



Revamping the Management of Casenotes Movement in MSW Department (MSWD)

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Introduction

MSWD receives and sends out patients' casenotes on a daily basis. The staff in MSWD's Backroom is handling the in and the out of the casenotes for the whole Department.

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Problems

1. The tracking of the casenotes in the MSWD was done through a hard copy list, which was generated on a daily basis from OAS. Hence, in order to find out whether the casenotes is in the MSWD, staff would either walk to where the list is located or call in to the Backroom (giving rise to unnecessary calls).
2. Staff need to keep track of the casenotes to be sent out to their next clinic appointment (Dual Appointments) and amidst their other duties, they may overlook sending the casenotes out on time.
3. When a Department calls in to request for the location of a particular casenotes, staff have to manually flip through the hard copy records to check when the casenotes had been sent out or received.

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Aims

1. To reduce the effort and human error to track Dual Appointment casenotes
2. To save time in tracking the location or the history of the movement of the casenotes

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Conclusion

The Casenotes Management System has enabled savings in man hours (approximate total of 0.15 of a manpower), reduction in the stress of staff amidst the increased patient workload and increased staff satisfaction.

Methodology

In order to understand the management of casenotes movement, the author had hands-on to execute the various functions that consist this system. A full list of the functions was listed:

1. Checking in and out of casenotes with date
2. Documenting Dual Appointment casenotes: time of next appointment and location
3. Record of where casenotes were sent out to
4. Input of the next working day's appointments
5. Tracking whether casenotes is still in the MSWD

Using Microsoft Excel, a system was designed using Visual Basic to incorporate the above functions, as well as designing it to be as user-friendly as possible.

A pilot testing phase was initiated for approximately 2 weeks to refine, add and fix the Casenotes Management System. Feedback has been consistently sought for and further upgrades have been made since the pilot ended.

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Results

1. Staff need not manually keep track on when to send out Dual Appointment casenotes as there will be notifications to remind the user to send out the casenotes at designated timings that the user chooses e.g. if the 2nd appointment for the day is at 10:30am while MSW appointment is at 9:00am, user can choose to let the system notify the user at 10:15am. Thus, reducing the likelihood of a delay in sending out the casenotes to the next clinic appointment location.
2. Time spent to generate the next day's appointment list has reduced from approximately 10 min to 3 min.
3. When tracking the history of the movement of the casenotes, staff need not flip through multiple hard copy lists to search out the information, thus saving time.
E.g. Time taken to track a casenote that was sent to MSWD has reduced from approximately 5 min to 5 sec.
4. Staff are able to check whether the casenotes are present in the MSWD using any PC, instead of walking to where the list is located or calling in to the Backroom to check. Thus, increasing man hours saved and reducing the number of calls to the Backroom.
5. Time saved checking in and out casenotes received from and to be sent out to DDMS daily: reduction from 40min to 10min.

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