

# LIZWORLD TRANSFORMING PATIENT EXPERIENCE, INFLIGHT OPERATIONS & DIGITALISING TOUCHPOINTS

## 01 PROBLEM STATEMENT

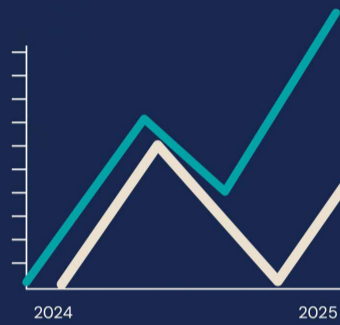
The project addressed suboptimal patient engagement, inefficiencies in manual processes for hospital staff, and a lack of accessible information.

## 02 BACKGROUND INFORMATION

The project was implemented in Mount Elizabeth Hospital, with a focus on enhancing the patient experience and streamlining non-clinical operations.

## 03 AIM STATEMENT AND TARGET

The project aimed to enhance patient autonomy, reduce staff workload, and streamline service delivery at Mount Elizabeth Hospital (Orchard) between Q3 2024 to Q2 2025, by implementing the LizWorld digital platform with target goals of 8/10 patient satisfaction score, reducing printed material costs by \$10,000 annually, shortening service request waiting times by 30%, improving service accuracy by 15%, and increasing efficiency in visitor navigation, patient transportation, and staff movement by 30%.



## 04 MEASURE AND INDICATOR

The project used patient satisfaction scores, cost savings, service request waiting times, service accuracy, patient and visitor satisfaction with campus navigation as well as visitors' navigation time as measures and indicators of success.

- Patient satisfaction
- Annual savings
- Shorter service request waiting times
- Improved service accuracy
- Quicker visitor navigation
- Core deployment in patient ward

## 05 CHANGE STRATEGY

We implemented a multi-disciplinary collaboration with nursing and operational teams, Digital Team, IT and developers, and Management.

The LizWorld project implemented a robust change strategy with five key elements to ensure successful adoption and integration of the new digital platform.

- These included
- 1 multi-disciplinary collaboration across various departments,
  - 2 a bundled approach integrating diverse digital tools into a unified platform,
  - 3 a phased rollout approach with pilot programs before wider scaling,
  - 4 active communication of project goals and outcomes, and
  - 5 continuous feedback mechanisms to gather input and make improvements

## 06 RESULTS

The project achieved an 8.4/10 patient satisfaction score, \$10,000 annual savings from reduced printed materials, 40% shorter service request waiting times, 20% improved service accuracy, and 50% quicker visitor navigation.



## 07 LESSONS LEARNT

Stakeholder engagement, iterative development, change management, operation staff adaptation, process review during digitization, and scalable infrastructure are necessary factors that need proper planning and execution to make such project a success.

LizWorld App



LizWorld TV

# LIZWORLD



LizFinder

