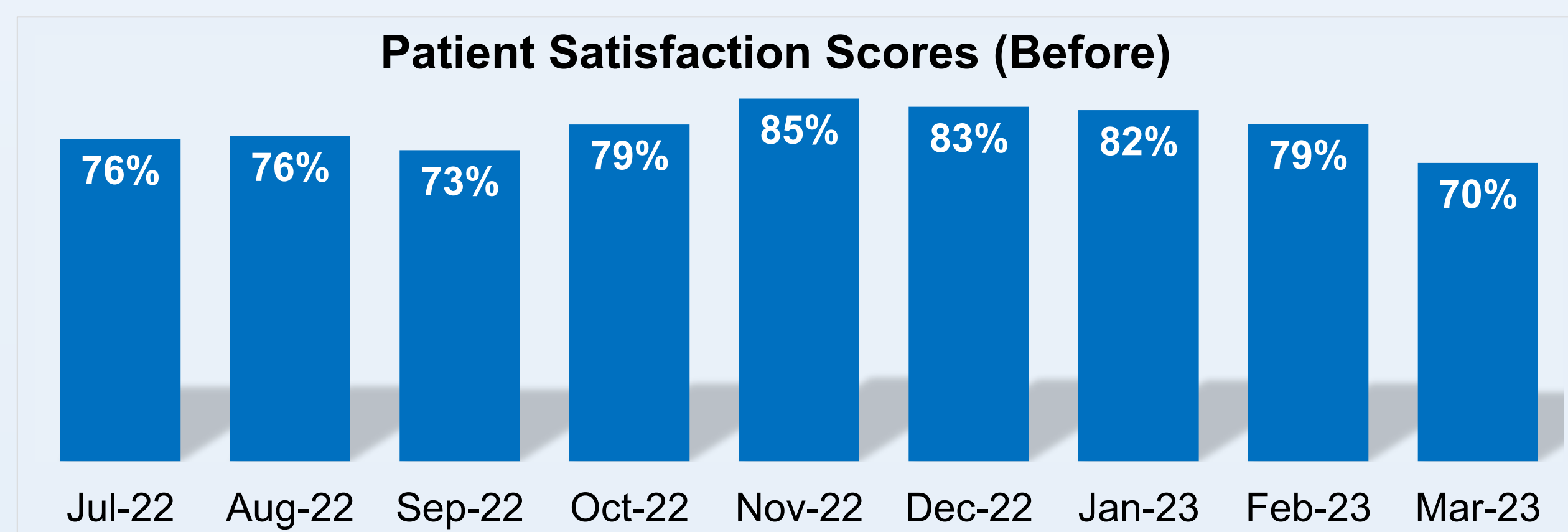


**Team Members:** Dr Lin Jingping, Dr Seo Woon Li, Dr Nicole Cheung, Dr Brandon Koh, Dr Daniel Chor, Wong Shuting, Shahidah Binte Sabtu, Bavani D/O Pannirsilvam, Rachel Lai, Tan Li Xuan, Cathy Lee, Kelvin Ng, Adilah Saat and Suzila Suradi  
**Sponsors:** Adj A/Prof Peng Li Lee, C Uma Chandra and Tan Si Ling

## INTRODUCTION

We aimed to improve patient experience at National University Hospital's Emergency Medicine Department ("EMD"), with a focus on walk-in patients after declining Patient Satisfaction Scores.



### Quantitative Data

- Long wait times
- Communication Issues
- Need for non-clinical care

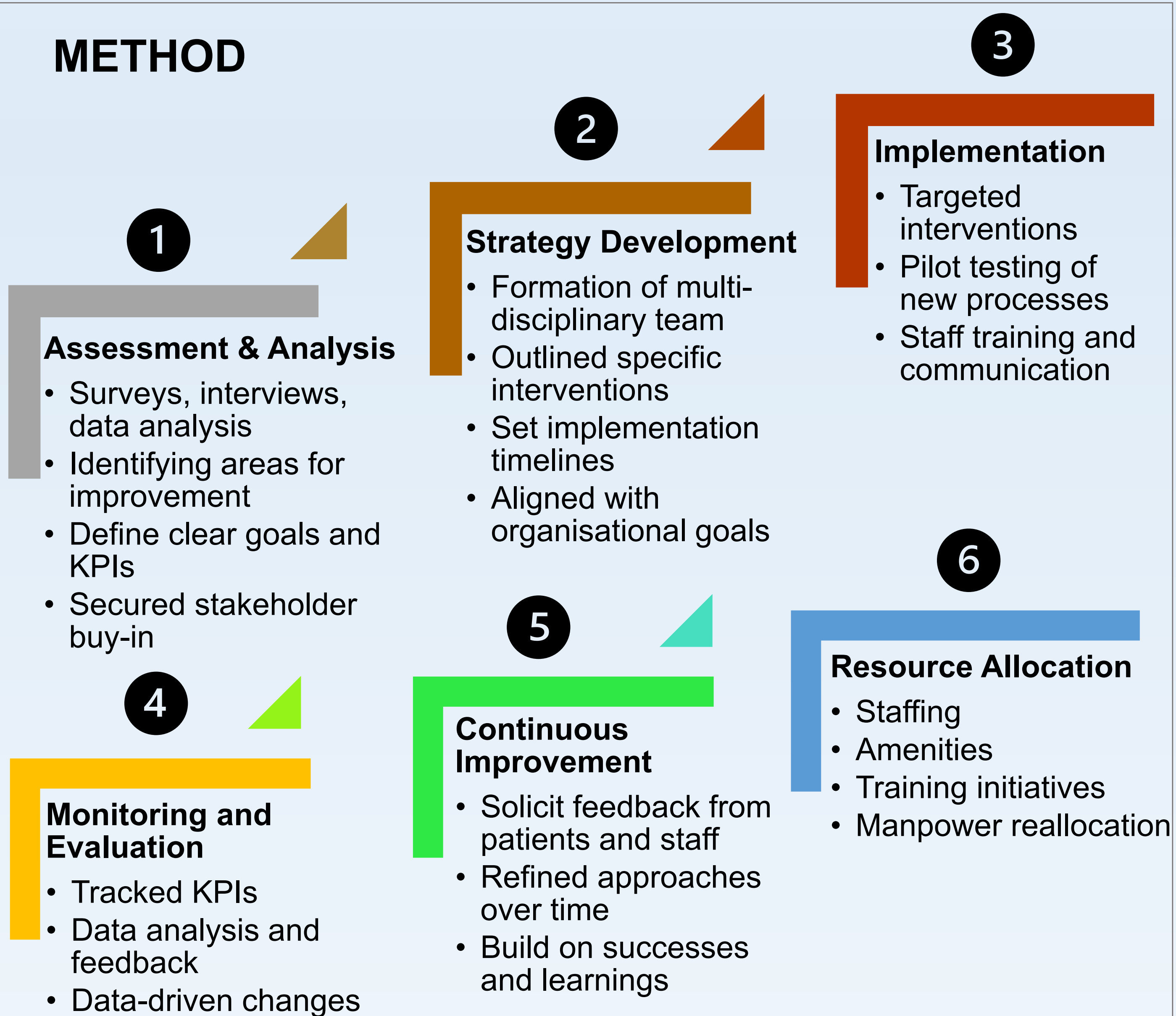


### Challenges

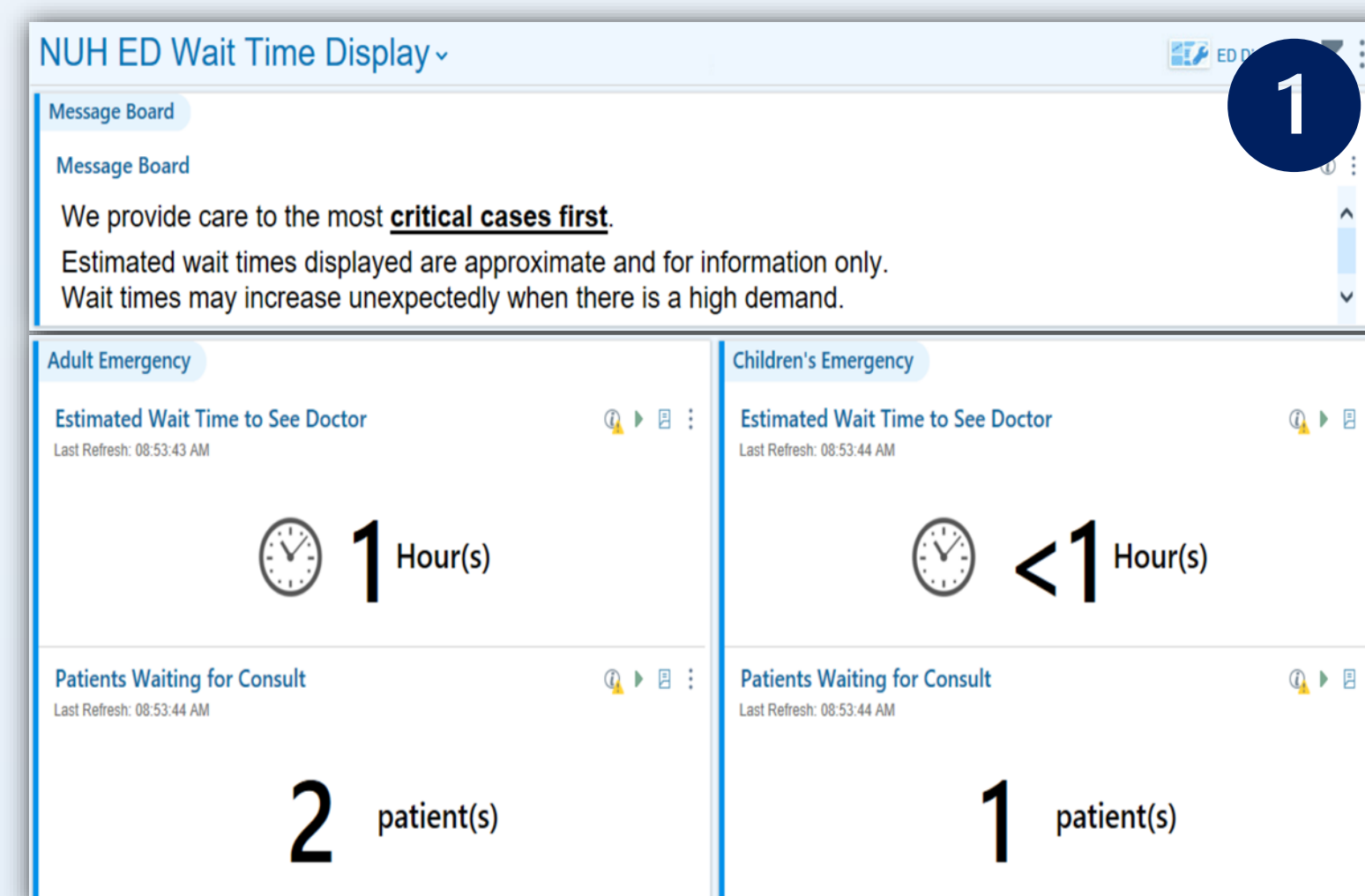
- Patient dissatisfaction
- Operational inefficiency
- Staff burnout

From departmental data and surveys, common pain points were identified and addressed. These included areas such as information on patient wait time, a lack of charging facilities for patients' electronic devices, and confusing directions within the EMD, to name a few. Initiatives were proposed and rolled out to address these issues. We looked to enhance patient experience as it directly impacts patient well-being and recovery. Additionally, such experiences have been known to build patient trust and provider job satisfaction.

## METHOD

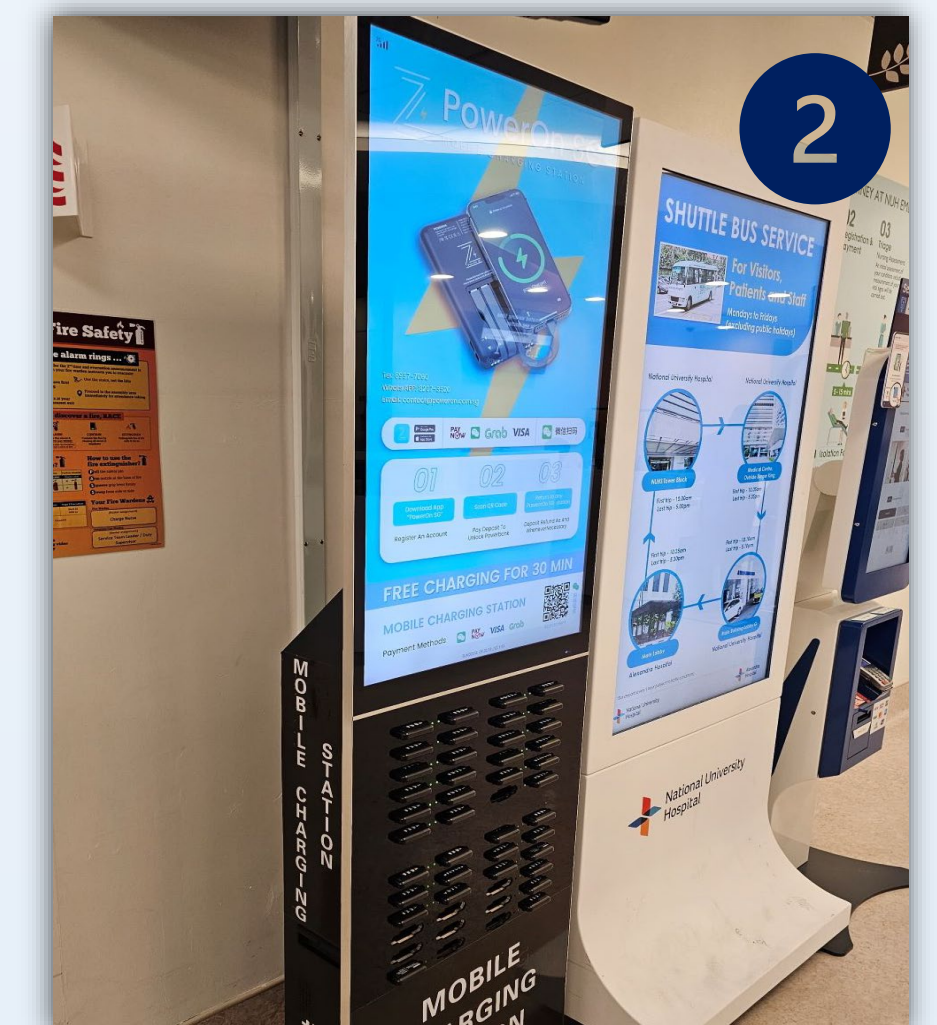


## INITIATIVES



### EPIC Wait Time Dashboards

Provides patients with accurate wait time information.



### Power Bank Kiosk

Allows patients to charge their phones and stay connected with their loved ones.



Before



After

### Redesigned Wall Murals

For better wayfinding & consistent messaging



### Amenities Corner

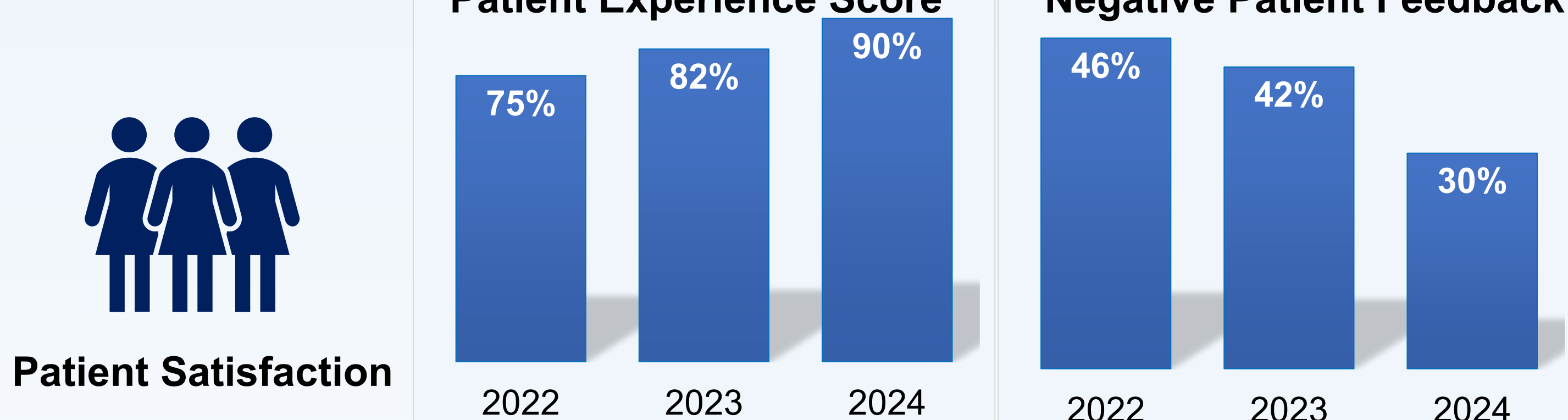
Improved visibility & access to blankets and water during their wait



### Service Ambassador

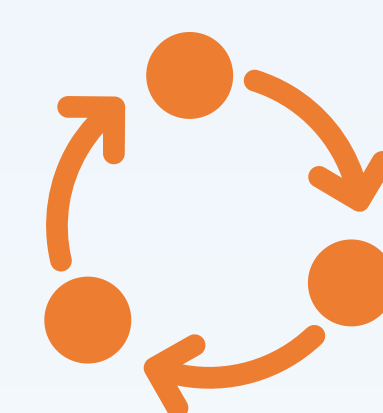
Provides non-clinical care and support for patients & families to facilitate a positive EMD experience.

## RESULTS



To gauge the success in improving patient satisfaction, several metrics were employed, including patient satisfaction scores from electronic surveys and the number of patient complaints and compliments. These improvements indicate that since the inception of this project, patients began experiencing significantly better service, leading to higher satisfaction and more positive feedback.

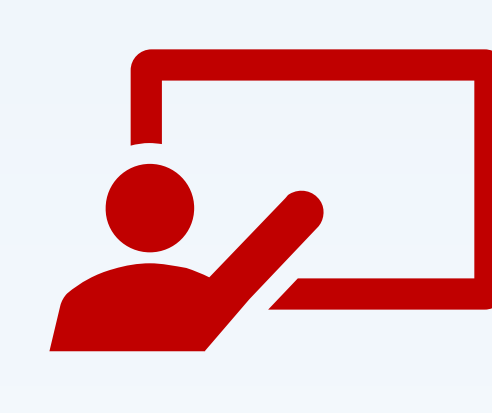
## IMPROVEMENTS



Process Efficiency



Communications



Training



Job Satisfaction

There were significant improvements in patient experience, operational efficiency, and staff well-being, made possible through a multifaceted approach focused on communication, responsiveness, and a supportive culture. Our positive results affirm the success of this initiative in elevating care quality and service delivery.

## CONCLUSION

This project has been recognised as a model for other departments within NUH. It was highlighted in executive management meetings and received a Merit award in the Service Improvement category at NUH's Quality Improvement Excellence Awards. It was showcased in hospital reports and newsletters as a model of service excellence. Other departments have consulted the EMD for insights, leading to the adoption of beneficial practices. We hope to share our insights and collaborate with other hospitals to contribute to broader healthcare improvements.

