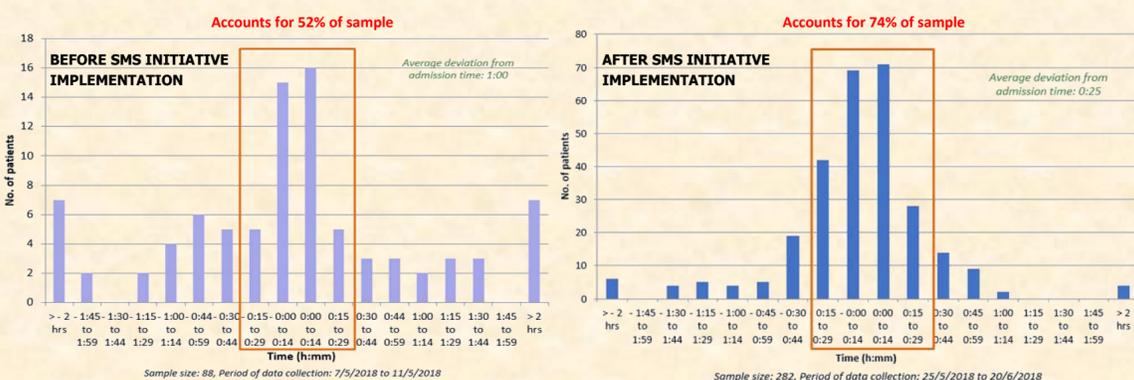
- I. A systematic approach to cleaning and checking rooms based on best practices and also retraining staff and supervisors, as well as creating a systematic checklist for checking rooms.
- II. An incentive system for staff who had performed well on cleaning quality, as well as completed more rooms.

RESULTS

Direct Bedside Admission Workflow



Time Difference between Patients' Arrival Time and Admission Time



Discharged Room Turnaround

