



**Singapore Healthcare Management 2023**

# Pioneering New Hearing Care Delivery Model

## Right Siting Hearing Device Repair Related Services to Industry Partner

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### Introduction

SGH Audiology department fits more than 1500 hearing devices every year. As the number of hearing aid sales increases with policy changes to subsidies available, so do the number of hearing aid repairs. In 2019, more than 2500 clinic sessions were for troubleshooting or sending in patients' hearing devices for repair. This added to manpower and time required for device checking, paper work and packing the devices to send in to the vendors for repair.

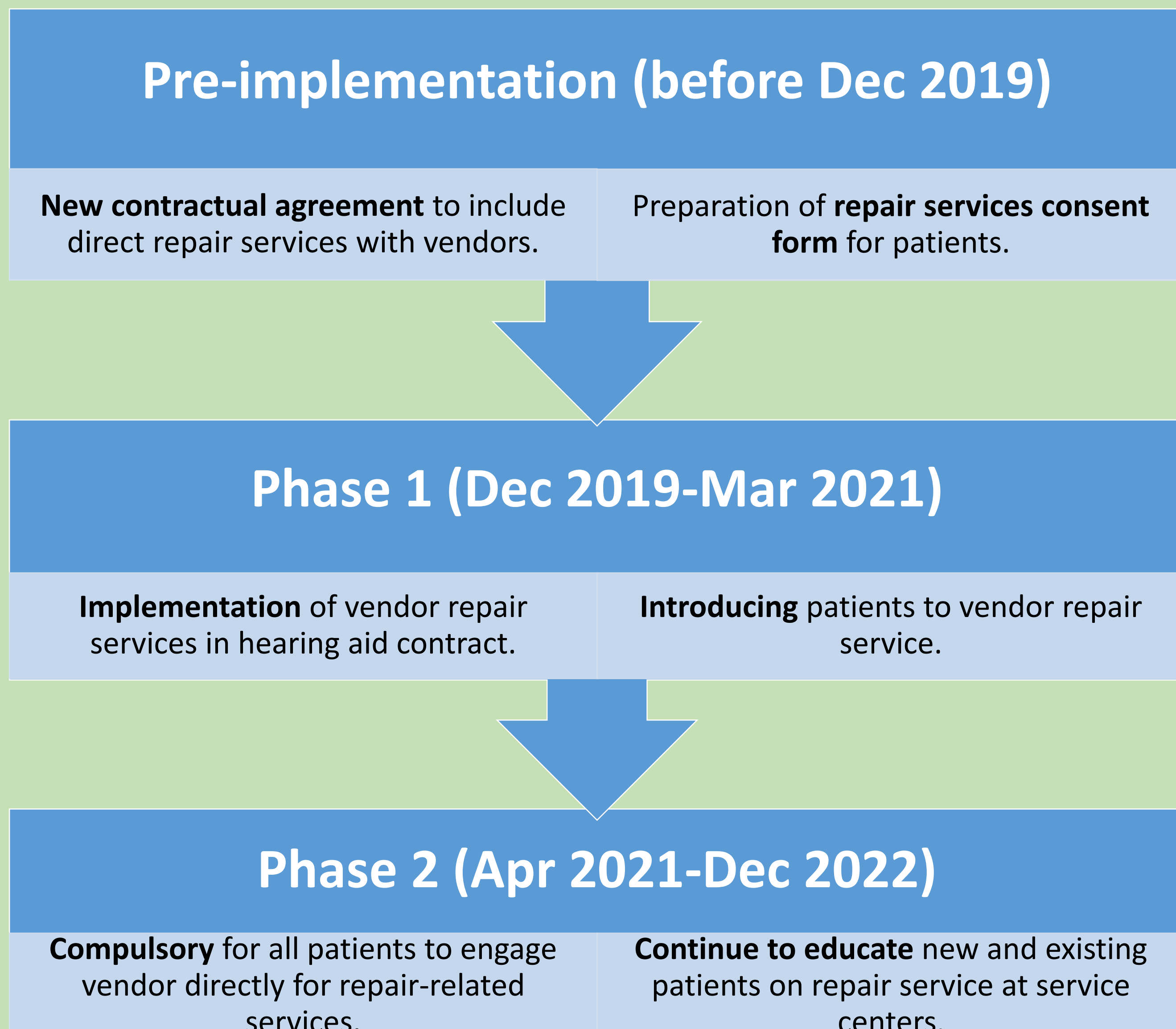
To reduce the number of hearing aid repairs and number of hearing aid repair-related visits, SGH team pioneered the new collaborative model with hearing aid vendors to right site patients who require device troubleshooting and repair services directly at the vendor service centers.



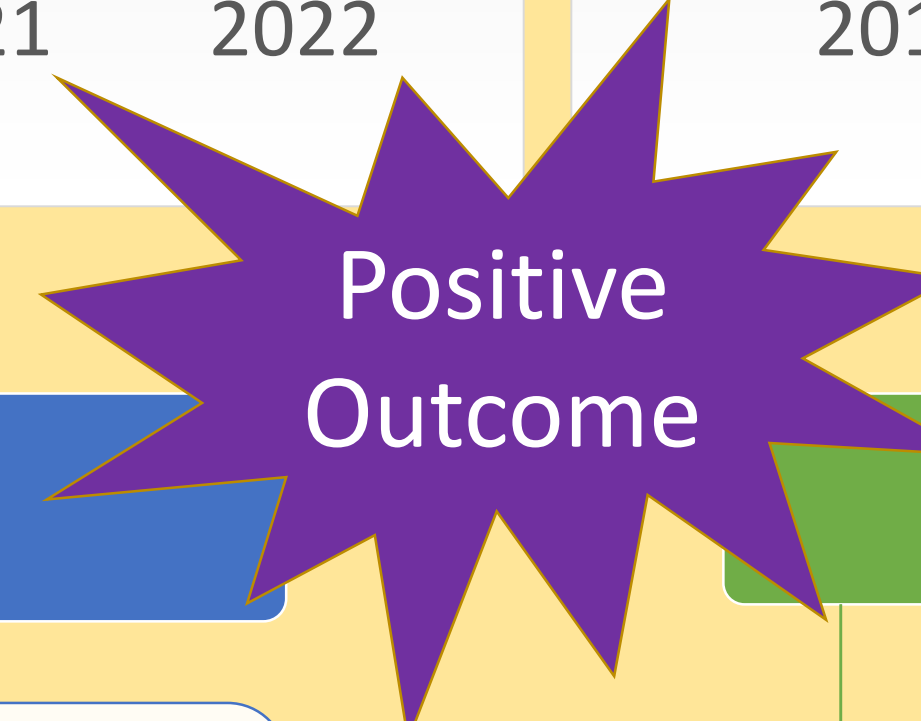
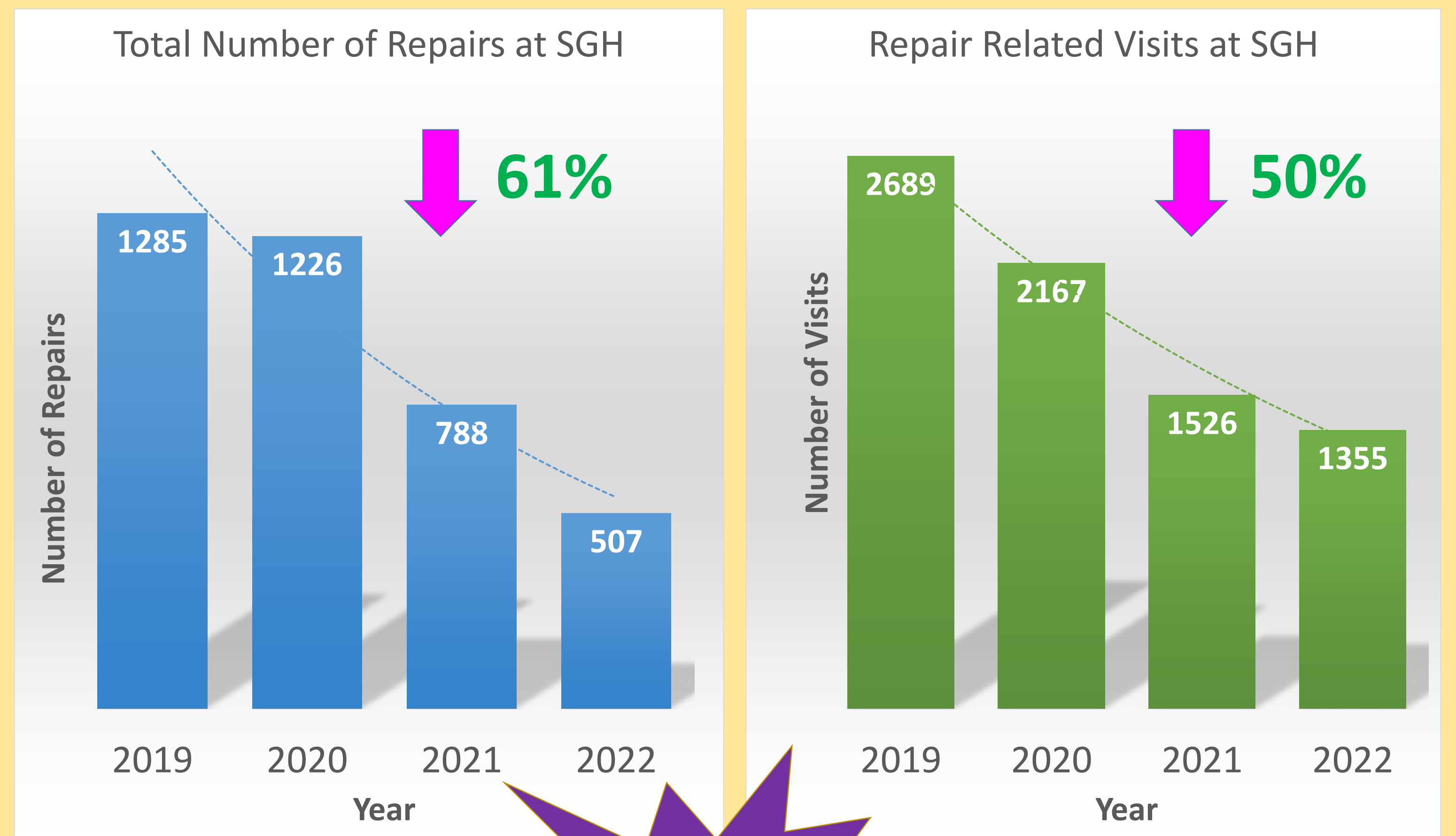
### Objectives

- Right-siting of hearing aid repair related services.
- Reduce the number of hearing aid repairs at SGH Hearing Centre.
- Reduce the number of repair-related visits at SGH Hearing Centre.
- Better patient's experience by reducing repair turnaround time and servicing costs.

### Methodology



### Results



#### Cost Effective

- Reduced manpower needed to attend to hearing aid repairs in SGH.
- Cost savings for patients, as device troubleshooting fees are absorbed at vendor service centres.

#### Time Savings

- Faster turnaround time for hearing aid repairs.
- Reduced in clinical hours spent on device troubleshooting.

### Conclusion

- This new hearing care delivery model had improved patient's experiences and clinician's work efficiency.
- By having direct access to vendor repair services, the wait time to get hearing devices checked and repaired is shortened significantly. Importantly, this minimises the disruption to patient's day-to-day communication when one's hearing device is faulty.
- This is also allows the clinician to focus more on clinical work.
- This model of care has since been introduced and implemented in Audiology clinics at all public hospitals in Singapore during the national hearing aid tender for the year of 2023.

