



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Rectifying patient's waiting time for doctor consultation in Specialist  
Out-patient Clinic (SOPC)**

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**Introduction**

Specialist Out-patient Clinic (SOPC) of Respiratory Medical Department (RMD) in Kowloon Hospital provides out-patient services to patients with respiratory diseases. Each patient is being assigned to a designated doctor (multiple queue system) and patient's waiting time for doctor consultation varied quite significantly. Very often, SOPC staff receives feedbacks from patients on the uneven waiting time which affect their satisfaction to our service. SOPC staff also needs to spend time in answering patient's enquires arisen from the uneven waiting time which affect work efficiency. In this regard, a new queuing system has been introduced in June 2012 to reduce the variation of waiting time. Most patients will be pooled in one queue (single queue system) and not to be assigned to a designated doctor.

**Objectives**

The project aims to reduce the standard deviation (SD) of waiting time by 20% after implementation of single queue system (SQS).

**Methodology**

Three sets of data on mean and standard deviation (SD) of the waiting time for doctor consultation were collected as follows: -Phase 1 (baseline): January 2012- before SQS -Phase 2 (pilot): July 2012-one month after SQS -Phase 3 (final evaluation): December 2012- six months after full implementation of SQS Patient satisfaction survey on waiting time for doctor consultation was carried out in SOPC in February 2013.

**Result**

Comparing the data of baseline against pilot and final evaluation, the SD of waiting time decreased by 9.943 (42.8%) and 9.274 (39.9%) respectively which achieved the project objective. Further, there was statistically significant difference in the mean waiting time between baseline, pilot and final evaluation as determined by one-way ANOVA ( $F(2,375)=11.229$ ,  $p=.000$ ). A post-hoc test revealed that the mean waiting time of pilot ( $21.64 \pm 13.279$  min,  $p=.000$ ) and final evaluation ( $24.97 \pm 13.948$  min,  $p=.001$ ) were both significant lower when compared to baseline ( $32 \pm 23.222$  min). A total of 30 questionnaires were collected in SOPC in February 2013 and all patients

were satisfied towards the waiting time for doctor consultation. After implementation of SQS, the uneven waiting time for doctor consultation has been reduced and service efficiency is enhanced.