



Singapore Healthcare Management 2017

To enhance the process of hand delivering the Operation Listing Forms to SGH Major Operating Theatres (SGH MOT), Consent Forms to Same Day Admissions Centre (SDAC) and Admission Forms to Pre-admission Testing Centre (PAT)



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Introduction

In the past, the patients' operation listing forms, consent forms and admission forms from National Dental Centre Singapore (NDCS) were sent to SGH Major Operating Theatre (SGH MOT), SGH Same Day Admissions Centre (SDAC) and SGH Pre-admission Testing Centre (PAT) by hand 3 times a week.

The team from NDCS and SGH explored using the paperless Electronic Admission Form (EAF) and streamlined the frequency of the dispatching forms to reduce the need to walk from NDCS to SGH, hence saving time for the staff to perform more value-added tasks.

Objectives

- To remove the need for dispatch by hand, where possible, utilizing existing electronic system within SingHealth.
- To improve productivity by reducing the number of dispatch trips undertaken by the staff from NDCS and SGH.

Methodology

The team from NDCS and SGH mapped the past workflow processes and conducted a time motion study in order to prioritize the activities on removal of non-value adding activities. Upon identification of non-value adding activities through the 7 basic wastes of the LEAN methodology, the team engaged our nursing counterparts and stakeholders to explore for ways to eliminate or reduce the wastes.

| BEFORE | CURRENT |
|--|--|
| <ul style="list-style-type: none"> NDCS nursing staff print a copy of the operation listing forms and NDCS CRO staff hand delivers the form to SGH Major Operating Theatre every Tuesday, Wednesday and Thursday afternoon. On an average, 12 pieces of printed copies of the operation listing forms per day are hand delivered to SGH Major Operating Theatre (Tuesday, Wednesday and Thursday). Time spent on non-value added activities, walking to and fro SGH – approximately 4 hours per week. | <ul style="list-style-type: none"> NDCS nursing staff no longer need to print copy of the operation listing forms. SGH Major Operating Theatre will print the operation listing forms directly from the Operating Theatre Management system. Total cost savings of 36 printed copies of the operation listing forms (12 pieces of listing forms x 3 days) per week. Up to 4 hours of time saved on travelling distance per week. Better utilizing of the manpower for other core duties. |
| <ul style="list-style-type: none"> CRO staff will dispatch the consent forms to Same Day Admissions Centre and Pre-Admission Testing Room on every Tuesday to Thursday afternoon. Time spent on walking distance - approximately 1~2 hours. | <ul style="list-style-type: none"> Same Day Admissions Centre and Pre-Admission Testing Centre still require original hard copy of the forms from the NDCS Listing Office. Streamline to collate all the surgical consent forms and send to Same Day Admissions Centre and Pre-Admission Testing Room on Tuesday afternoon only. Reduce number of trips from 2 afternoons to only 1 afternoon. Better utilizing of the manpower for other core duties. |

Interventions

- Printing the operation listing forms by staff from SGH Major Operating Theatre through Operating Theatre Management System to completely remove the need of dispatch by hand.
- Reduce the dispatch of the forms that cannot be transferred electronically from 3 days a week has been reduced to once a week – every Tuesday afternoon.

Results

| External Stakeholder Patients | Internal Stakeholder Organization |
|--|--|
| <input type="checkbox"/> Patient's health and safety are not compromised as forms will always be available in the Operating Theatre Management system for Doctor's reference | <input type="checkbox"/> Time savings for CRO staff to deliver the forms manually <input type="checkbox"/> Time savings for SGH staff to better manage their documents electronically <input type="checkbox"/> Better utilizing of the manpower for other core duties. |