

# To Increase Sign-ups for Medication Delivery through Self-Payment Kiosk (SPK) at Ang Mo Kio Polyclinic

Amanda Chia Jia Ying, Yee Pey Pey Daphne, Khong Lai Kam (NHGPh, Ang Mo Kio)

## Mission Statement

**Primary aim:** To increase the proportion of prescriptions fulfilled via home delivery through self-payment kiosk (SPK-HD) sign-ups to 15% in 9 months.

**Secondary aim:** To reduce waiting time at Ang Mo Kio Pharmacy by 20%.

## Team Members

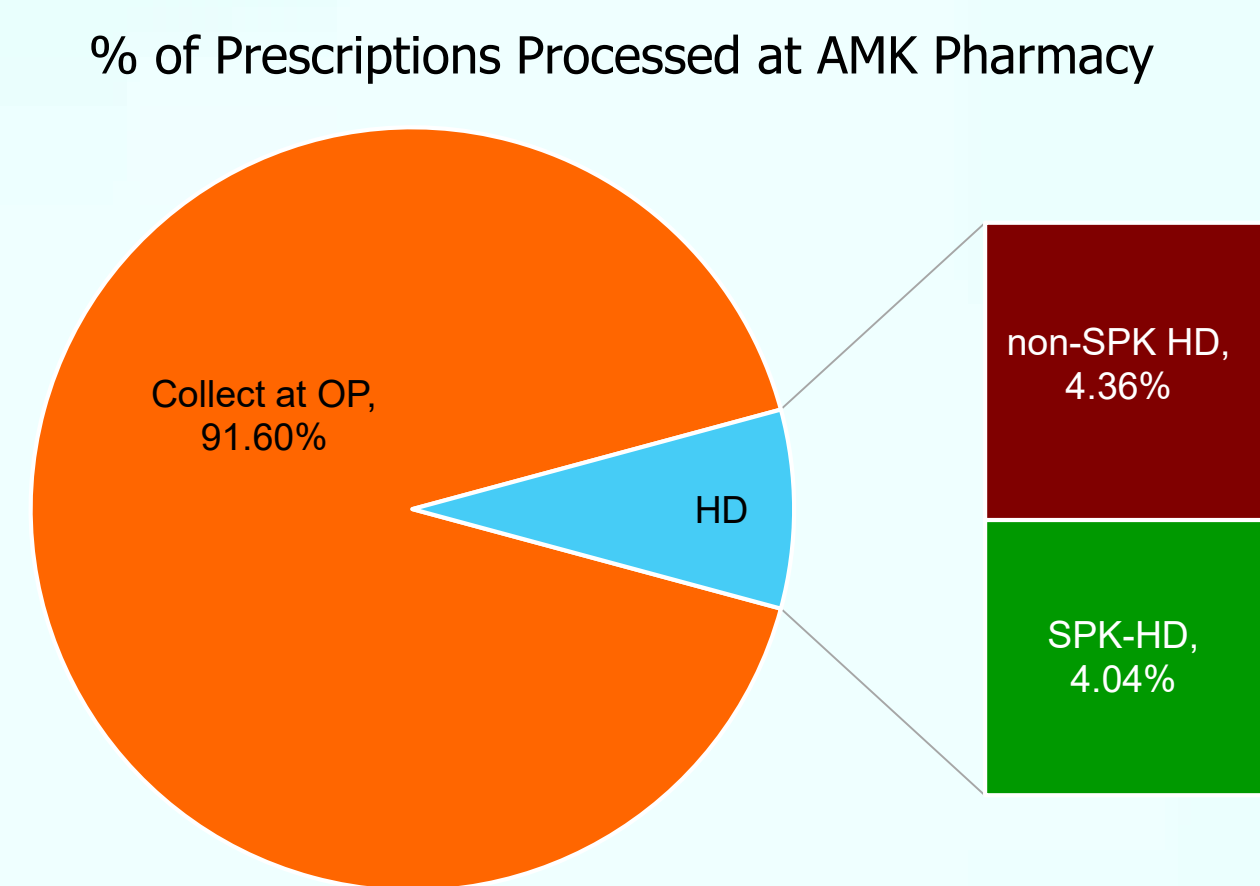
	Name	Designation	Department
Team Leaders	Amanda Chia Jia Ying	Pharmacist	Pharmacy
	Yee Pey Pey Daphne	Pharmacy Technician Executive	Pharmacy
Team Members	Nur Salasiah Binte Daud	Pharmacy Technician	Pharmacy
	Nurin Annisa Binte Rosni	Pharmacy Technician	Pharmacy
	Khaing Nyein Nyein Swe	Senior Pharmacy Technician	Pharmacy
	Chong Hui Jia	Senior Operations Manager	Operations, AMK Poly
	Ten Dick Xiang	Family Physician	Medical, AMK Poly
	Er Lian Hwa	Senior Nurse Clinician	Nursing, AMK Poly
	Wu Liqin	Senior Staff Nurse	Nursing, AMK Poly
	Facilitator	Khong Lai Kam	Senior Pharmacist

## Evidence for a Problem Worth Solving

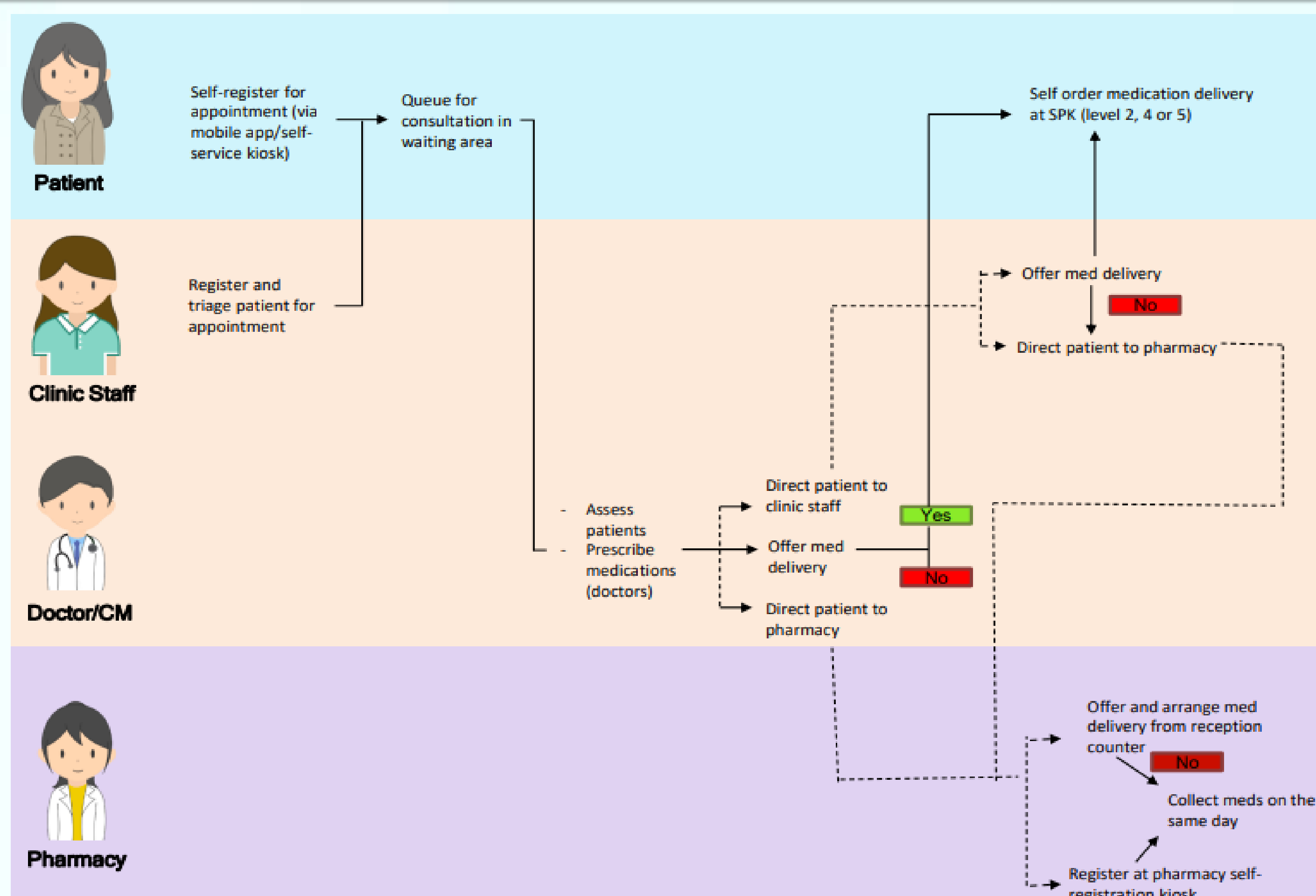
AMK pharmacy received 2 patient/caregiver complaints in the 2<sup>nd</sup> half of year 2020 due to overcrowding. To maintain safe distancing measures in light of the COVID-19 pandemic, there was an urgent need to increase the uptake of medication delivery to reduce the time spent by patients and their caregivers at the polyclinic.

## Current Performance of a Process

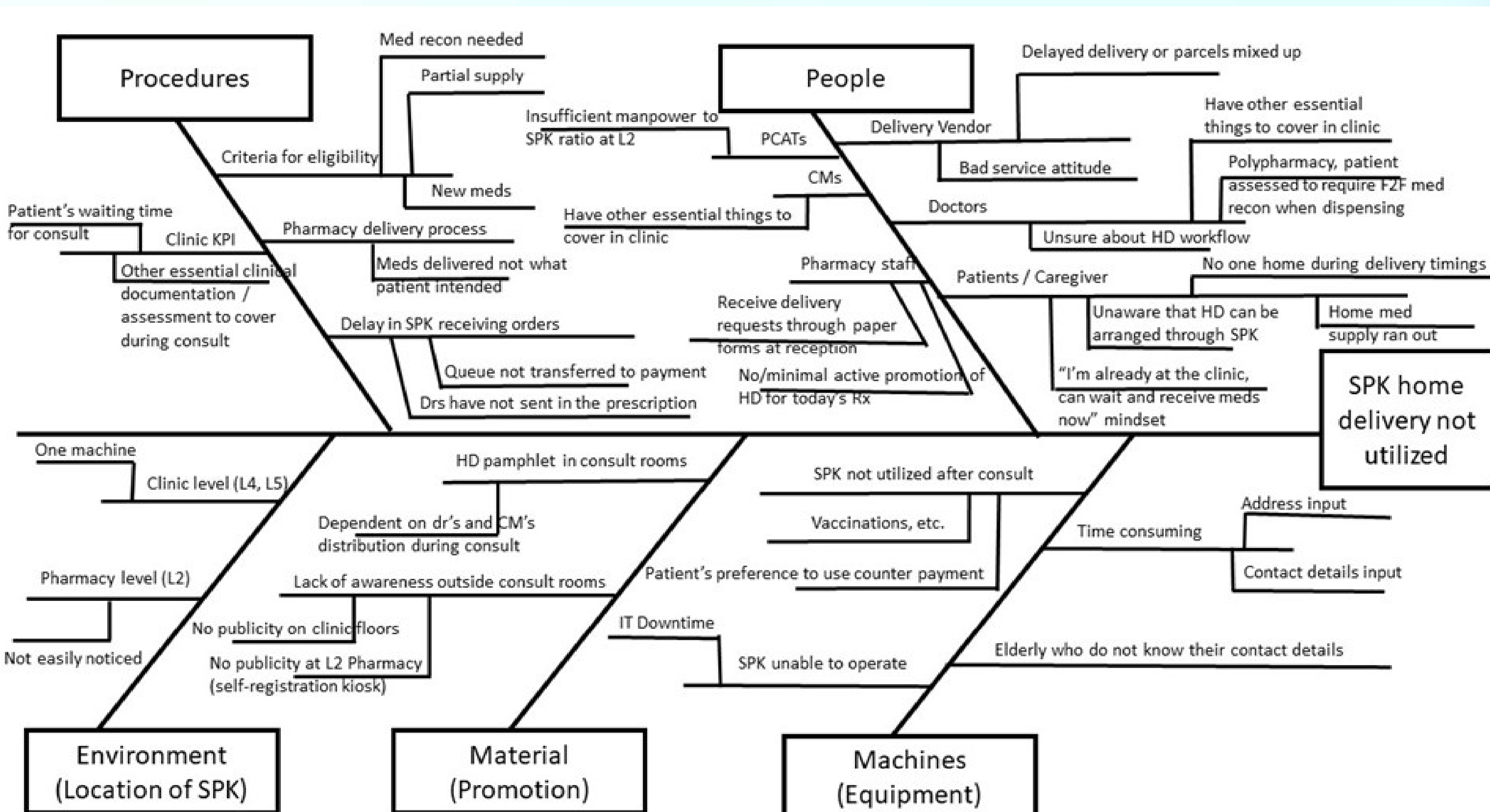
Based on prescription statistics from February 2021 to April 2021, SPK-HD sign ups contributed to almost half of the medication delivery cases. Therefore, targeting medication delivery sign-ups through the SPK would lead to a corresponding increase in medication delivery numbers.



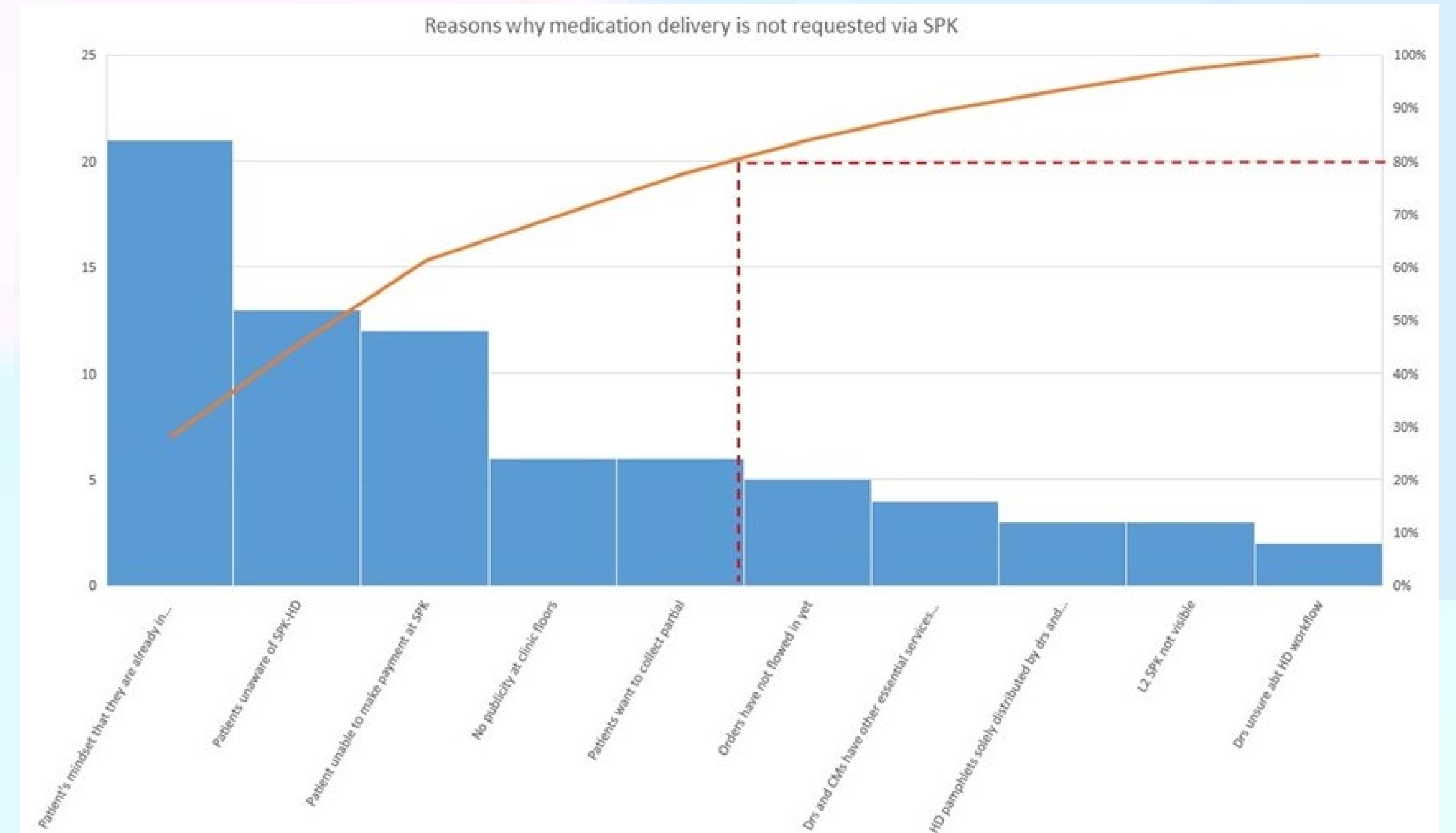
## Flow Chart of Process



## Cause and Effect Diagram



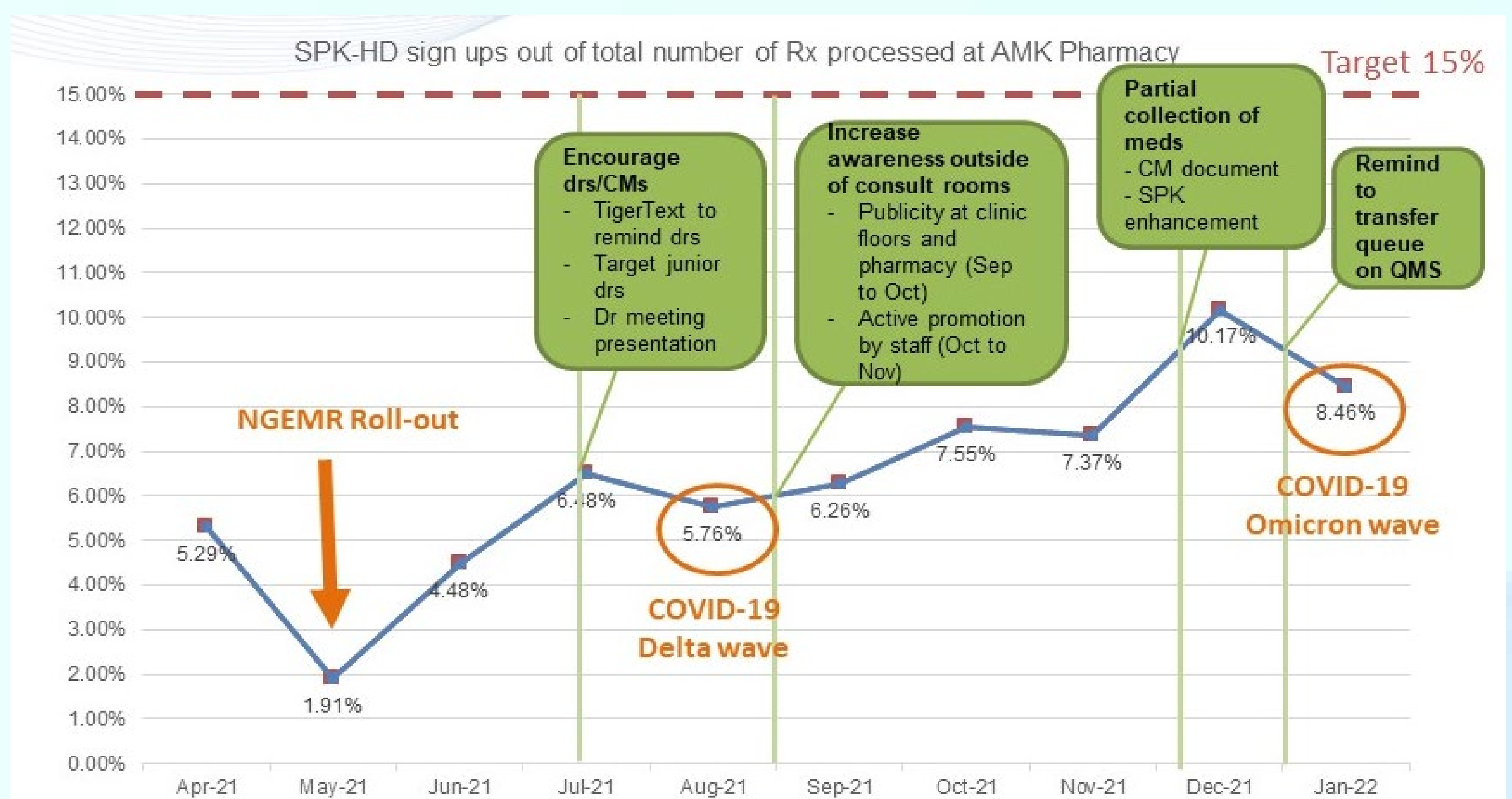
## Pareto Chart



## Implementation

Problem	Countermeasures	Implementation Date
Patients unaware of SPK-HD service	Encourage doctors/CMs to promote SPK-HD to eligible patients	July 2021
Patient's mindset that they are already here in the clinic, hence able to wait at the pharmacy for medications	Increase awareness of SPK-HD outside the consult room	August 2021
No publicity of the service at clinic floors		
Patients want to collect partial medications	Allowing for patients who wish to collect partial medications to utilize the SPK for home delivery	November 2021
Patients are unable to make payment at SPK, hence bypassing it	Reminder to providers to transfer queue on QMS	December 2021

## Results



Month	Total number of Rx (Med delivery + OP)	No. of SPK-HD sign-ups	Total no. of Medication Delivery requests fulfilled	No. of Rx Processed (OP)	95th-percentile Waiting Time
Apr 2021 (baseline)	18514	980	1689	16825	28:37
Dec 2021 (peak)	16689	1698	2351	14338	20:40

OP = Outpatient Pharmacy

- Primary aim was not achieved due to system limitations. However, secondary aim was achieved.

## Problems Encountered

- It was not possible to offer home delivery to all eligible patients due to SPK limitations.
- Pharmacy encountered short term difficulties coping with the sudden increase in medication delivery workload.

## Strategies to Sustain

- Routine monitoring of feedback from all stakeholders to continuously improve systems and processes
- Improve and streamline the home delivery process to make it more efficient
- Scheduled roll call and periodic reminders to all pharmacy staff to direct patient to SPK from the reception counter, where eligible