



Service Priorities and Programmes Electronic Presentations

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We have a Dream : “Attending Eye Clinic \neq Spending Long Waiting Time” !!

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Introduction

PWH Eye Centre is a high volume out-patient clinic with > 500 attendances/day. Most patients spend ~30-45 minutes in pre-consultation investigations <visual acuity (VA), intraocular pressure check (NCT)> and pupil dilation prior to doctors' consultation. Therefore, it is inevitable for patients having to wait for long time. We have recruited summer volunteers to conduct a waiting time survey for improvement plans. Current waiting time for consultation and VA is suboptimal: 2-3 hours for consultation, 30-45 minutes for VA with 26% waiting for >1 hour. At times, the steady inflow of patients who have already completed the pre-consultation investigation would be interrupted and will further aggravate the overrunning of clinic sessions.

Objectives

To optimise the efficiency of quota setting, VA team in order to reduce patient waiting time for eye consultation in PWH Eye Centre

Methodology

Problem of over saturated booking for the earlier timeslots (before 10:00am) is identified: 75% of total booking, which is beyond our full running capacity. 1st strategy is to change quota distribution more evenly: ↓ earlier timeslots booking from 75% to 66% (↓ 9%). Besides, last timeslot is extended from 11AM to 11:30 instead. 2nd strategy is to develop a “fast track” system for Wheelchair patients. A designated VA staff to perform VA & NCT in one single station for minimising transit time needed for them (~30 wheelchair patients/ session). 3rd strategy is to paste eye catching floor lines to guide patients' direction more effectively. (> 35 rooms in the eye centre). Staff member can give “clearer” and “more standardised” instruction to patients.

Result

After changes, waiting times for VA and Consultation are improved. Specifically, the wheelchair “fast track” system substantially improved the efficiency of overall VA team. There is significant drop in % of patients with > 1 hour waiting time for VA (↓ from 26% to 12%, an improvement of 53%). Mean waiting time for VA is reduced from

45 to 35 minutes (↓ 22.2%). Waiting time for consultation is reduced from 2 hours to 1.46 hours (↓ 11.7%). More importantly, the inflow of patients who have already completed the pre-consultation required tests has improved without any additional manpower and resources.