

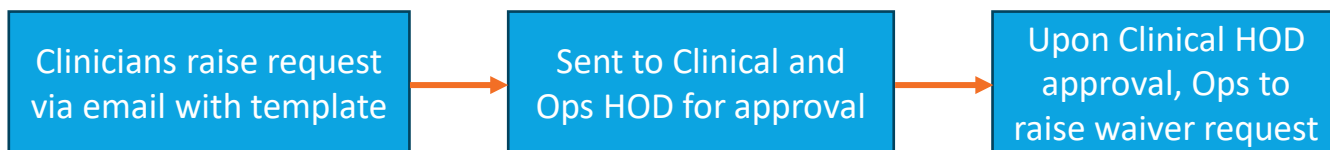
Inpatient Clinical Waiver Process

What is Stupid? Why is it Stupid?	What was Implemented?
- Doctors are unhappy → requests are not followed up on, and they do not know whom to approach. - Patients are unhappy → incorrect information is provided (a waiver was promised but not granted). - Staff are unhappy → they have to manage dissatisfied patients due to internal lapses. - Requestors are passed between multiple parties without clear ownership	A streamlined workflow for inpatient waiver has been established. Before No standardised workflow in NTFGH - Clinicians need to request waiver. - Clinicians are unsure whom to approach. They go around seeking assistance and often receive responses such as “I don't know” or “I'm not sure”. It can take several days to submit a waiver request, often requiring multiple follow-ups or patient feedback before the appropriate department facilitates the request. Now - A workflow was developed with input from the Business Office, Inpatient teams, and clinicians. - Simplify the request for clinicians to 3 main steps. NUHS G.R.O.S.S. Simplified process with email template prepared Impact Time saved: 1,190 hours by reducing the time clinicians spent gathering waiver details, seeking HOD approval, and identifying the appropriate person to raise the request. Turnaround time for waiver requests to be raised in the system was reduced from 120 hours (5 days) to 24 hours, resulting in savings of 960 hours. - Patients and doctors’ satisfaction: No patient / doctor complaints on their waiver request since implementation.

#1188 NTFGH Clinical Operations

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- Turnaround time reduced for waiver request to be raised in the system: from 120 hrs (5 days) to 24 hrs.



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