



IMPROVE PROCESS OF STORAGE STOCKTAKE AND DISTRIBUTION OF EDUCATION BROCHURES

“Happy Patient, Happy Staff”

Singapore Healthcare Management 2017

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INTRODUCTION

The DSA team from Clinic 2 realized that when there is insufficient brochures for the patients, replenishing the stocks will pose an issue due to shortage of manpower, different storage areas for the brochures and ordering issues. As the availability of educational information in the brochures for the various discipline is an important part of the healthcare sector to meet the needs of the patients, hence the team has been formed to address the problem.

UNDERSTANDING THE ROOT CAUSES

The team brainstormed about the possible root causes as shown in Figure 1 and explored the potential interventions.

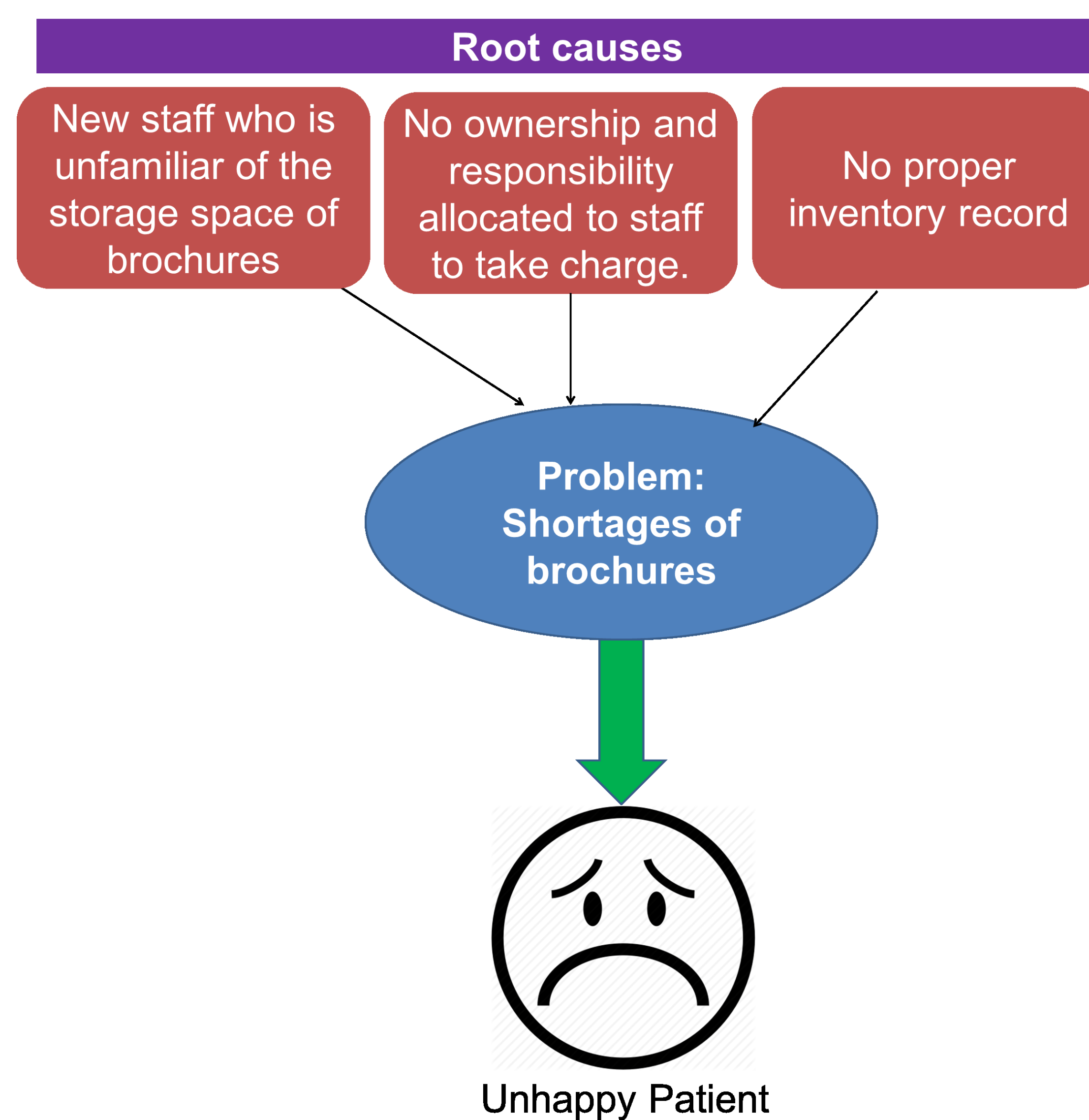


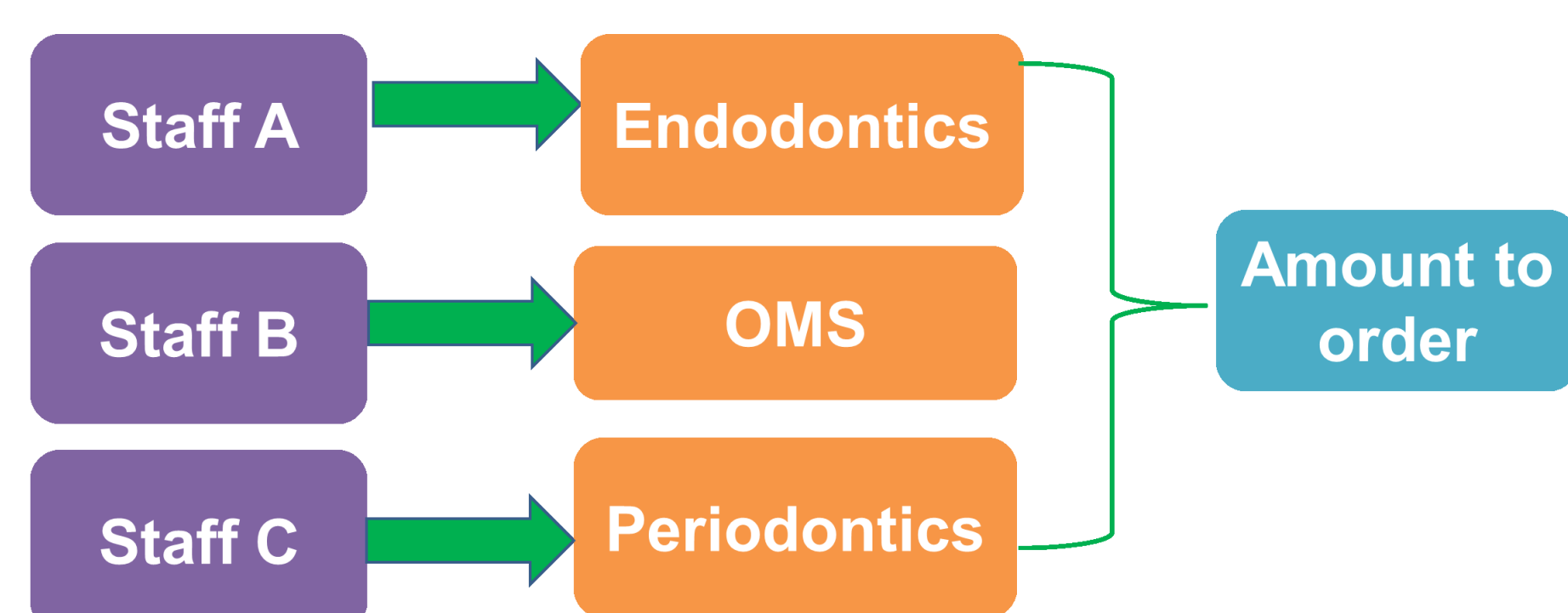
Figure 1

OBJECTIVES



The team aims to increase the satisfaction of patient as well as improve the efficiency of the staff at Clinic 2.

INTERVENTIONS



The team redesigned the workflow and proposed the new workflow as shown in Figure 2.

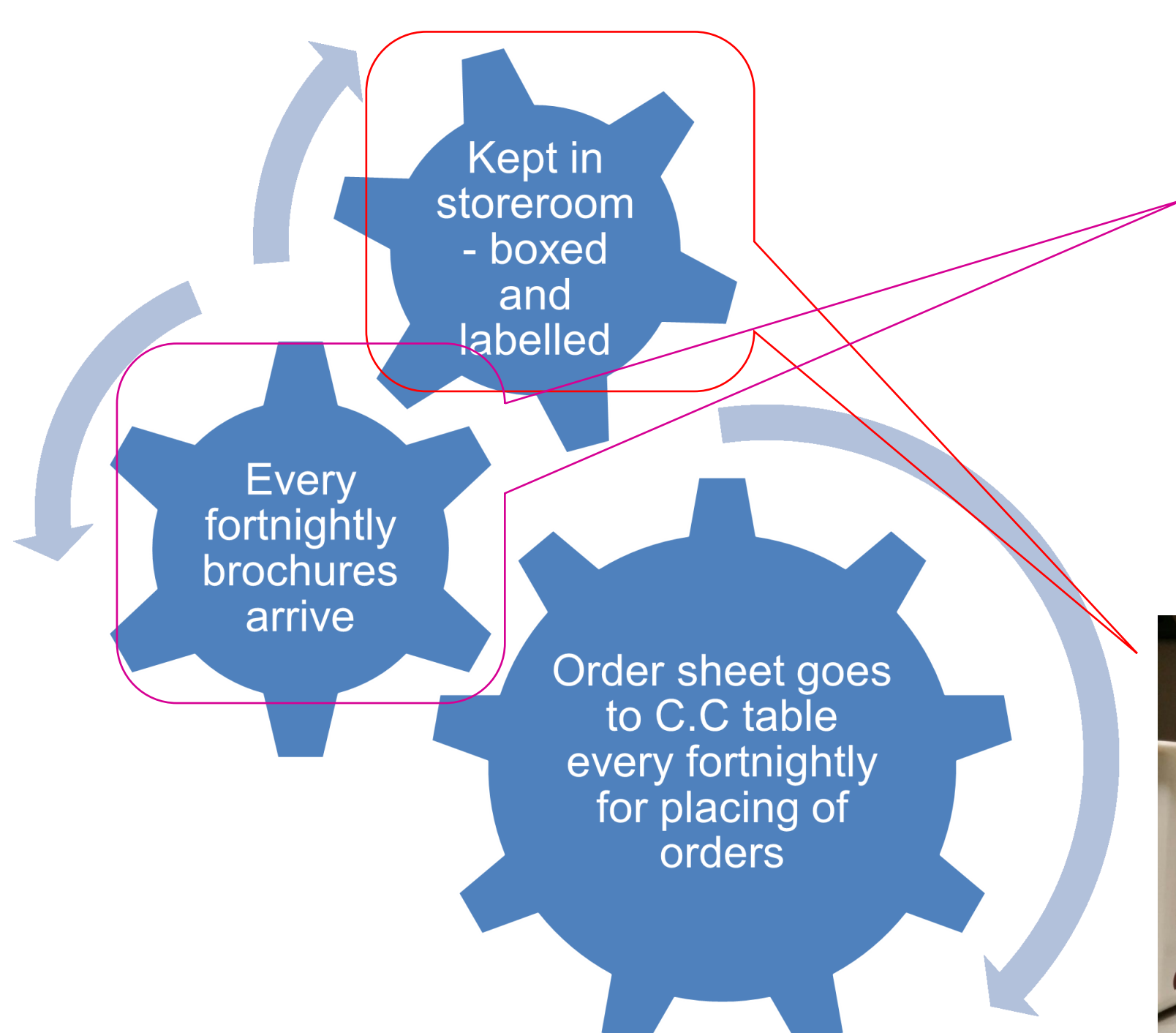


Figure 2



RESULT

- ✓ With sufficient brochures and as it is readily available, it helps to increase the awareness of their treatment options and will result in making informed decisions. In addition, it will aid in the consultations of the clinicians.
- ✓ Storage space and area was identified for the ease of accessibility.
- ✓ The provision of labelled storage boxes has helped in better housekeeping which resulted in tidiness and avoid mixing up of different discipline’s brochures.
- ✓ Staff were appointed which resulted in ownership of ensuring the availability of brochures.