

National Quality Improvement Conference

Improving Video Consultation Experience with Telehealth Pods

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Problem Statement

Telemedicine has become an integral part of our healthcare system in recent years. The Covid-19 pandemic accelerated SGH Population Health Office's (PHICO) adoption of Video Consultations (VCs) for suitable patients in our programmes such as Mobile Inpatient Care @ Home (MIC@Home) and Hospital to Home. VCs allow healthcare professionals to provide timely clinical review remotely. However, the open workspaces in PHICO office has posed challenges to provide a conducive environment for VCs with patients.

Project Aim

To improve the VC experience of PHICO staff and patients by creating a conducive environment and to safeguard patient's privacy by minimising overhearing of confidential information that transpires during VCs.

Lessons Learnt

- The installation of Telehealth pods within an enclosed office environment requires fire safety clearance from Building and SCDF clearance.
- Early engagement of building architect to establish safety parameters and requirements will help to hasten and smoothen the process of installation.
- Establishing housekeeping rules for cleanliness can help to maintain staff satisfaction.

Potential Solutions

The installation of telehealth pods provided an enclosed workspace that is soundproof and private, allowing staff to have confidential discussions during VCs.

A booking system was implemented for proper planning and scheduling of the telehealth pods usage. This prevents potential conflicts in its usage during "peak periods" and ensures its usage are maximised.



To enhance efficiency, each telehealth pod has a dedicated laptop and Zoom account for VCs. The pods are set up at the beginning of the day. Staff may simply enter the pods during scheduled time to start their VCs.

VC guides are also pasted in the telehealth pods for ease of reference to ensure a smooth and safe VC session.

Outcomes & Impacts

A survey on staff's telehealth pods experience was conducted in September 2023, 6 months after installation. **38** survey responses were received.

- ✓ 100% of respondents were satisfied / very satisfied with the telehealth pods.
- ✓ 82% reported improvement in their VC experience.
- ✓ 92% of respondents did not experience difficulties in using the telehealth pods.

The telehealth pods were seen as a helpful addition to the office by providing conducive spaces for other purposes such as meetings and interviews.

