

National Quality Improvement Conference



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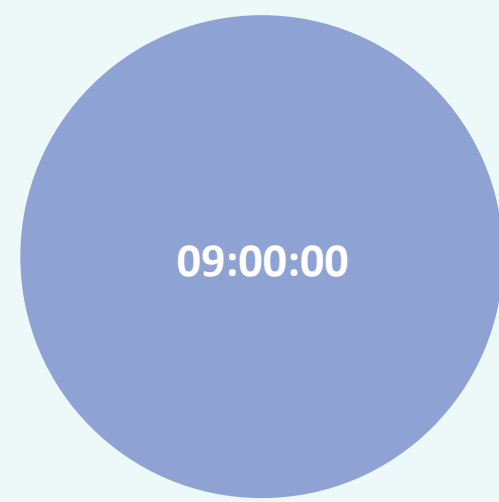
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Bed & Surgical Booking Office Service Transformation

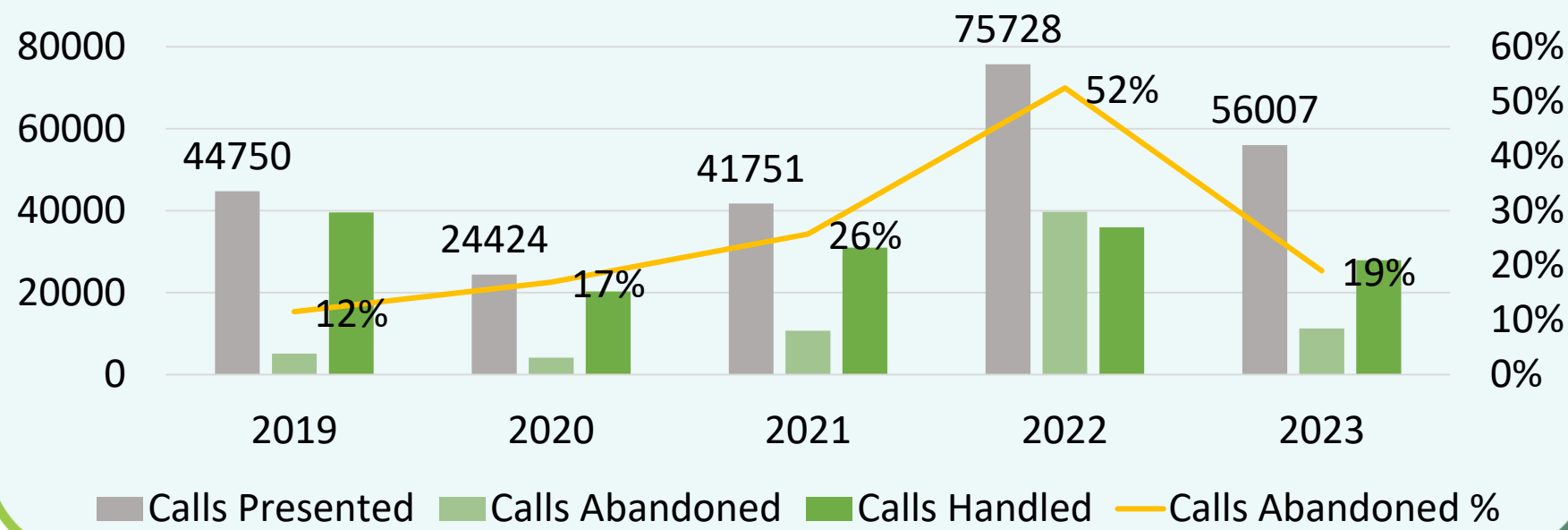
Problem Statement

1. Callers think no one is answering despite getting through to the hotline (ringing sound)
2. High abandoned call rate
3. Long wait time to get connected

Maximum wait time:
Jan 2022 – Apr 2023



Call Statistics: 1 Jan – 30 Sep (2019 – 2023)



Project Aim

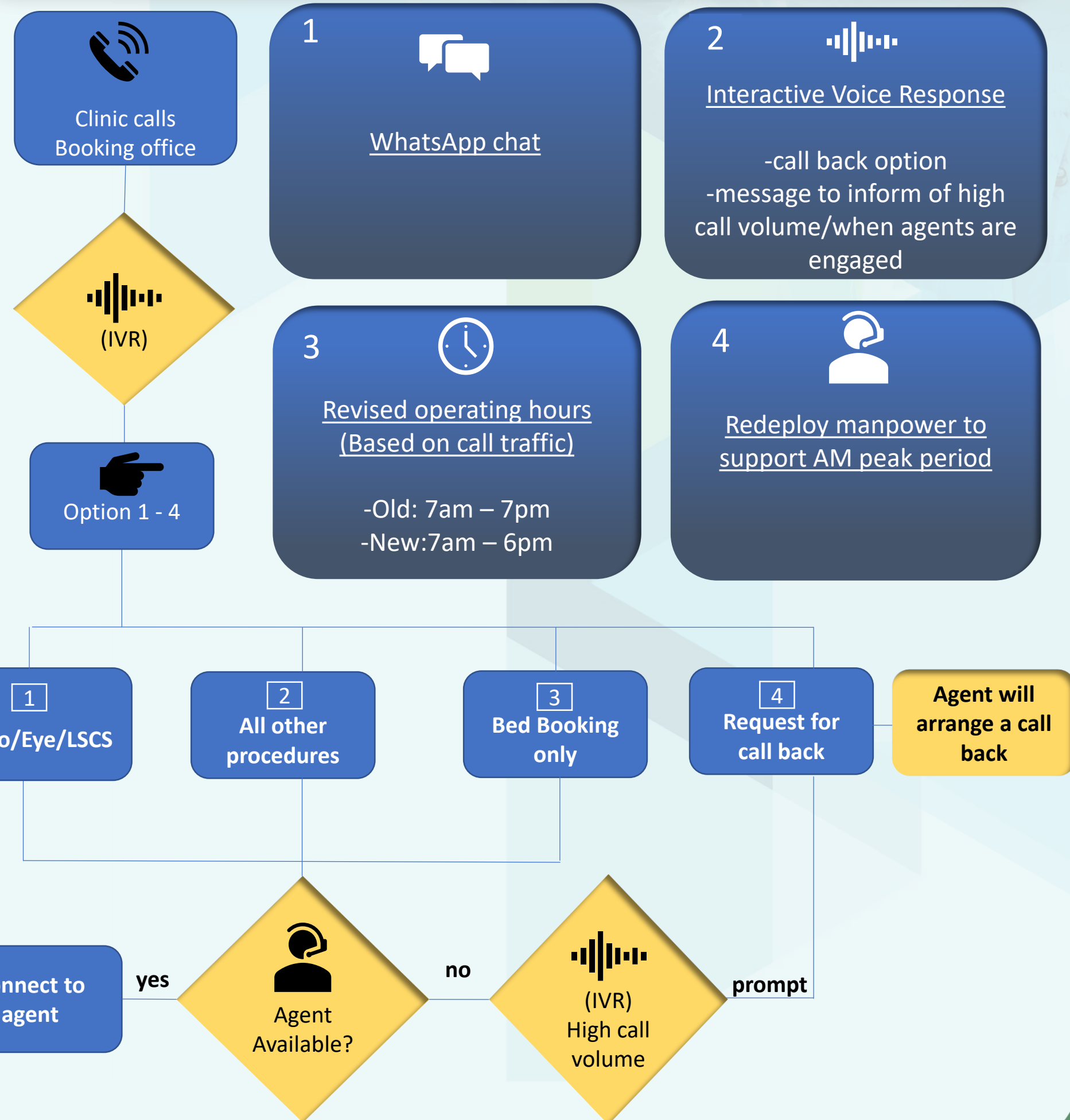
1. Reduce abandoned calls
2. Redirect call load to alternative channel
3. Reduce max queue time to be connected
4. Answer more calls during peak hours (8am – 10am)
5. Provide call back option so callers do not have to wait to get connected
6. Automated voice greeting to inform callers that agents are engaged (Interactive voice response)

Lessons Learnt

Manpower will always be a factor in every operational function. Hence, quality improvement projects that are reliant on human execution should include a buffer for manpower shortages, which has significant impact on the implementation duration and results.

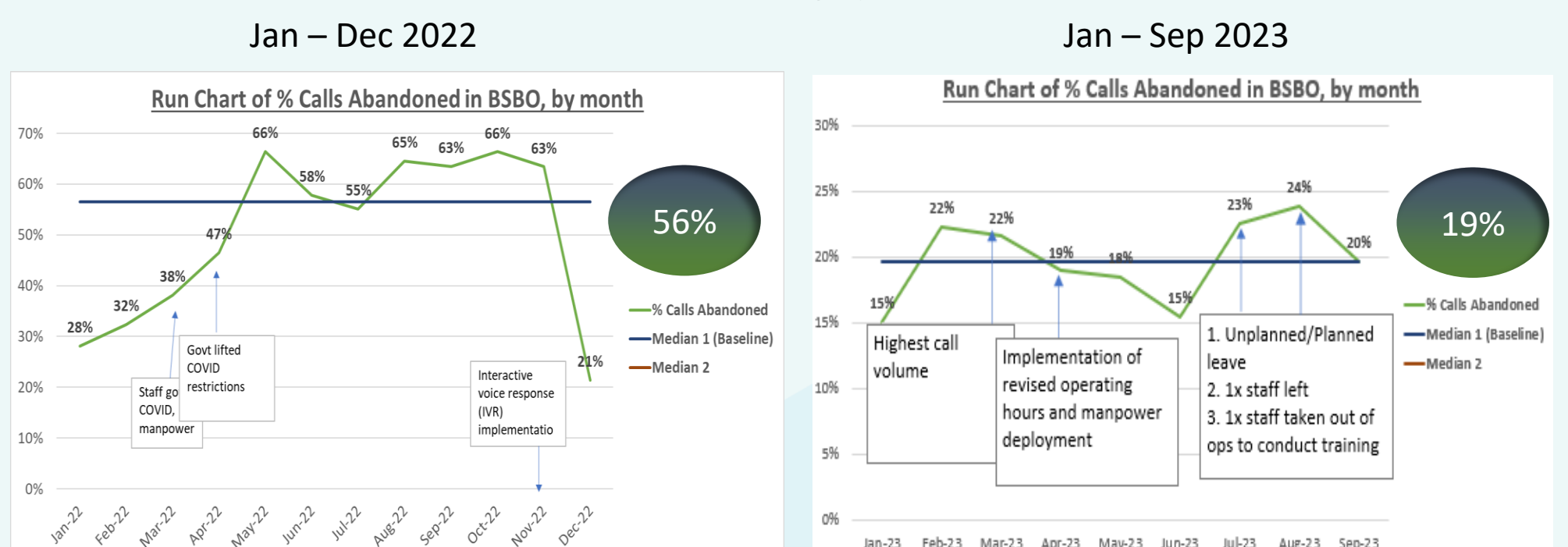
There will be instances where things will not go according to plan. Therefore, it is important to be resilient and flexible in navigating according to the changes or unexpected turn of events during the improvement journey.

Potential Solutions

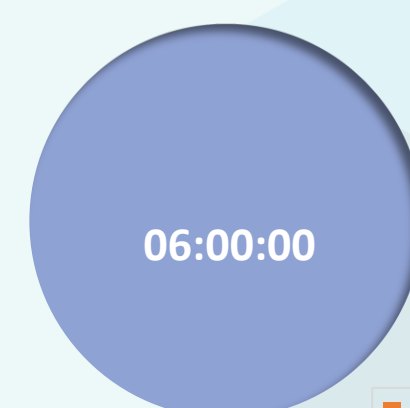


Outcomes & Impacts

- Abandoned rate dropped from 56% to 19% (Median)
- Handled 1450 chat requests on average per month on WhatsApp
- Reduced maximum queue time by 33% (9 mins – 6 mins)
- Reduction of 25% of calls offered (2191 calls) on average per month
- Calls handled between 8am – 10am increased by 10%
- 22% of callers (12548 calls) opted for call back request from Jan – Sep 2023, 2% of calls per month



Maximum wait time
May 2023 - Sep 2023



WhatsApp Monthly Statistics: Jan - Jul 2023

