

Myths and Facts of Specialist Out-Patient Clinic (SOPC) Waiting Time Management

Dr Alexander CHIU

Chief Manager

Department of Quality and Standards

Division of Quality and Safety

**The Demand problem is due
to aging population and
increased prevalence of
chronic diseases**

**Public Reporting of SOPC
waiting time upsets staff**

Public Reporting of SOPC waiting time leads to flooding of patients to short wait clusters

Cross cluster arrangement can help to shorten SOPC waiting time between clusters

**Cross Cluster arrangement is
not welcomed by patients and
hospitals**

Reporting 90th percentile
waiting time is a bad idea

**The subject officer for SOPC
waiting time is the most
unpopular person in the HA**