

Improvement of TWH Neurodiagnostic Test Booking Project

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Reasons for Action

Patients and their relatives' experience:

- Confusion in appt. time and venue of the test
- Long waiting time

Other colleagues' experience:

- Unable to confirm the appt. dates or difficulty in acquiring reports

Neurodiagnostic Unit staff's self-experience:

- Lots of phone enquiries which causing workflow interruption

Outcomes

Waiting Time

- Patients' waiting period to get appointment ↓ 50%
- ↓ from 20 to 10 working days

Phone Calls

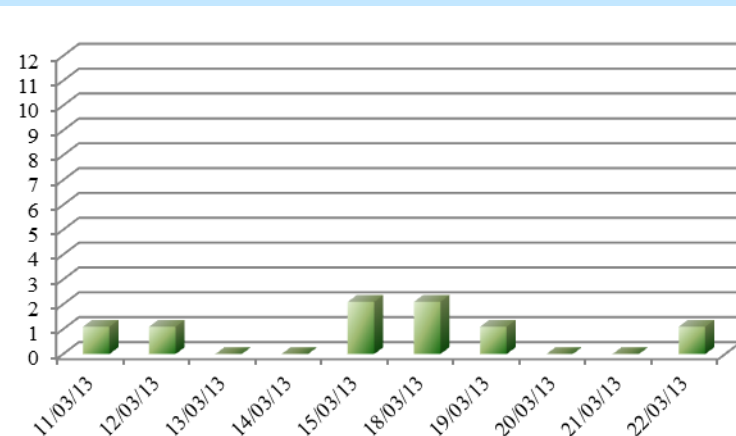
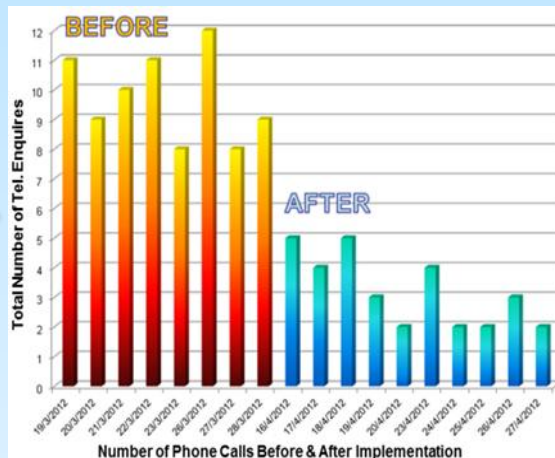
- Chase availability of report ↓ 75% (↓ 4 to 1 call per day)
- From patients enquiries ↓ 67% (↓ 9.75 to 3.2 calls per day)

Missing Referral

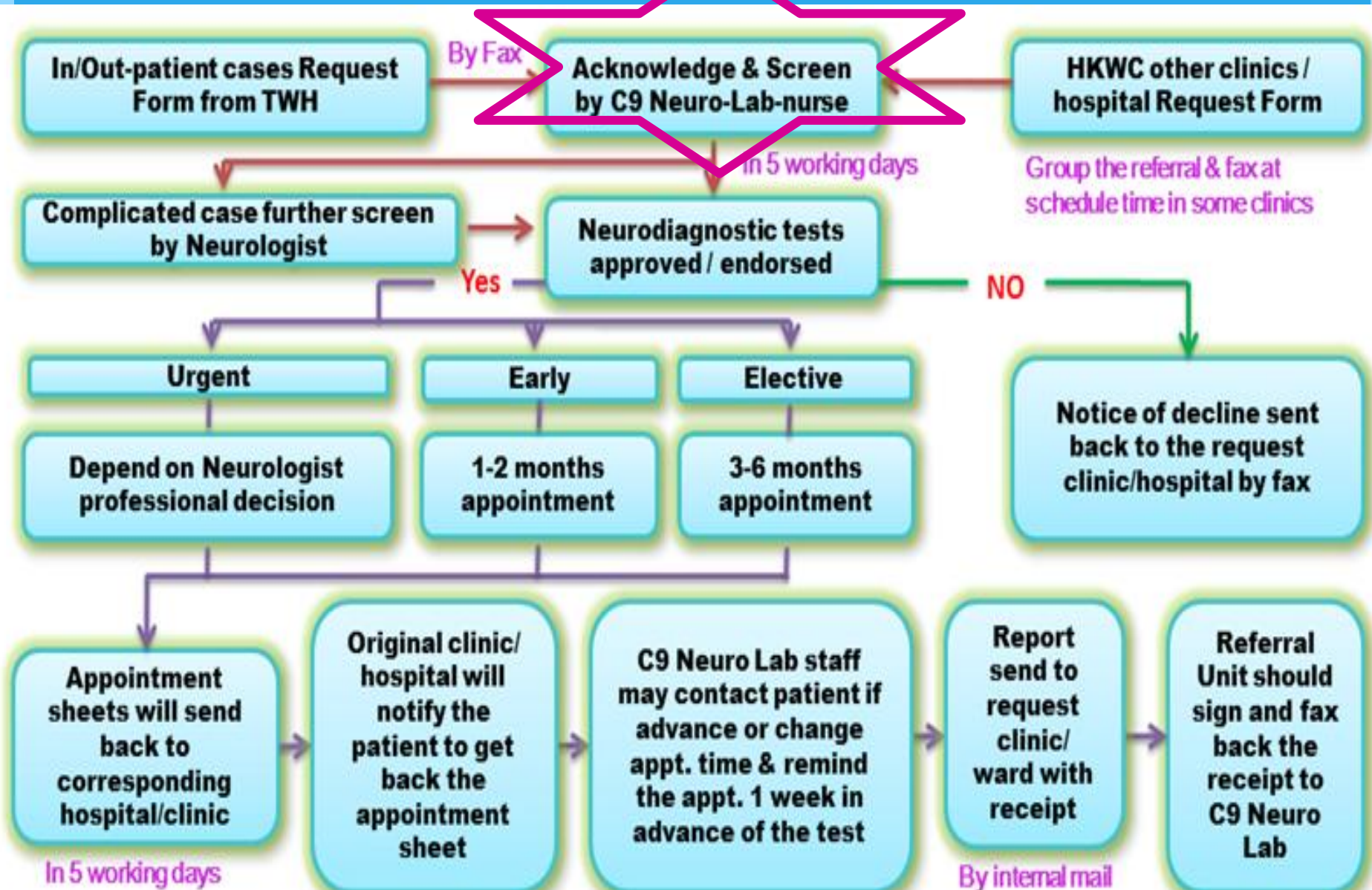
- Missing patients' referral ↓ 75% (↓ from 4 to 1 per month)

+ve Feedback:
Booking more
effective &
Sophisticated

Phone Call
Survey 2012
& 2013



Methodology



Conclusions

1. Elimination of non-value-adding procedures can greatly improve efficiency and effectiveness of the workflow.
2. **Participation, communication and sharing** among not only own staffs but also staffs from different departments are the key factor for the success.
3. **A structured flow system** can save resources and improve both patients' and staffs' satisfaction.