



Singapore Healthcare Management 2017

Using 5S Methodology to create work space for ENT Centre backend activity

Shawn Poh, Zhang Lei, Chiew Pei Pei, Tina Phua, Liang Dian Hui



Background

Space is limited in Specialist Outpatient Clinics (SOCs). The current setup does not provide a designated work station for clinic staff to perform any backend administrative work such as tracing of outstanding case notes for that day's appointments and calling of patients. Most of the time, staff have to use any vacant rooms or front counter to perform these duties. They have commented that they would require a conducive area to work in.

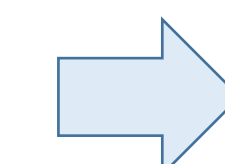
What are the issues/challenges?

The team have identified the following concerns:

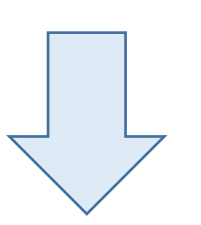
1. Staff require a designated place to concentrate on backend administrative duties.
2. The designated place has to be conducive and yet located within the clinic for easy communication.

How we do it?

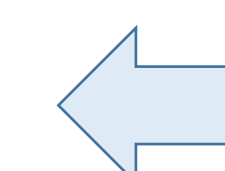
On-site discussion and explore possible solution(s)



Identified available space that can be re-designed



Met up with clinic staff to confirm the option, review and smoothing of process

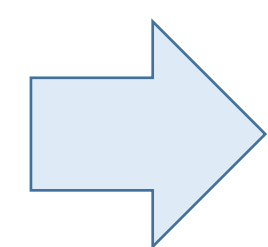


Work with Materials Management Department (MMD) and Facilities Management & Engineering Department (FME) to facilitate the setting up of work station

What is 5S Methodology?

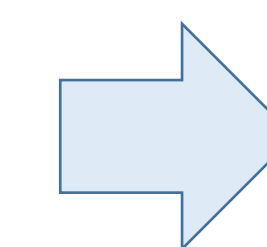
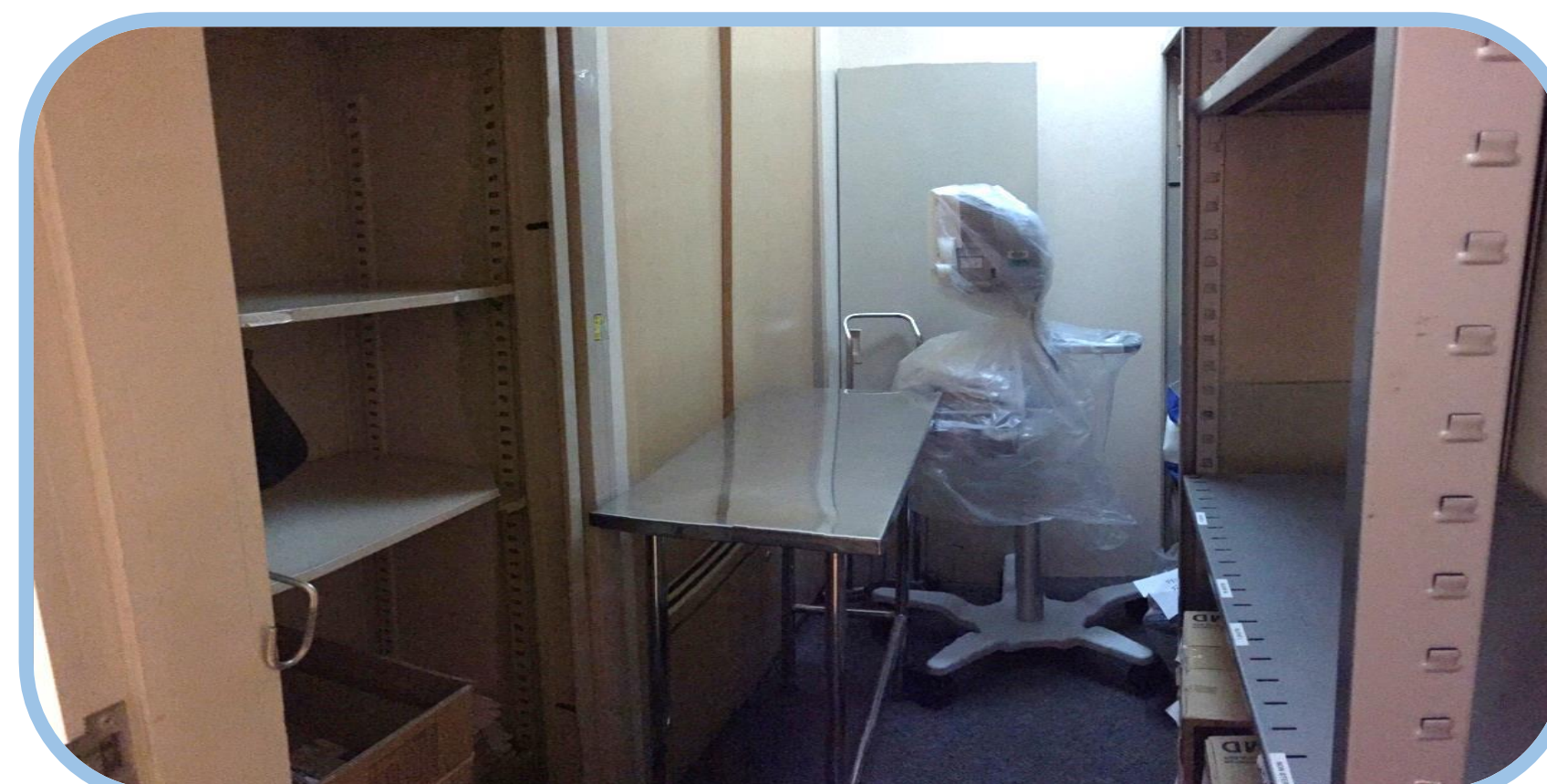
S ort

Clinic has a room that is being used to store consumables which can be right sited to individual consultation rooms.



S et in Order

Worked with MMD and clinic staff on the proper management and storage of items at the right site. Established standard protocol to free up space for staff to perform backend administrative duties.



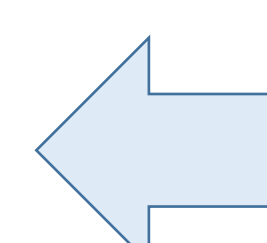
S hine

Together with FME colleagues, room is being re-designed and organized for backend administrative duties.



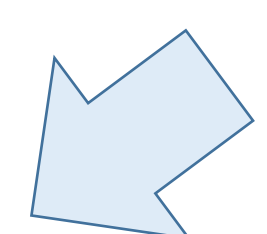
S ustain

House keeping rules is implemented to ensure upkeep of the room for continual usage for all team members.



S tandardize

Storage workflow is standardized in the clinic and room is re-designed for staff to use as a work station for any administrative duties.



Results

1. Efficient usage of resources
 - Optimizing limited space for the necessary duties
2. Improve staff working environment and satisfaction
 - With lesser disruptions, staff is able to concentrate on the administrative work given and hence able to follow up on other tasks.

Conclusion

It is essential to constantly seek feedback from the ground, review current processes and ensure efficient usage of resources. Using this 5S methodology, it helps to tidy up the clinic space, streamline processes and provide a user-friendly work station for the staff. It is a win-win solution for all stakeholders.