



Singapore Healthcare Management 2017

Trace with Ease!

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INTRODUCTION

- Case notes are vital part of clinical practice. It is an important form of communication between service providers and patients. Documentation practices have impact on patient's clinical outcome, delivery of continual care and maintaining professional accountability. Hence, the importance of case note for doctors' consultation.
- In an ideal scenario, 100% of case notes should delivered to the clinic for patients' consultation. However, due to constraints including patients with multiple appointments, inpatient stay, case note in departments for report/service quality follow up, workflow for preparing case note in medical record office etc, there are many occasions that case notes are not delivered to the clinic.
- In a centre like Urology centre with monthly workload of 5000, about 10% of the case notes tend not to be delivered daily. Clinic tracer will then have to trace and ensure its delivery to the clinic. This resulted in delays in tracing process and hence, room for improving productivity and effectiveness.
- The drive to use technology to supplement manpower and for data analysis have led to switch from manual to electronic documentation. While some time is needed to sort out on the issues, an interim measure is needed.

OBJECTIVES

- To reduce the number of case notes not delivered to Urology centre for patients with booked appointments by 80%
- To reduce the anxiety and frustration faced by the clinic team for case notes not delivered on time

METHODOLOGY

- The team studied the daily activities of the tracer and realised that there were a lot of unnecessary delays in tracing process.
- A template (refer below) with all appointment for the next day was developed to ensure the delivery of all case notes prior to patient's appointment at Urology centre

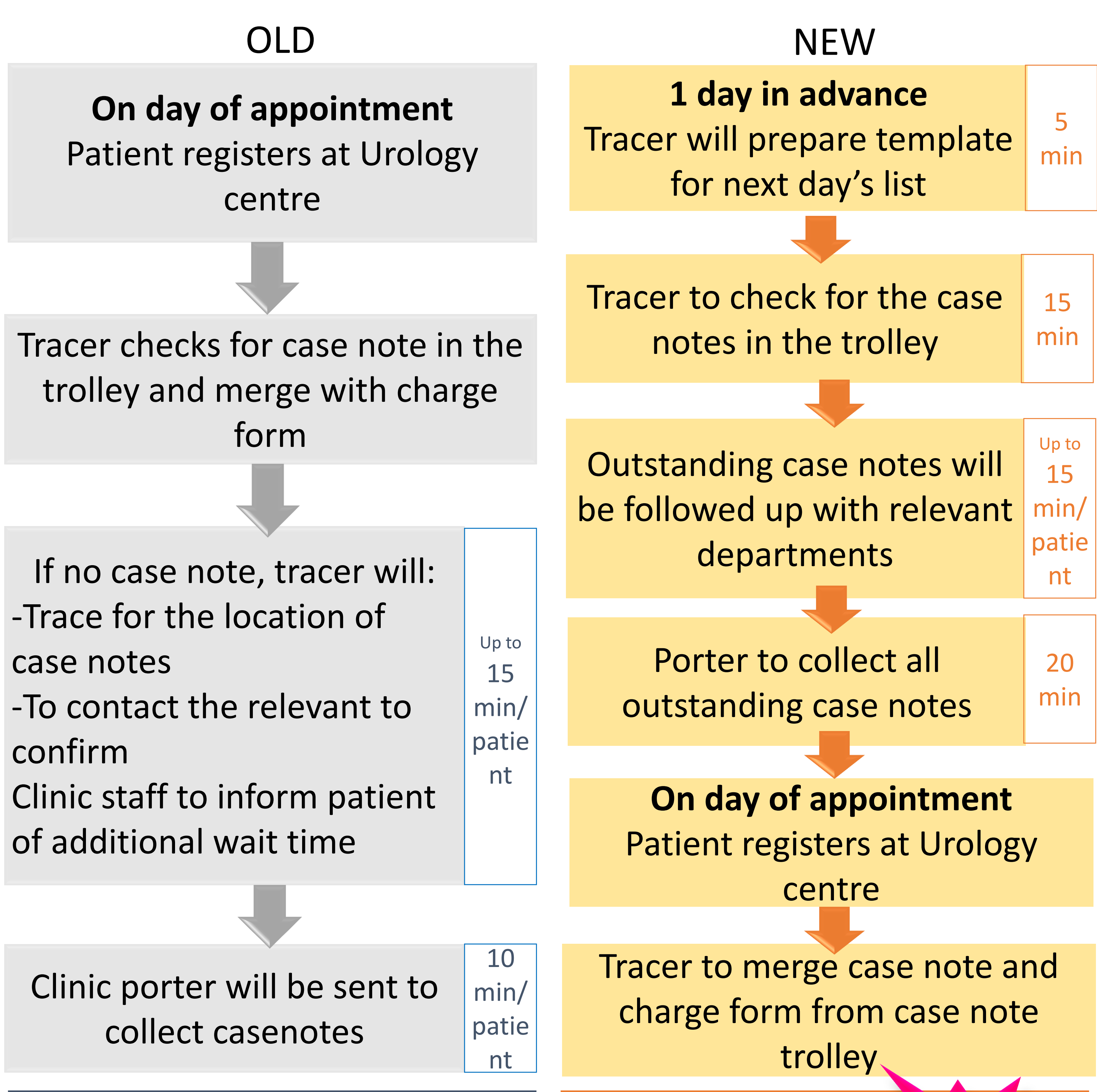
Last 2 Digits	NRIC	Appt Time	Name	NC / FP	Remarks
00B	1501000	1445	PANG NEM	NC	
00G	1001000	1450	YOW SEW YIN	FP	tcu 9mths
00H	1001000	1130	YUAY SIO DORAHALU	FP	TCU 2/52 after MRI on 3.6.2017
00H	1217000	1055	KHOQ KEE BEE	FP	tcu 6mths
00I	1517000	1345	KHOQ BEARD THONG	NC	
00J	1510000	1030	TAN SIEW HANG	FP	chgfrm6/7
00Z	1420000	1050	TAN PANG HOA	FP	tcu 1mth
00Z	1110000	1500	LIU CHIN TONG	FP	tf ct scan
00Z	1510000	1540	LEE MEI YAW	NC	OPD FAX NEM HEADACHE 9/6/17
01A	1137000	0930	CHEONG CHEE CHUEN	FP	Dr req 2/52 after MRI 5/6/17
01D	1510000	1120	WONGMAN JENIS BIL DRAS	NC	tcu MRI 10/5/17 OA
01E	1510000	1110	SEE FONG EE	FP	TCU 1wk after MRI
01F	1510000	1030	TAN YEN HOOK	FP	tcu 4mths
01F	1510000	1045	WUHAMMAD AZAT SHUKOR	FP	tcu 2wks after cog 02/12/2016
01I	1705000	1215	WAPASHAHI GUTI DAM	FP	
02A	1514000	0950		NC	Gp req NEU-Headache / vision disturbance
02A	1514000	1110	SONG YAN	FP	tcu 2 wks after mri 08062017
02B	1141000	1410	WONG ONG KIM LENG	FP	TCU 6/12
02C	1515000	1030	WONG SENG HONG	FP	tcu 6mths
02E	1510000	0930	WONG SENG HONG	FP	6 mths
02E	1510000	1045	WONG SENG HONG	NC	Dr Ong Liming req tcu Dr Peter Hwang & CT OA
02F	1510000	1550	KASHAN KASSEY KALLECHHEVEN	FP	if mri 31052017 eeg 26052017
02H	0915	0915	WANG BEYONG	NC	SAF FAX-NEM-LATERAL FLEX NECK 5/6/17 RQ AFT 19/6/
02I	0915	0915	WANG BEYONG	NC	H OPOREQNEM
03A	1510000	1215	WANG BEYONG	FP	
03A	1510000	0940	CHOO KA LOONG (ZHU JIALIN)	FP	pt's smother reqhng 6mthMUMRQCHGFRM28/ZRQJUNESCHHOL
03B	1510000	1442	LEE SENG KAI	FP	tcu 6mths

Sorted by Last 2 Digits
More convenient for tracer to check against case note trolley

Appointment time
Included in the template for tracer to note the urgency of preparing the case note for individual patient

Appointment Type
Highlighted the new case (NC) in the template for tracer to prioritise on follow up (FP) instead

RESULTS



Assuming that there are 10 outstanding cases a day, **Save 60mins**

$= 15 (10) + 10 (10)$
= 250 mins per day

$= 5 + 15 + 15 (10) + 20$
= 190 mins per day

- Overall time is saved in tracing case notes
- Now, about 99% (improvement of 9%) of casenotes are delivered to Urology centre prior to appointment time
- Reduction in patient's feedback about long wait for case notes
- Increase in productivity of tracer- She is not able to focus on tracing notes for ad hoc walk in cases and take on additional counter duties including appointment booking
- Reduction of the number of trips needed by porter to collect case notes
- Service providers are less frustrated with missing case notes, improving both patient safety and quality of care provided
- Overall, there is better staff satisfaction and delivery of care

CONCLUSION

- With the implementation of the template and workflow for checking case notes, clinic tracer and porter are able to efficiently and effectively locate majority of case notes for patients with booked appointment as well as the collection of the case note and hence, increase the productivity at their jobs. Through this initiative, it has been demonstrated that clinic operations can be improved by means of change in workflow and use of Information Technology.