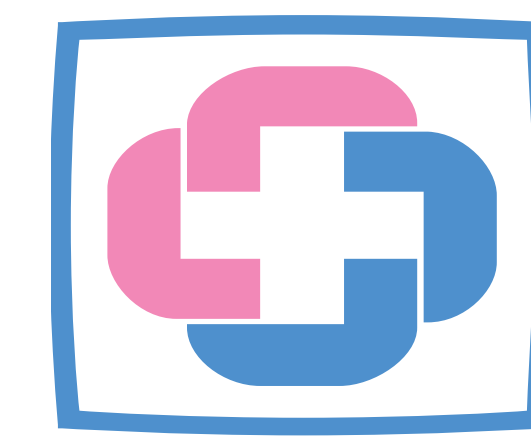




# Singapore Healthcare Management 2018



**KK Women's and Children's Hospital**  
SingHealth

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## Better Allocation of Nursing Time to Patient Care with Efficient Centralized Stock Management at Department of Diagnostic and Interventional Imaging (DDII) of KK Women's and Children's Hospital

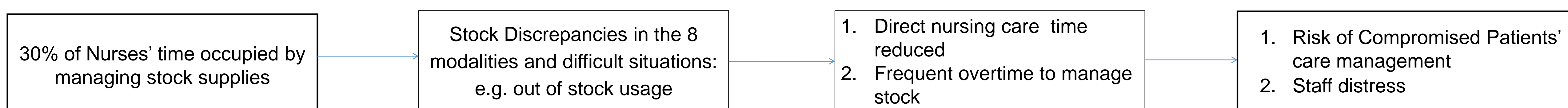
### Introduction

KK Women's and Children's Hospital is Singapore's largest provider of specialised medical care for women, babies and children. It is a 830-bed tertiary referral hospital for obstetrics, gynaecological and paediatric healthcare. Department of Diagnostic and Interventional Imaging (DDII) provides ranges imaging services for diagnostic scan, as well as interventional procedures. Nurses are providing the direct patient care, assisting in the imaging scans / procedures and are usually rostered on a rotation basis to different modalities:

- |   |                                 |
|---|---------------------------------|
| 1) Angiography Suite                    | 5) Computerized Tomography Scan |
| 2) Fluoroscopy                          | 6) Magnetic Resonance Imaging   |
| 3) Ultrasound Obstetric and Gynaecology | 7) Nuclear Medicine Scan        |
| 4) Ultrasound Pediatric                 | 8) Breast Imaging               |

### Problem Statement

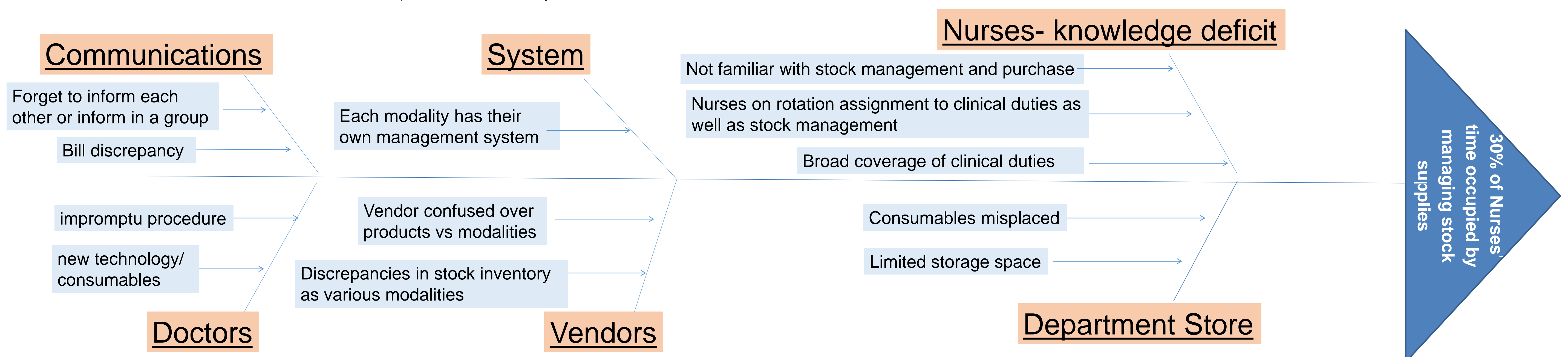
**Aims:** Better allocation of nursing time to patient care and efficient stock management



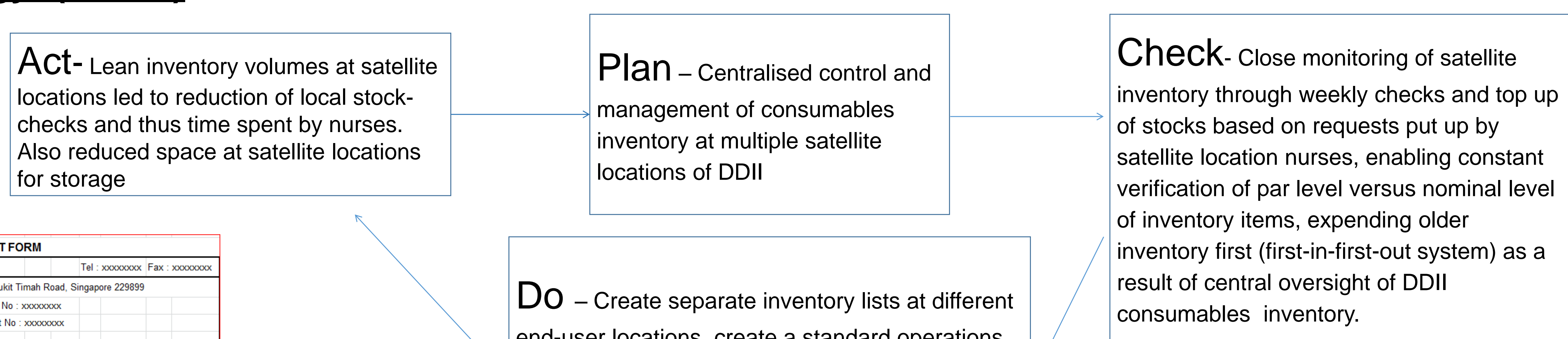
### Root Cause Analysis

Root cause analysis has been used to identify the areas which potentially contributed the current situations:

- 1) Nurses – has stock knowledge deficit as a result of assignment rotation
- 2) Lack of communications
- 3) Inefficient stock system



### Methodology (PDCA)



INDENT FORM				
Tel: xxxxxxxx Fax: xxxxxxxx				
KK Women's and Children's Hospital Pte Ltd, 100 Bukit Timah Road, Singapore 229899				
From: DDII	Angiography Suite - Contact No: xxxxxxxx			
	X Diagnostic Imaging - Contact No: xxxxxxxx			
	MRI			
PO: P019410100000				
Request Date: 15.12.2017				
Please deliver the following item(s) within three working days.				
S/N	Description	UCOM	Qty	Remark
1	E 83181 DM, Needle Guide 1.0mm	BX	10	
Note: Shelf Life - Minimum 18 months upon receipt.				
Deliver To: KK Women's and Children's Hospital Pte Ltd, 100 Bukit Timah Road, Singapore 229899				
Location	Angiography Suite - Level 2			
	X Diagnostic Imaging - Nurse Station Level 1			
	MRI - Level 1			
From NM Tan Seok Gek HP: xxxxxxxx K9H/DDII				

Department of Diagnostic and Interventional Imaging								
Ref No:	Vendor's Name:							
Description:								
Norm:	PO No:	PO Effective Date:	Cost:					
Par Level:			Bill:					
Date	Lot No.	Expiry Date	Qty Recd	Qty Issued	Bal	Recd By	Sign By	Tax Invoice / DO Remarks

### Result

1. As soon as the new system was implemented in 2016, there was immediate relieving of nursing time to patient care. Normally, the nurses of individual room need to spend 30% of their time to manage their stock for their procedures. With the new system, only about 10% of their time per week are used for handling stock. More nurses were able to be trained to take on expanded roles to insert intravenous cannulation for children for examinations and recovering their patients. There was obvious reduction of time spent on the consumables discrepancies.
2. Previously, the nurses had difficulty to maintain consumables stock. Staff assignment to a procedure room changed every 2 weeks. They did not do proper handover. The current system has made maintaining of stock easy. It has reduced wastage, urgent request and time spent.
3. We were able to pool our nurses together so that they can collectively help to oversee more than one procedure room. Although our workload had increased from 2016 to 2017, we can still manage with the same number of headcount. Thus it helps to reduce manpower cost.

### Conclusion

The consolidation of the different modalities' consumables under a team of trained staff has released the nurses' time to patient care. This resulted in manpower cost saving and improved work outcome. Moving forward, our goal is to continue developing the system for the next generation.

