



# Improving efficiency of patient discharge process through remote printing of preparation templates

**Singapore Healthcare Management 2017**

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## INTRODUCTION

Previously, Procedure Brochures were porter-delivered from the Dept. of Radiography to the respective wards to be given to patients upon their discharge. Currently preparation templates with the relevant preparation information are printed directly to the wards to be given to patients who require the radiology procedures.

## OBJECTIVES

1. To improve inpatient discharge waiting time.
2. To increase patient preparation compliance by simplifying instructions.
3. To streamline and eliminate non-value added processes.

## CHALLENGES

Using Brochures involved :

### 1. Administration work

Generating and printing patient sticky labels containing patient details and appointment time.

### 2. Engaging Porters

Arranging and waiting for porters to deliver the brochures to the various wards.

### 3. Potential pitfalls

Incorrect patient sticky labels on incorrect Procedure Brochures.  
Incorrect brochures sent to the wards.

### 4. Cost of brochures

Cost of printing coloured brochures incurred. Extra cost and excessive administrative work required for updating the change in brochure information.

## METHODOLOGY

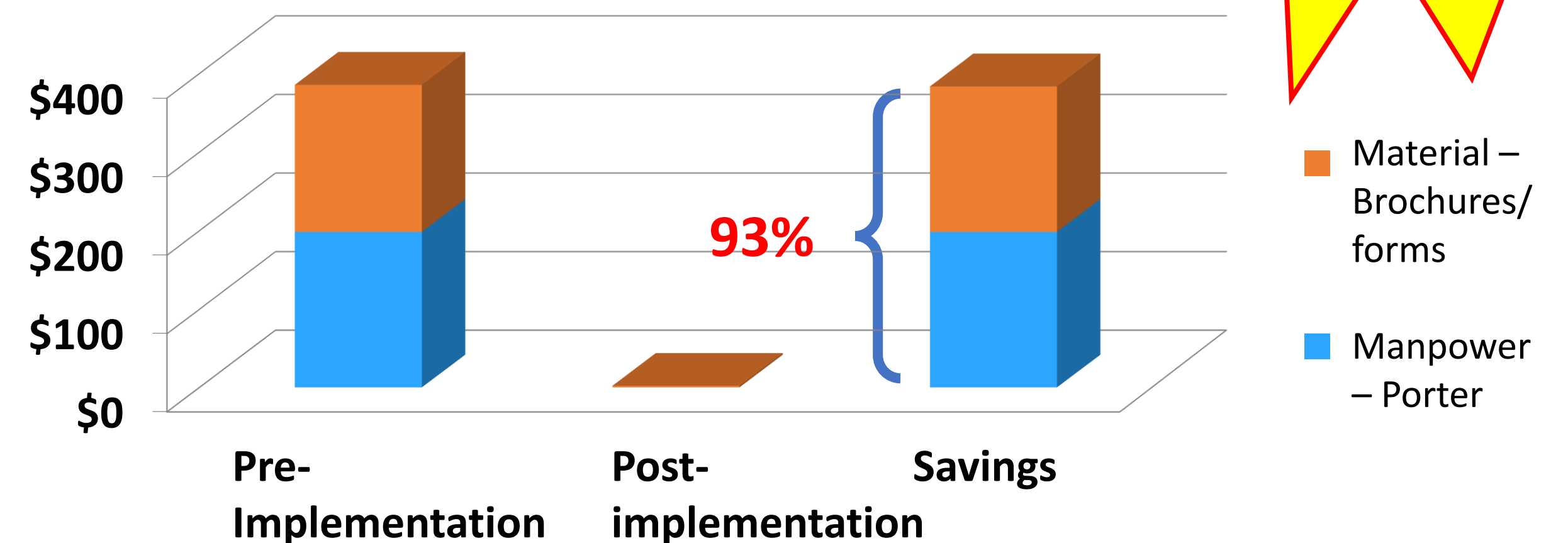
1. Dept. of Radiography, Nursing Admin and Inpatient Operations reviewed the patient discharge process using Brochures.
2. Dept. of Radiography prepared the Preparation Templates for the various radiology procedures.
3. IT personnel assisted in configuring all the ward printers to print the Preparation Templates from Radiology.
4. After the trial period of 2 months, processes were fine tuned and Preparation Templates were implemented replacing the Procedure Brochures.

## RESULTS

### 1. Resource savings

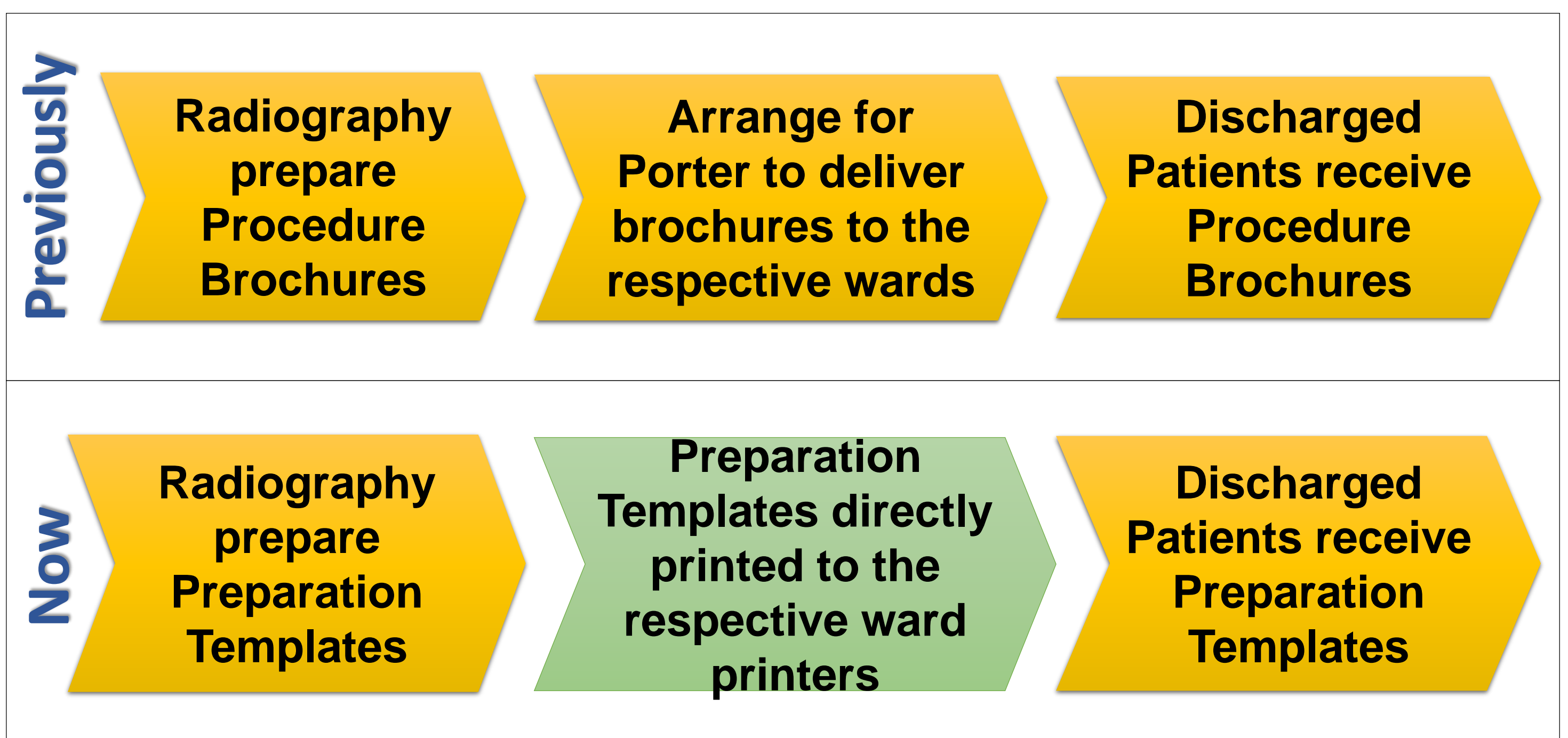
- a) Man Hours – Discontinued ad-hoc Porter duties in transporting brochures which can be channeled to direct patient care.
- b) Materials – Procedure brochures replaced with clear instructional 1 page Procedure Preparation Templates.
  - Patient sticky labels no longer required.

Total Savings for the implementation of the Radiology Procedure Preparation Templates

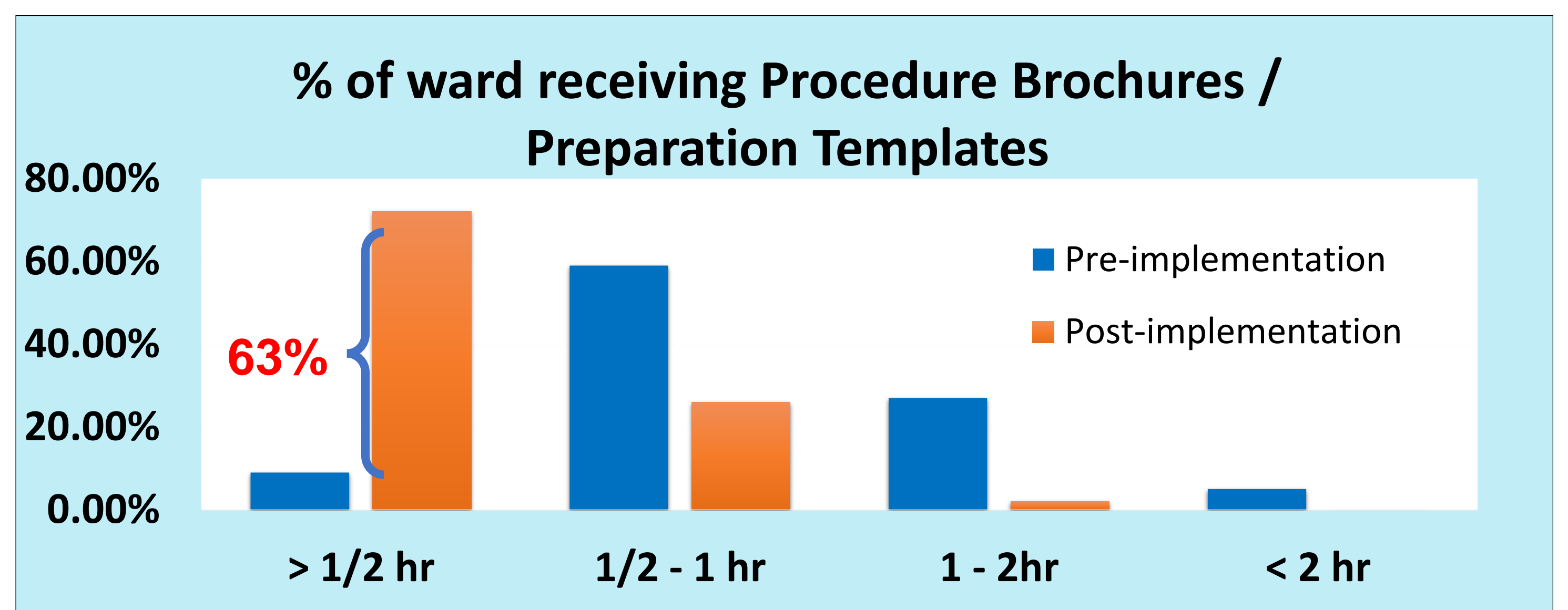


## 2. Process improvements

The workflow of pasting patient sticky labels on Procedure Brochures, arranging and waiting for porters to deliver the brochures to the various wards was replaced with printing of Procedure Preparation Template directly to the wards.



During Post-implementation, there was a 63% increase in the wards receiving the Preparation Templates within ½ hour from the time the procedures were requested for the patients.



## 3. Remove potential pitfalls

Phasing out the brochures has eliminated the potential error of using wrong patient sticky labels on brochures that contribute to increasing inpatient discharge waiting time and poor patient experience.

## CONCLUSION

Implementation of remote printing of Radiology Preparation Templates has (1) increased productivity (2) enhanced patient experience and (3) improved staff morale.