Screening Patients for Fall Risk and Pain at the Self-Registration Kiosk

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AIM

To incorporate fall risk and pain screening questions on the Self-Registration Kiosk to filter patients who need to be further assessed and hence better manage the workload at the assessment counter.

BACKGROUND

The current workflow:

➤ Assessment counter nurse have to assess all patients for their fall risk and pain score
➤ Due to the high patient load at SOC, it is extremely challenging for the assessment counter nurse to screen all patients at the assessment counter manually
➤ Some of the patients may end up seeing the doctor before they are assessed by the nurse
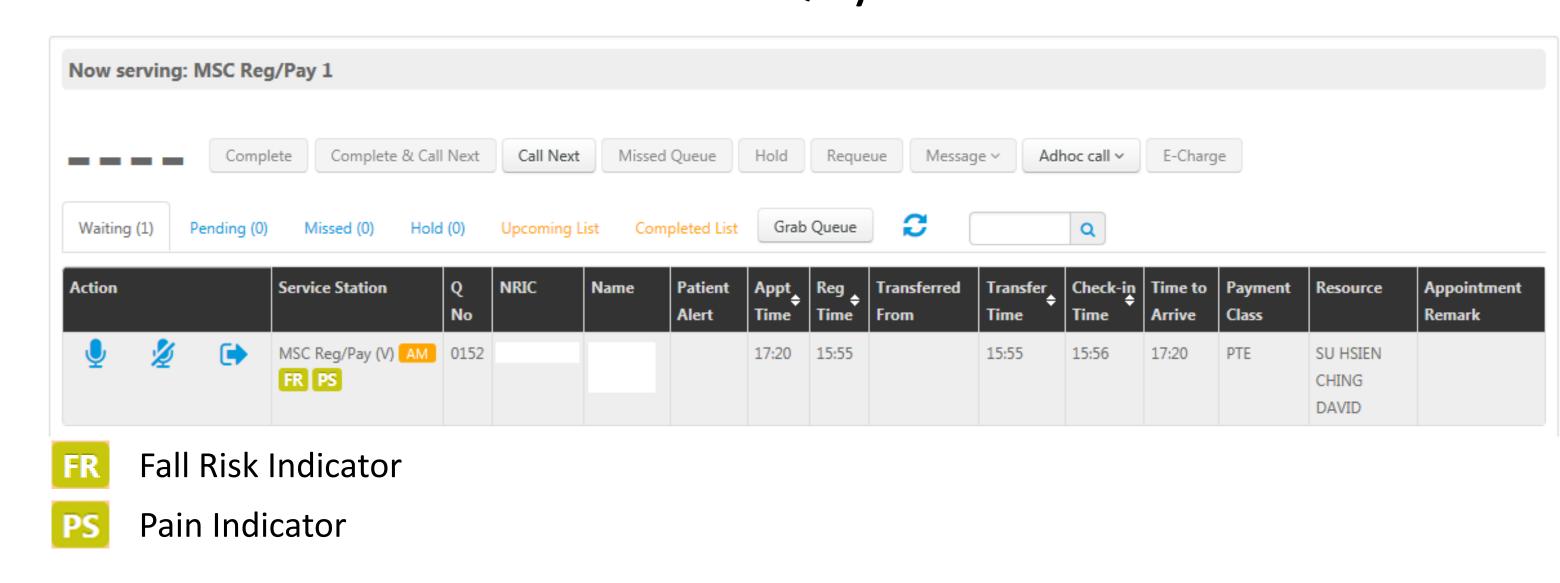
KEY CHANGES TO THE WORKFLOW

PREVIOUS WORKFLOW	NEW WORKFLOW
Patient register for their appointment via the self-registration kiosk	Patient register for their appointment via the self-registration kiosk
All patients will be directed to the assessment counter	Patient are required to answer fall risk and pain questionnaire on the self-registration kiosk.
	Patient who have answered "Y" to the fall risk and/or pain questionnaire will be directed to the assessment counter
	Patient who have answered "N" to all the fall risk and pain questionnaire can proceed to wait for their consultation
The assessment nurse will conduct a detailed fall risk and pain score assessment	The assessment nurse will only conduct a detailed fall risk and pain score assessment for those patient who are flagged with the Fall Risk (FR) or Pain (PS) Indicator

☐ Key changes to the workflow

Fall Risk & Pain Questionnaire on the Self-Registration Kiosk

Fall Risk & Pain Indicator on 1Q System

FR — Fall Risk Indicator
PS — Pain Indicator

Fall Risk & Pain Indicator on the Queue Ticket

RESULT

➤ All patients are screened for fall risk and pain.
➤ Patients with fall risk or pain are attended to promptly. These patients will be assessed by the assessment nurse and accorded appropriate assistance.
➤ Better manage patient flow at the Nurse Assessment Service Station.
➤ Less stressful for the Assessment Nurse

CONCLUSION

There is better regulation of patient flow at the assessment counter. The assessment nurse is less stressed out as they only need to conduct a detailed fall risk and pain assessment for patients who are flagged with the Fall Risk or Pain Score Indicator.