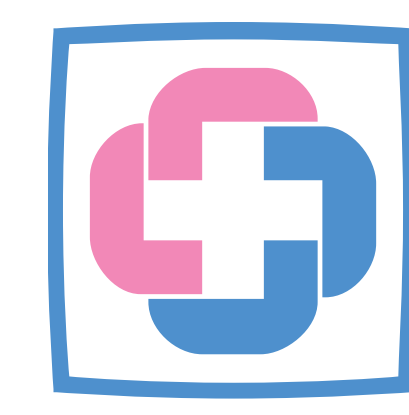




Singapore Healthcare Management 2017

“WOWS”

Where's Our Ward Stock?



KK Women's and Children's Hospital
SingHealth

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Background

When Ward Stock level is insufficient, Staff Nurse (SN) has to fill up a hard copy requisition form and fax to pharmacy for supply. We hope to identify the areas for improvement of this ward stock requisition process.

Objective(s)

Primary Objective

- ✓ To reduce time taken to request for stock by SN
- ✓ To reduce time taken to check for completeness of stock requisition by pharmacy staff

Secondary Objective

- ✓ To improve staff satisfaction of the ward stock requisition process

Methodology

A multi-disciplinary work group involving Pharmacy, Nursing and IHIS staff was formed. “5-Whys?” diagram, 2 weeks data collection and a pre-implementation survey were done to help identify areas for improvement. An online eRequest for Pharmacy Stock application was then developed to replace the manual filling up of ward stock request and faxing.

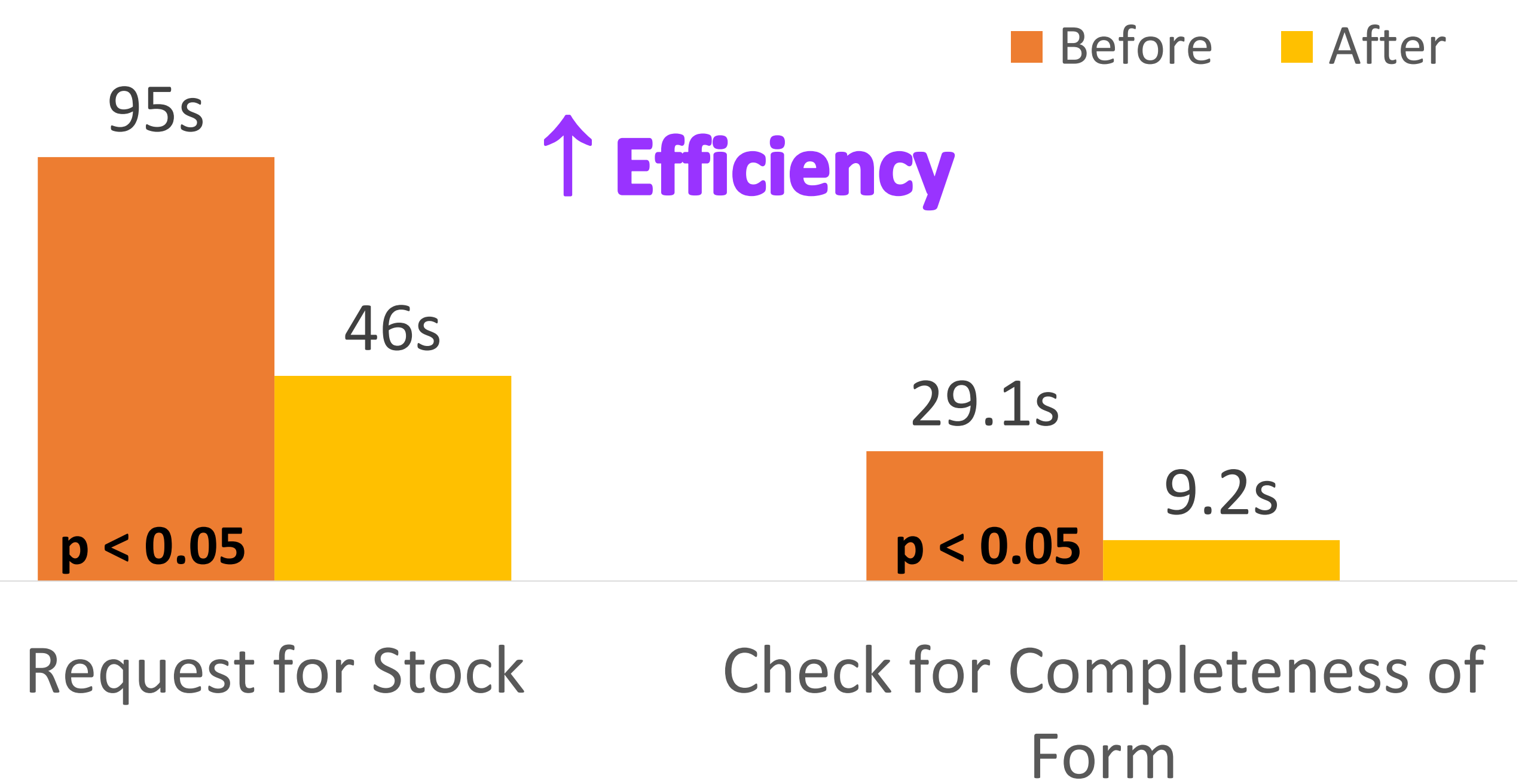
Urgent(Within 1 hour)					
Request Number	Requesting Area	Requested By	Requested Timestamp	Status	
Urgent(Within 4 hours)					
Request Number	Requesting Area	Requested By	Requested Timestamp	Status	
Non-Urgent					
Request Number	RequestingArea	Requested By	Requested Timestamp	Status	
999	W51	SN XXX	26/5/2017 2:15:57 PM	Submitted	

Mandatory fields were set up to prevent incomplete and inaccurate forms. Ward Stock list is maintained for each ward and PAR Level is auto-populated for SN upon ordering. Real time update of eRequest status e.g. Preparing, Sending, Received by SN, is available and viewable by both Nursing (Requestor) and Pharmacy staff.

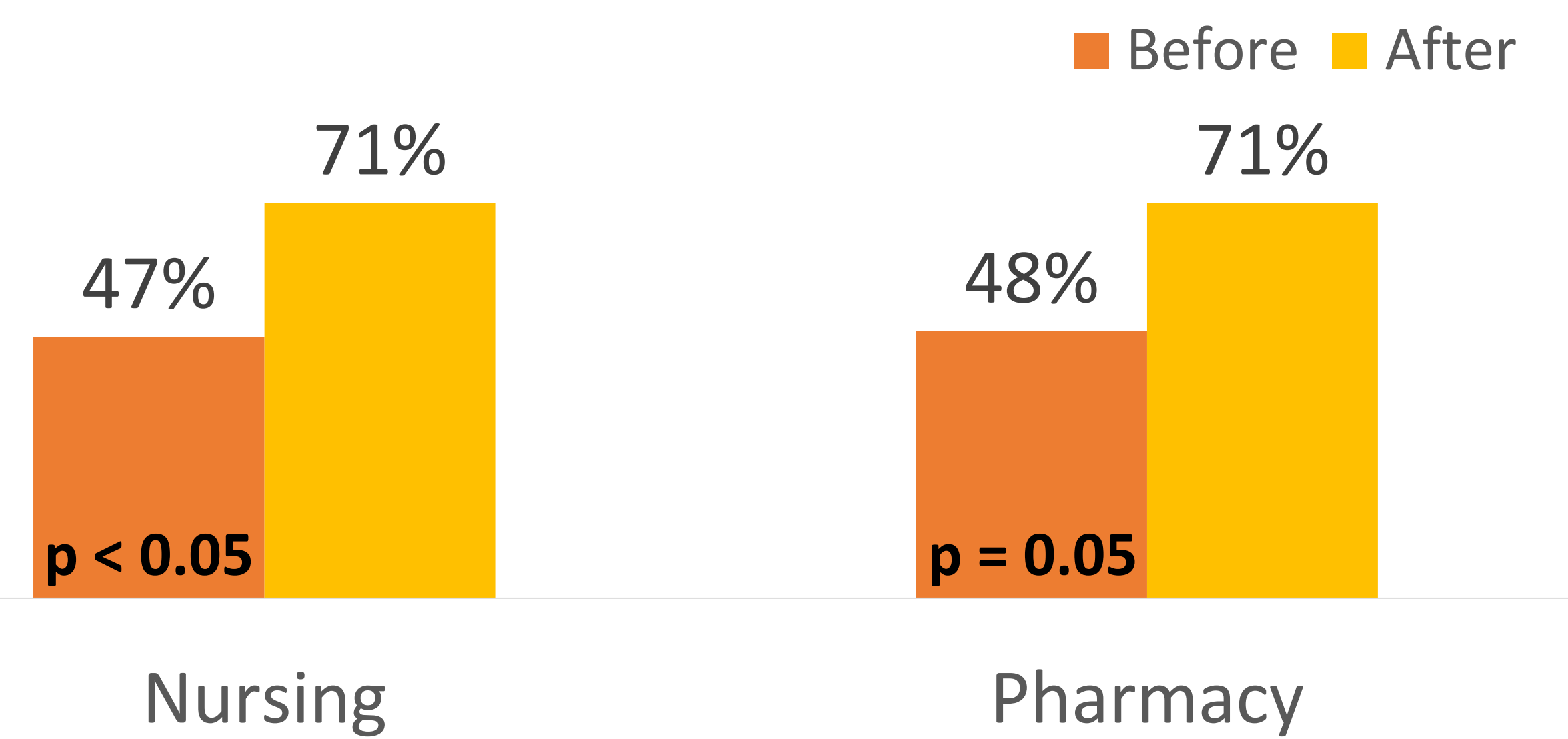
Request Number	Requesting Area	RequestedTimestamp	Requested By	Received By	Status
994	W85	26/5/2017 2:09:52 AM	SN XXX		Sending
995	W32	26/5/2017 3:58:02 AM	SN XXX		Sending
996	W42	26/5/2017 5:10:24 AM	SN XXX		Rejected
997	NICU	26/5/2017 6:39:15 AM	SN XXX	SN XXX	Received By SN
998	NICU	26/5/2017 6:44:07 AM	SN XXX	SN XXX	Received By SN
999	W51	26/5/2017 2:15:57 PM	SN XXX		Submitted

Results

1. Reduced Time for stock requisition



2. Improved Staff Satisfaction



3. Increased Accessibility

- ✓ eRequest with pre-set ward stock list and PAR
- ✓ Able to get real time update of request status

4. Environmental Friendly

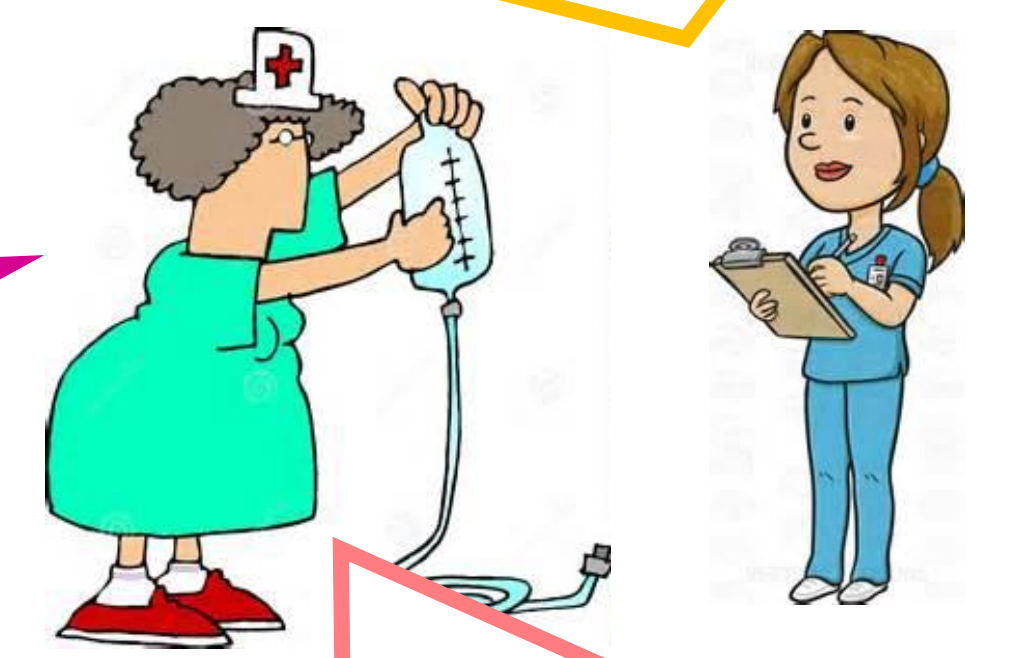
- ✓ Less paper wasted from all the faxing

“Helps save time and remove the need to search for form and PAR.”

“We are able to check on status without having to call pharmacy.”



“No need to fax, save paper.”



“The workflow is clear and it is much easier to place the order now.”

“A sticker from Pharmacy was pasted on supplied medications to remind staff to acknowledge in system.”

Conclusion

Based on the above results, our team is glad that the eRequest application is useful and saves time. The success of this process improvement project (PIP) is attributed to the collaborative efforts among Nursing, IHIS and Pharmacy staff.