



# Improved Stationery Forms Ordering & Layout for Inpatient Wards

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## Introduction

When CGH outsourced stationery order in November 2016, vendor was unfamiliar with different type of forms used as well as our structural layout in all wards. Each ward has their own practices and different location of stationery stores. It's a day of walking through a garden maze – as described by the vendor, resulting in poor communication and relationship among staff and vendor.

## Aims

Keeping in mind, the principle of productivity and efficiency in work processes of topping up and retrieving required forms for users, it is also important that the new process does not cause delay as well as safety to all. Hence, our goal is to ensure this process will flow smoothly and systemically, benefiting our users in all wards.

## Methodology

8 Wastes Problems Solving Methodology: the 8 wastes are eight types of process obstacles that get in the way of providing value to the customer. The whole process of topping up of stationery was revamped to minimize unnecessary movement of staff in searching and replenishing of forms.

### 8 Wastes

<https://goleansixsigma.com/8-wastes/>



Before Waste is removed, processes are scattered, which cause delay to the workflow as well as safety to the workplace for the nurses

- Defect:** Outdated forms are still in the shelf
- Overproduction:** Over stock of forms, unable to identify the par level of specific form
- Waiting:** No system keep track of usage, wasted time for producing of forms
- Non-Utilized Talent:** Staff wasting time in searching forms, difficult to identify the shortfall of forms

**Problems:** When a specific form is unavailable  
 ➤ Searched around the Nurses' Station and stationery room  
 ➤ Borrowed from another ward  
**Spent about 15-20mins**

**Issues encountered by vendors**  
 ➤ Unable to locate the specific form in the list  
 ➤ No designated location for extra forms to be kept  
 ➤ Different ward has different location to keep forms



- Transportation:** Forms are placed in different rooms, staff need to search forms in different locations
- Inventory:** No system to trigger ordering of forms when stock runs low
- Motion:** Forms are placed in the high shelf of cupboard impose ergonomic risk to staff
- Extra-Processing:** Staff and vendors need a foot stool or ladder to search and replenish forms

After waste is removed, processes are more streamlined, resulting in more satisfied staff and vendor, hence saving time and money.

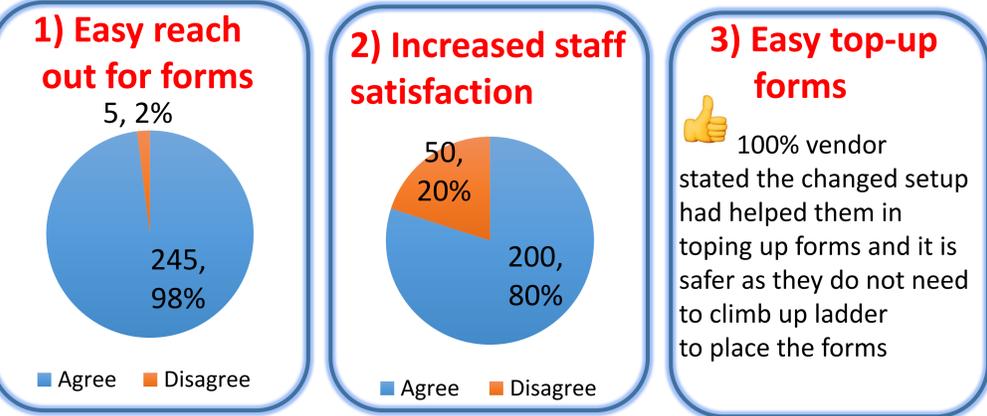
Top-Up List					Ward:
A Common Forms	Form code	Code	PAR Level	UOM	Remarks
1	Nursing Register R2	C:3009-0101-F	3	PAD	
2	Ward Care Chart R1	C:3009-0101-F	2	PAD	
3	Ward Care Chart Cont. Sht R0	C:3009-0101-F	2	PAD	
4	Ward Procedure Charge Form R14	C:3009-0101-F	10	PAD	
5	Investigation Chart R0	C:3009-0101-F	2	PAD	
6	Turning Skin Integrity & Diaper Chart R0	C:3009-0101-F	3	PAD	
7	Hand Off R5	C:3009-0101-F	3	PAD	
8	Out of Ward Desk Movement Form	C:3009-0101-F	1	PAD	
9	Restraint Checklist R2	C:3009-0101-F	2	PAD	
10	24 Hr Fluid Schedule AS (40 sheets)	C:3009-0101-F	5	PAD	
11	Transfer Blood & Blood Products R0	C:3009-0101-F	2	PAD	
12	Interhead C/W Holes A4 (Face sheet)	C:3009-0101-F	6	EM	
13	Inpatient Consultation Form R2	C:3009-0101-F	100	PKT	
14	Inpatient Clinical Notes R5	C:3009-0101-F	3	PKT	100PKT
15	Inpatient Clerking Notes R7	C:3009-0101-F	3	PKT	100PKT
16	Feedback Form - Inpatient	C:3009-0101-F	2	PKT	100PKT
17	24 Hr Blood & Blood Products	C:3009-0101-F	1	PKT	100PKT
18	Envelope Consultation Form Blue CG	C:3009-0101-F	1	PKT	



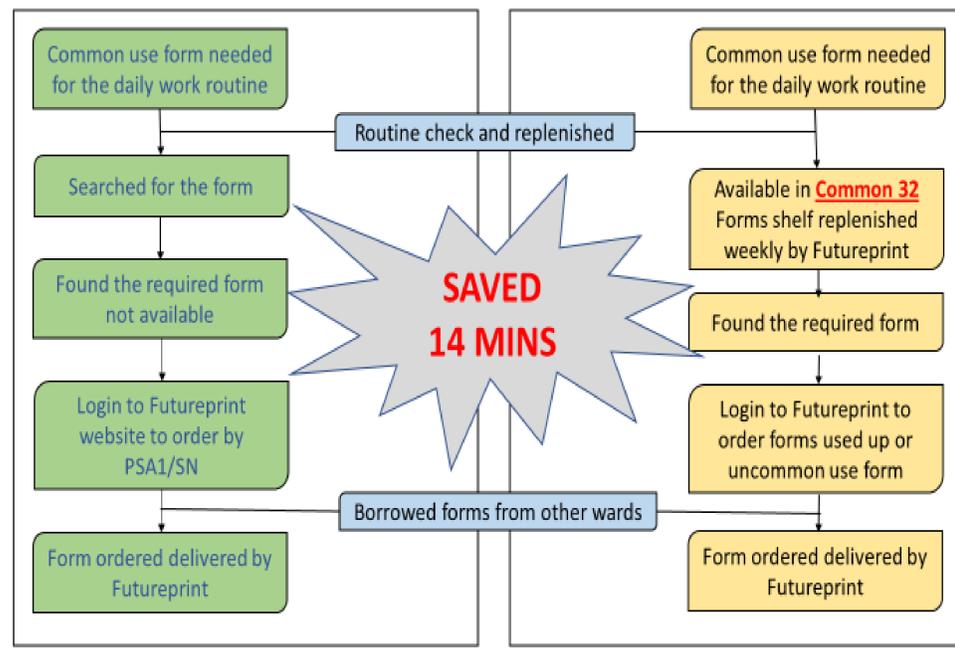
- ✓ Categorization of forms based on the common, procedure, uncommon and E-ordering
- ✓ Shelves are labeled according to the category
- ✓ More excess space available for extra forms
- ✓ Easy and faster to access to the specific form
- ✓ Trigger order forms when stock runs low

## Results

A total of 250 post surveys were collected after 3 months of revamping from the vendors and CGH end users to find out:



**4) Time and cost saving:** Average time save = 14 minutes/day, with estimated calculation, save about \$352.80-\$1411.20 per staff (depends on different designation) in a year for searching forms



## Conclusion

The team members are encouraged from the achieved result to continue to follow up on the feedback for improvement, and sustainability of the new changes.