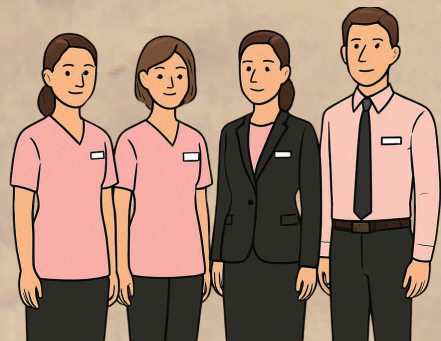


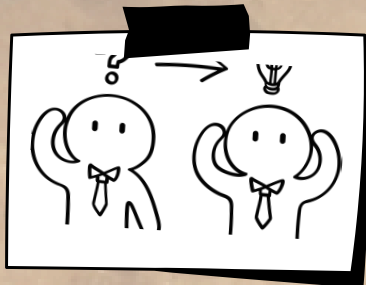
SMALL STEPS TO BIG CHANGES

CLARITY FOR PATIENTS,
EFFICIENCY FOR STAFF
ED Patient's Journey Guide



CHALLENGES

- **Frequent interruptions by patients or NOKs** at registration counters affecting work efficiency
- **Delays in task completion** and **increased risk of errors**
- **Limited visibility of wall mural** beyond registration area
- **Difficulty coordinating** team discussions due to shift work
- **Challenges in standardising** clear messaging across touchpoints



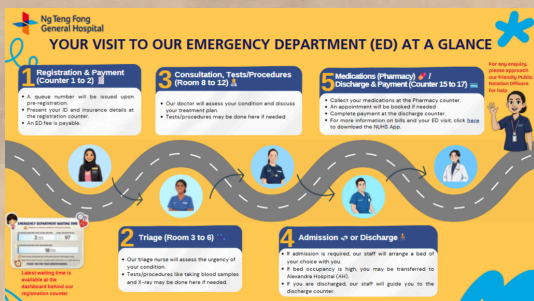
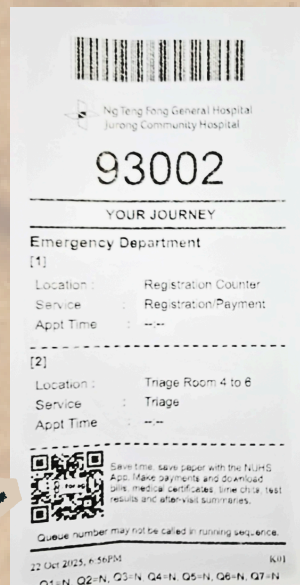
IMPLEMENTATIONS

Developed ED Patient Journey Guide (PDF) in multiple languages



Embedded QR codes at registration, triage, and consultation areas

- Enabled self-access via mobile, including link to NUHS app
- Trained staff to assist patients/NOKs with QR code usage
- Planned integration into EQMS queue tickets for seamless access



OUTCOMES

- **Reduced interruptions** at registration counters
- **Enhanced staff focus and operational efficiency**
- **Improved patient understanding** of their care journey and next steps
- **More consistent access to information** across ED touchpoints
- **Strengthened teamwork and collaboration** despite shift constraints
- **Positive staff engagement and ownership of initiative**

THANK YOU FOR SHARING

- Md Nur Syazwan, Senior Patient Service Associate
 - Rachel Lee, Patient Service Associate Executive
 - Syarifah Noor Izzati, Senior Patient Service Associate
 - Lydia Natasha, Senior Patient Service Associate
 - Md Rafiq Sumari, Senior Patient Service Associate
- Emergency Department

KEY

Teamwork Drives Sustainable Change

Consistent collaboration, even across shifts, enables practical solutions and sustained improvements in workflow and patient experience.

Together, we can create a space where staff can work happily and effectively.