



Singapore Healthcare Management 2017

Step-down Care Discharge Envelope

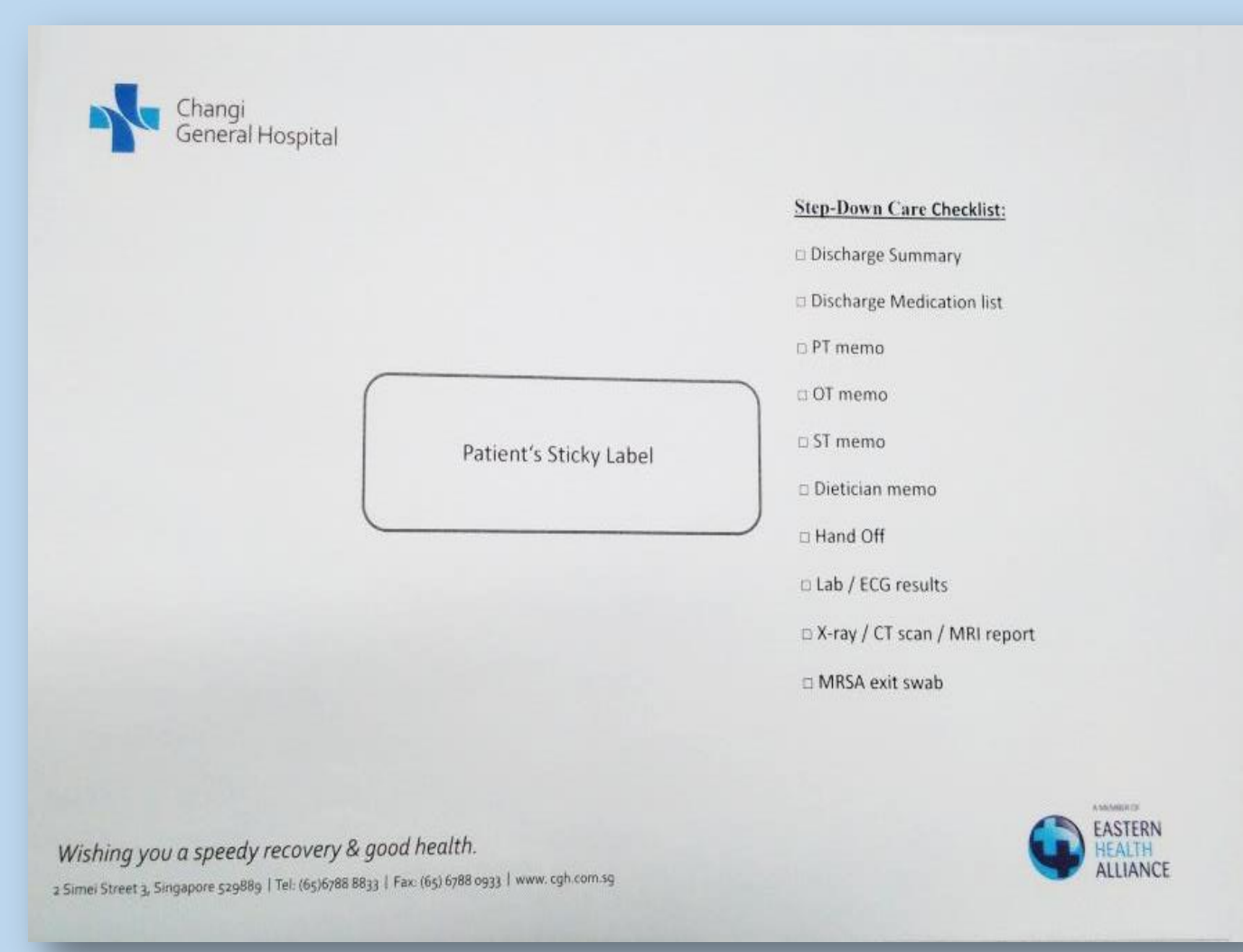
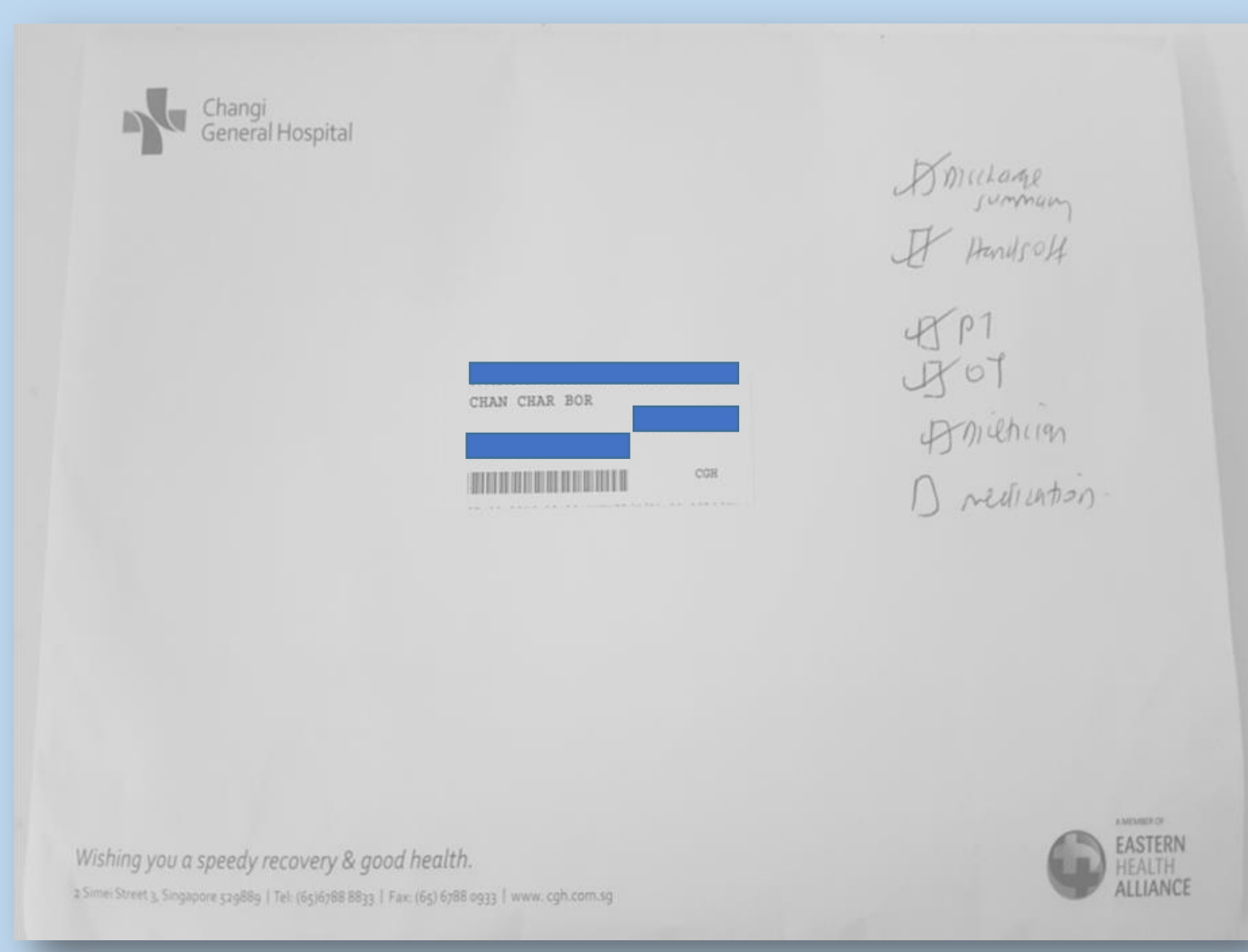
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1. INTRODUCTION

Discharge documents are given to patients discharging to step-down care to facilitate treatment and care post-discharge.. In the process, staff may miss out on documents required by the step-down care institutions, e.g., discharge summary, physiotherapy reports etc. As a result, some reworks are necessary when the wards are notified of the missing information and documents from the step-down care institutions.

Before

After



2. PROBLEMS

For step-down care discharges, nursing staff will usually handwrite documents required for handoff to the institutions and some documents may be missed out. PSAs (patient services associates) will have to retrieve patients' case notes and fax to the relevant institutions. Once the PSA receives the casenotes, they typically spend 5 - 10 minutes to follow up for one case. With multiple and increasing discharges to step-down care facilities on a daily basis, PSAs are spending more than half an hour per day (in total) to do rectification works.

3. METHODOLOGY

Together with Nursing, a list of common documents required by step-down care discharges was compiled and pre-printed on the envelope as a checklist. The checklist not only help to reduce the reworks for PSAs, but also serves as a useful reminder for nursing staff.

4. RESULTS



Before After

Amount of time spent on each step-down discharge	15 min	5 min
Average number of step-down discharges per day	12	12
Total amount of time spent/day	180 min	60 min

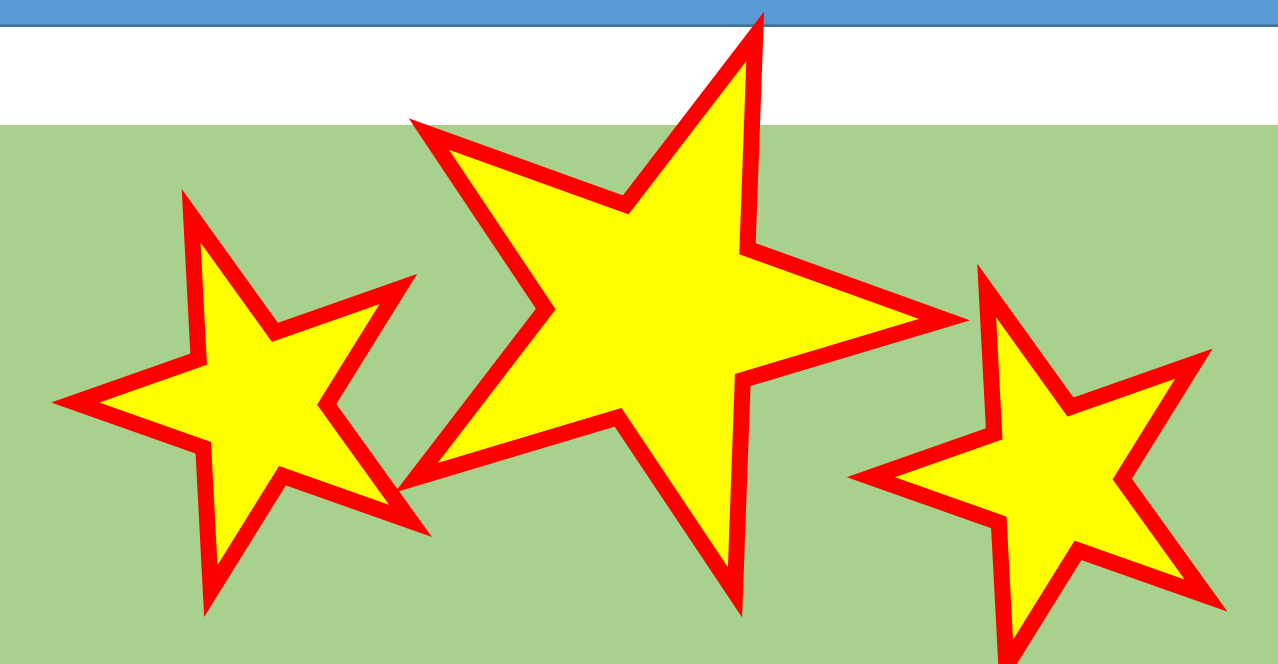
Comparison chart: time savings for nurses



Before After

Amount of time spent on each rework	10 min	0
Average number of reworks per day	4	0
Total amount of time spent/day	40 min	0

Comparison chart: time savings for PSA



Nursing: Time Savings/day = 120 min
PSA: Time Savings/day = 40 min
Total Time Savings/day = 160 min

Total Time Savings/year = 41,760 min or **696 hours!!**

5. CONCLUSION

The Step-down Care Discharge Envelope serves as a good reminder to nurses/PSAs on the required documents and allows accurate transfer of information for patient care. Pre-printing the envelope saves time to handwrite on the envelope. The success of this envelope translates to time-saving for PSA following up on cases with missed out documents. The time saved allows them to focus on making patients' appointments and follow ups required for patients' stay. As a result of this project, a larger envelope was also mooted. This reduces breakages, wastage of envelopes and allows for easy retrieval of documents by the patients. This collaboration boosted productivity and efficiency for both Nursing and Administrative team towards better patient care, exemplifying CGH's core values of **Teamwork, Ownership and Professionalism** and **enhanced patient experience**.