

National Quality Improvement Conference

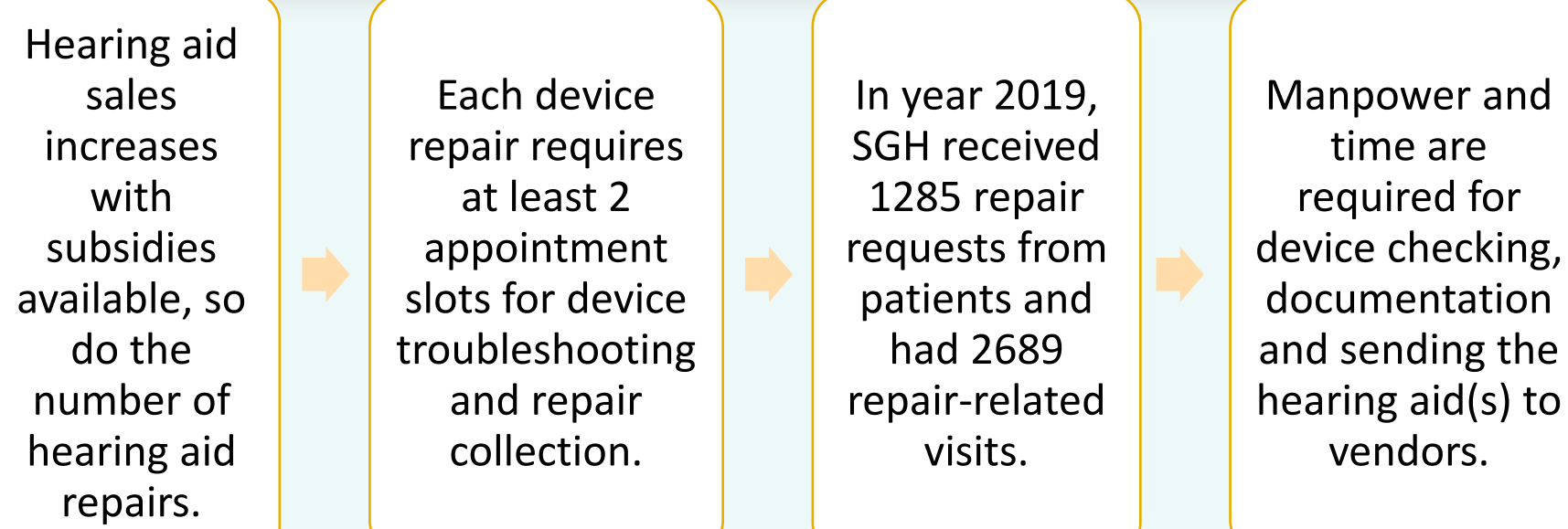


Adam Tan Ping Meng, Melissa Tan Yiling, Goh Choon May and Elley Lau Yoke Chai

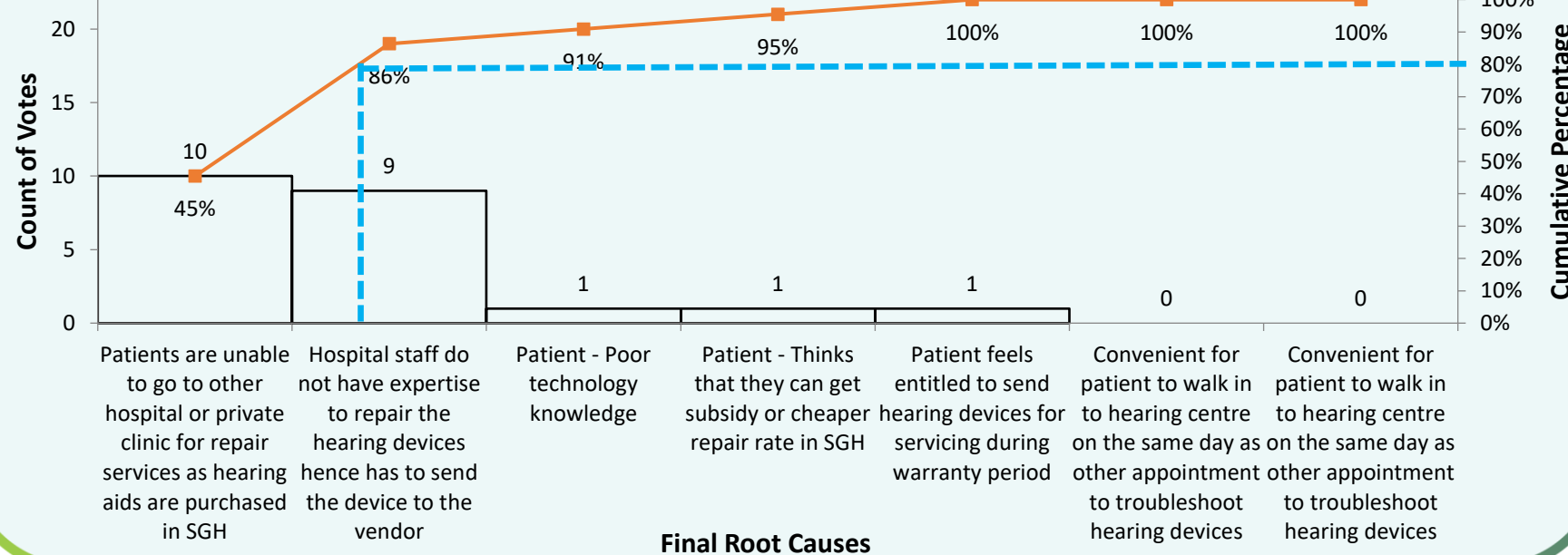
Centre for Hearing and Ear Implants
ENT Centre

Right Siting Hearing Device Repair Related Services to Industry Partners

Problem Statement



Pareto Chart of Reasons for High Number of Repairs and Repair-Related Visits



Potential Solutions

Pre-implementation (before Dec 19)

- Negotiate and establish new contractual agreement to include direct repair services with vendors
- Preparation of repair services consent form for patients

Phase 1 (Dec 19 - Mar 21)

- Implementation of vendor repair services in hearing device contract
- Informing patients on the change of care model (to access vendor repair service directly)
- Compulsory for new hearing aid patient
- Highly encouraged for existing patients

Phase 2 (Apr 21 - Dec 22)

- Compulsory for all patients (new and existing) to engage vendor directly for repair-related services
- Continue to educate new and existing patients on repair service at service centers.



Outcome from Phase 1: Uptake by patients was low. However, improved outcome after Phase 2!



Project Aim

To reduce **number of hearing aid repairs** requested by Hearing Centre patients by 50% and the **number of repair-related visits** to Hearing Centre by 50% within 2 years

Existing SGH Workflow

- Hearing aid evaluation
- Hearing aid fitting
- Hearing aid follow up

Proposed NEW Workflow

- Hearing device troubleshooting
 - Sending hearing device to vendor for repair
 - Issuing repaired device back to patient
- Right site to vendor service centres

Lessons Learnt

Challenges and Action Taken

Communication with patients

To be more assertive when introducing a new care model. This helps in achieving the target goal within a shorter timeframe

Different service standard across service centres

Collate feedback from patients and communicate with vendors to improve service standards

Practical tips:

Communicate with stakeholders to set the right expectations. Engage patients in the change process right from the start.

Outcomes & Impacts

| | Pre-implementation | Post-implementation |
|---------------------------------|--------------------|---------------------|
| Number of repair | 217 | 125 ↓ 44% |
| Number of repair related visits | 110 | 62 ↓ 42% |

\$26,710 For Patients

Cost Savings

\$27,820 For SGH



Positive Impacts

Reduced wait time for hearing device troubleshooting and repair services

Less disruption to patient's daily hearing and communication needs

Direct access to vendor at multiple convenient locations

Reduces touchpoint at the hospital especially during the Covid period

This model of care has since been implemented at Audiology clinics in all restructured hospitals in Singapore during the **national hearing aid tender**.