



Reduce PRINT (Prescription Re – print In Nurse Clinician Service TCU appointment)

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Introduction

In Singhealth Polyclinics, Nurse Clinician Service(NCS) is an appointment nurse –based service offered to patients with well controlled chronic medical conditions. Trained nurse clinicians attend to these patients and they endorse the prescription that had already been prescribed by the physician at the previous visit. (Workflow as shown in Figure : 1.)

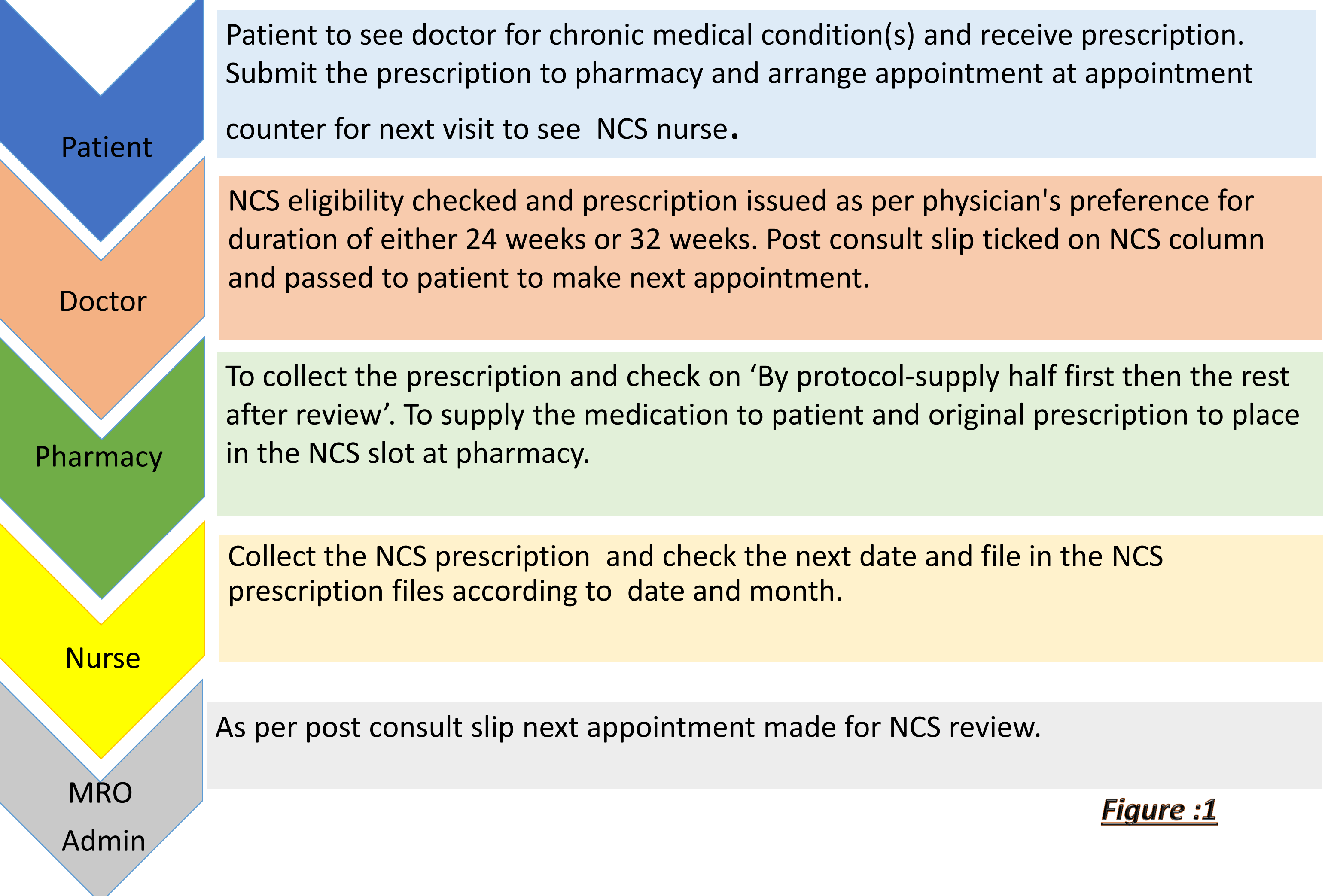


Figure :1

Problem

In a two weeks survey performed in June 2017, it was found that, out of an average daily NCS attendance of 22 patients, 18 of the prescriptions were missing, requiring resources of manpower and time to re-print the lost prescription.

Aim : The aim of the project is to explore ways to reduce the occurrence of missing NCS prescriptions and re-printing of these prescriptions again by physicians.

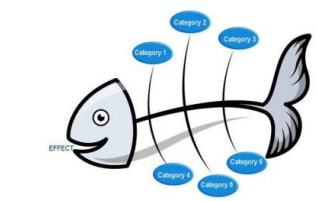
Methodology



The team formed consisted of 4 nurses, 2 doctors, 1 administration staff and 1 pharmacist.



Team feedback and brainstorm session



Cause and Effect using Ishikawa Diagram

The multi-disciplinary stakeholders analyze the factor contribute and identified the potential cause the problem; a resultant of cause –effect Ishikawa diagram (as shown in Figure 2).

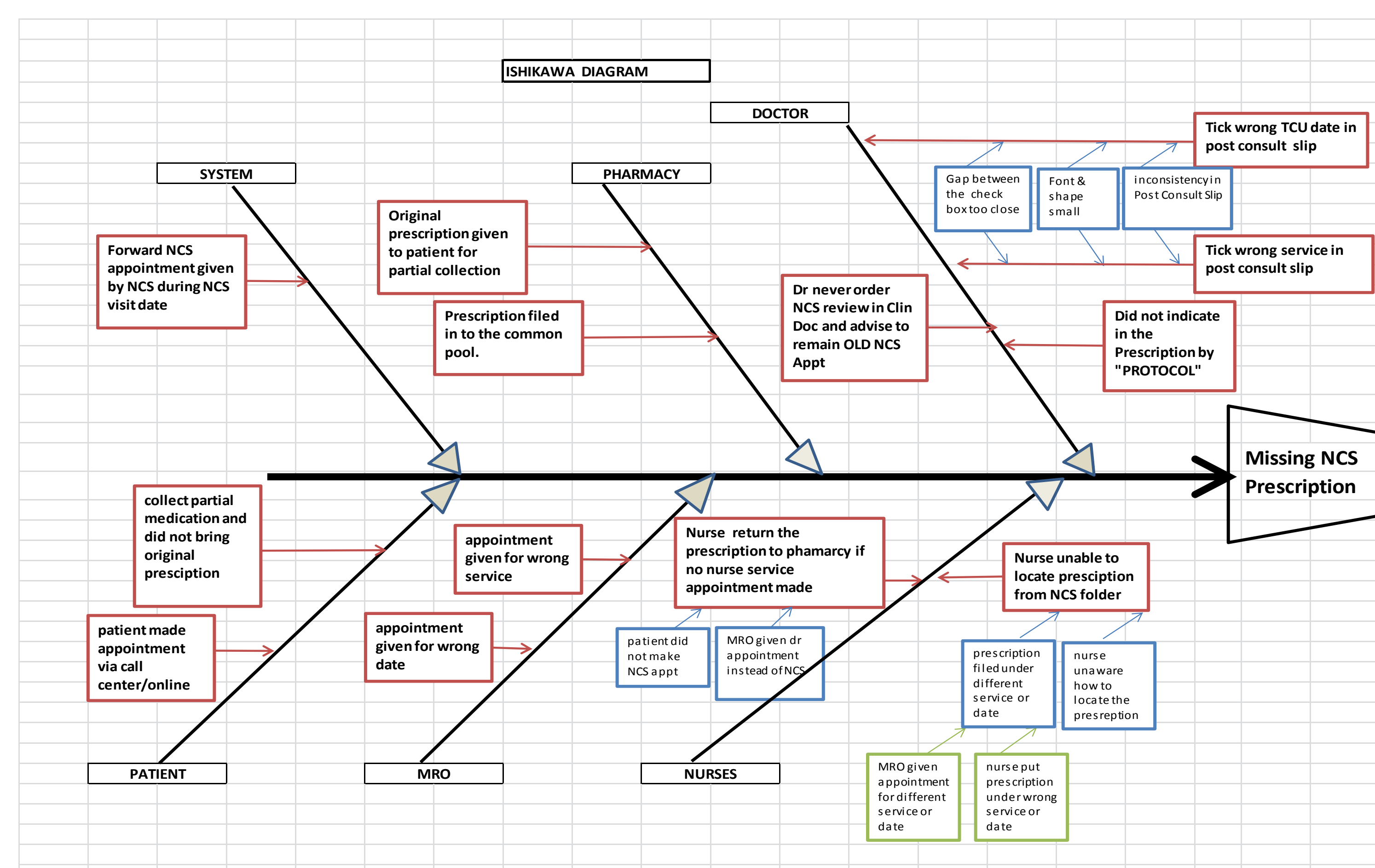


Figure 2

As shown in Figure. 3: Three main key factors were identified during the feedback session.

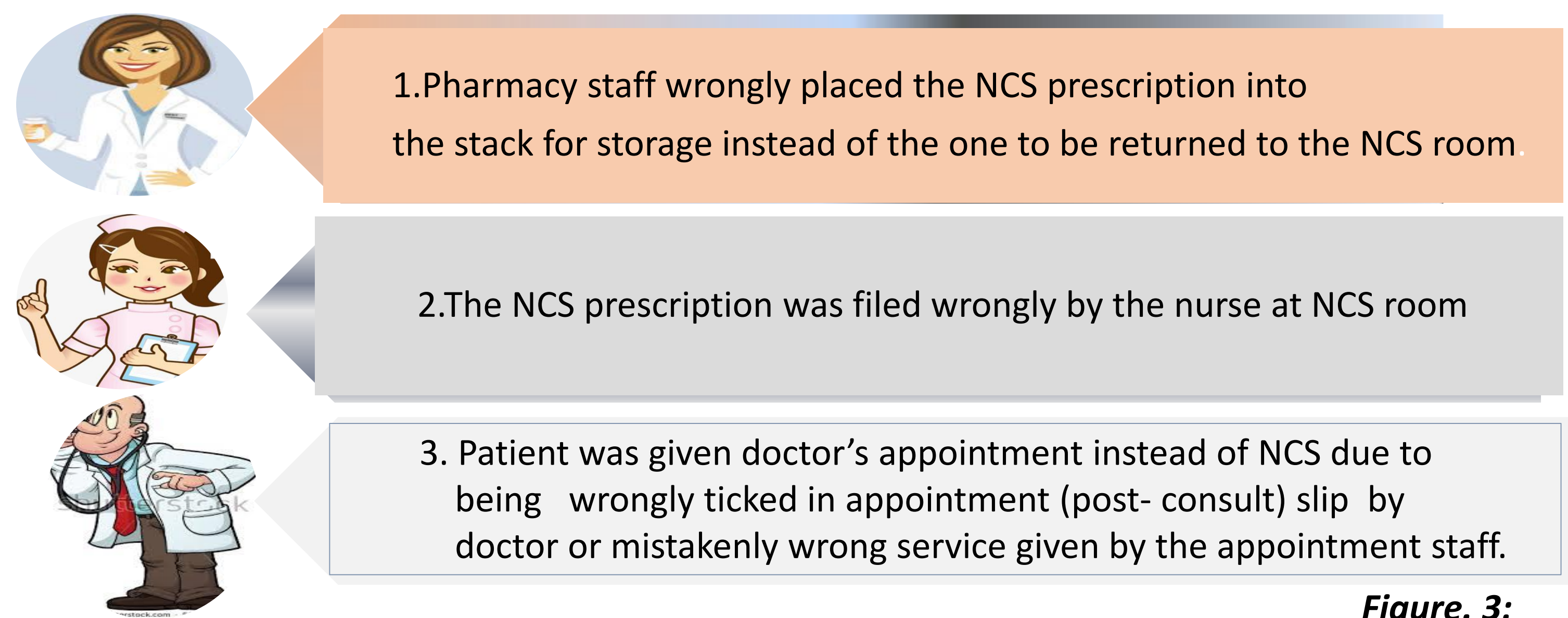


Figure. 3:

After brainstorming on the main factors identified, team members agreed on 4 interventions as shown in figure 4.

4 Interventions:

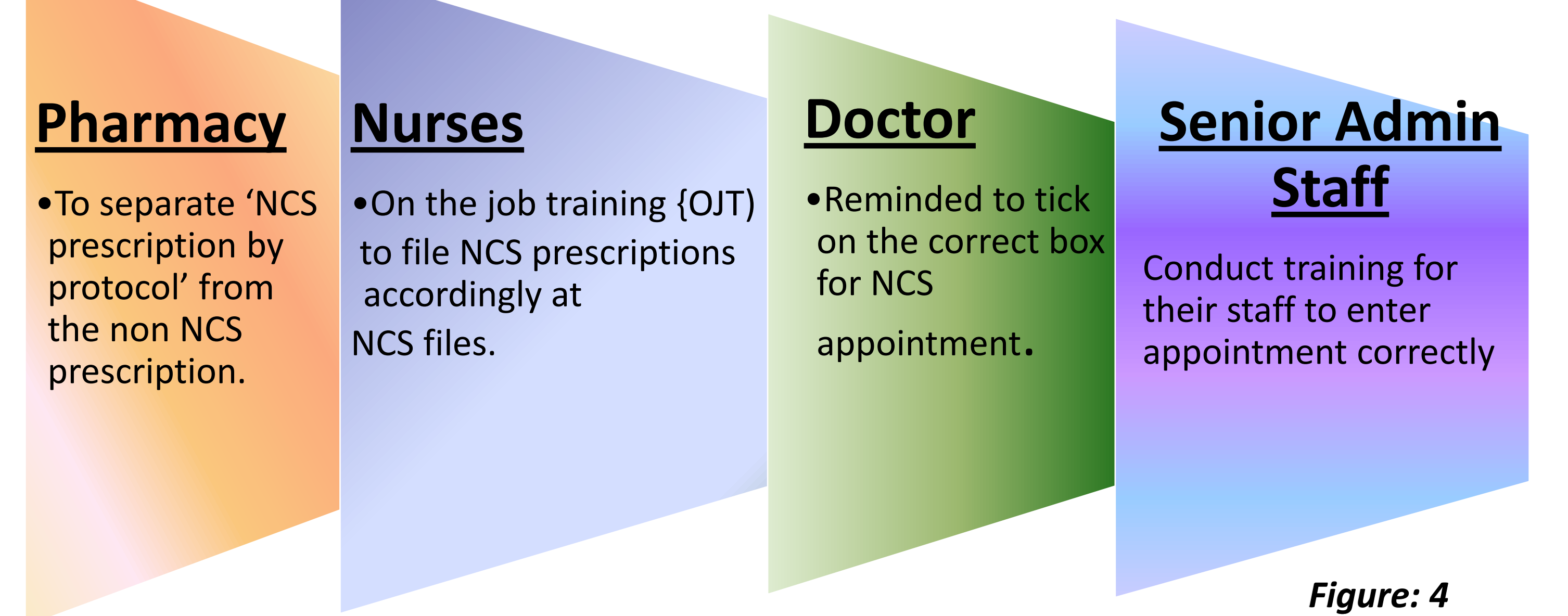


Figure: 4

RESULT:

After intervention a three months survey done and the result shown a positive outcome and supported by our stakeholders and core team members.

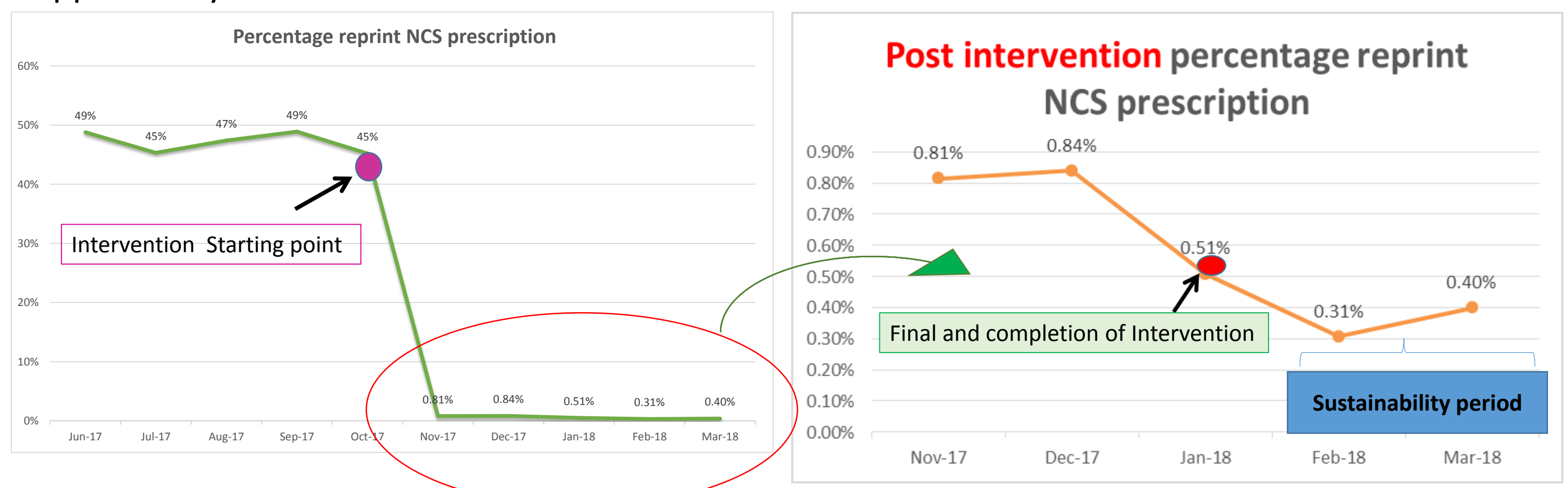


Figure:5

Conclusion:

With the implementation of the new workflow, the incidence of missing NCS prescriptions have been significantly reduced resulting in time and manpower savings, as well as a reduction in the frequency of interruptions to the physician.

SUSTAINABILITY

Pharmacy	Nurse	Doctor	Senior admin Staff
<ul style="list-style-type: none"> • Continuous monitoring pharmacy staff to place the NCS prescriptions at NCS slots for Nurses to collect every morning. • - On going 	<ul style="list-style-type: none"> • Continuous OJT to place the NCS prescription at NCS files according to date and month by nurse after collection of NCS prescription every morning from pharmacy • - On going 	<ul style="list-style-type: none"> • Continuous OJT for ticking the NCS column correctly. • - on going. 	<ul style="list-style-type: none"> • Continuous reminder to enter appointment correctly and to keep constant info on 'remarks' information if patient not keen for NCS appointment. • - On going

INTANGIBLE BENEFITS

- ❖ Better care and safe care for patient.
- ❖ Manpower saving in time and enhance for more focus on treatment care.
- ❖ Less disruptions in service quality to patient.

We would like to thank :

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