



Improving Immunisation Work Process

Oh Beng Hoon, Azizah Mohd Yusoff, Lynda Hung Yit Sim, Chong Kai Wei
SingHealth Polyclinics - Bedok

Singapore Healthcare
Management 2017



Polyclinics
SingHealth

BACKGROUND

- Immunisation attendance at Bedok Polyclinic in 2016 was 12,748
- Before administering the vaccines, nurses need to toggle at least 3 IT applications to:
 - Check vaccination history
 - Document vaccination record
 - Document service and charge codes
 - Book next appointment
- To make an appointment takes an average of 2 minutes. It may take more than 2 minutes if there is a change after the date is scheduled. This caused delays and prolonged the vaccination process.

AIM

- To reduce the disruption in immunisation workflow
- To improve the efficiency of the immunisation process



METHODOLOGY

The most common causes to the disruptions are identified through the Cause and Effect diagram and Pareto chart.

Figure 1: Cause and Effect diagram

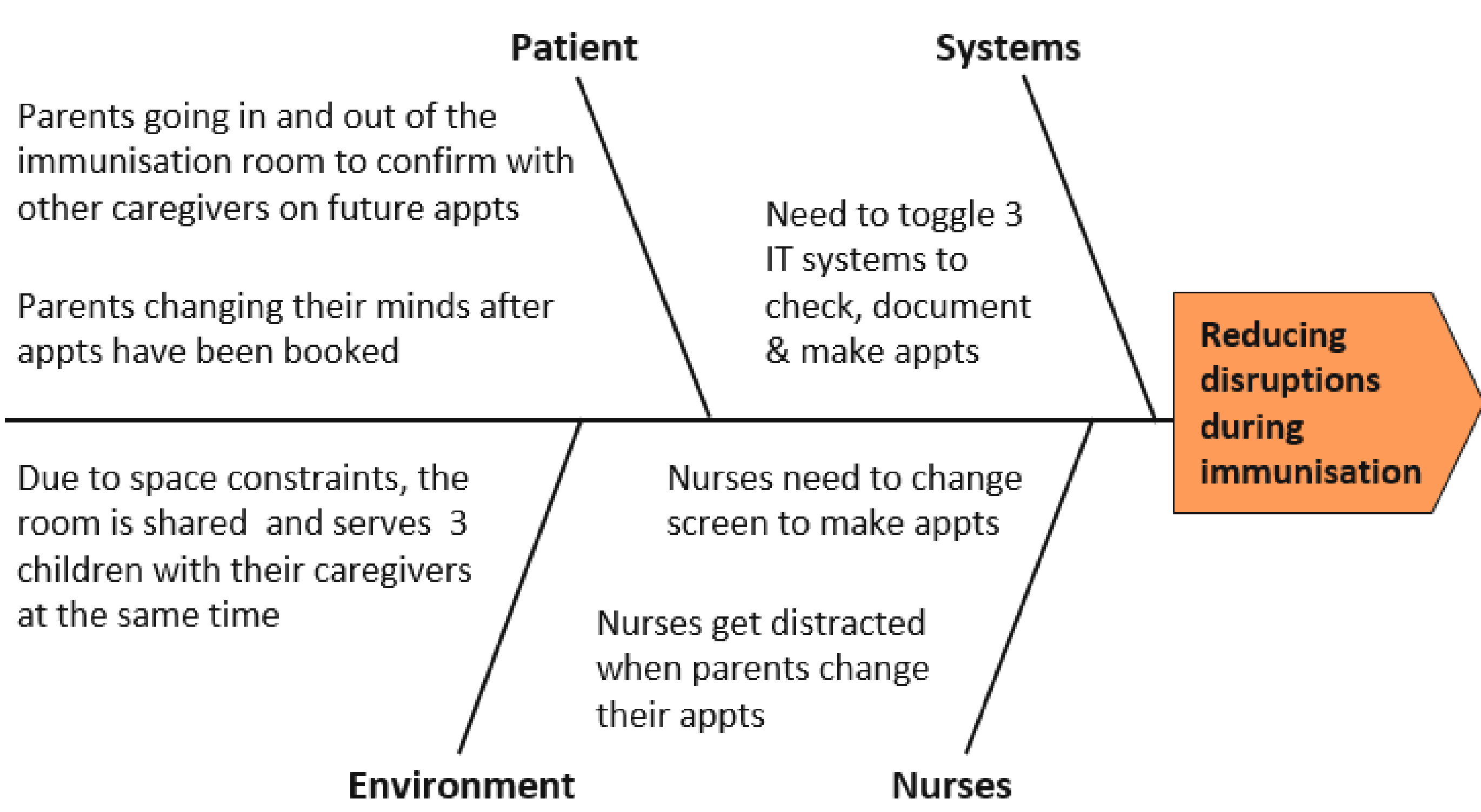
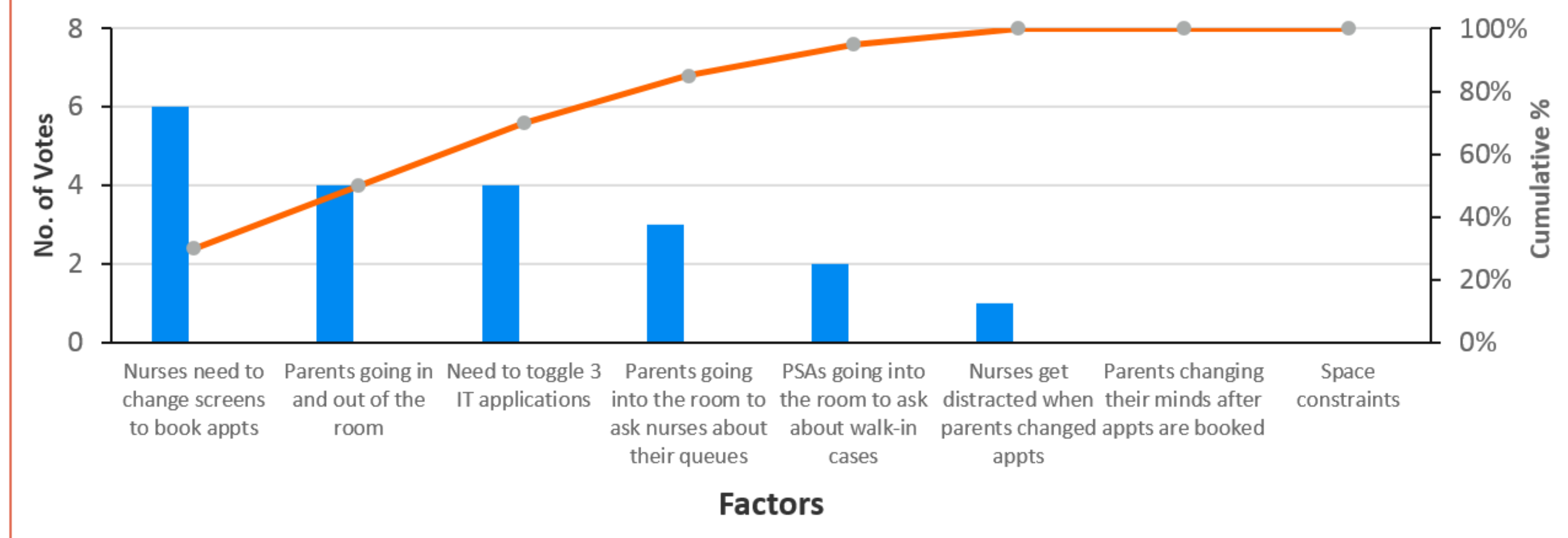


Figure 2: Pareto chart



INTERVENTIONS

- Pre-implementation survey findings showed that it took 20 to 25 mins for whole vaccination process.
- Parents were directed to appointment counter to make future appointments after the observation for post vaccination reactions.
- Health booklet is stamped with "Please make an appointment for (Type of Vaccination) after (Date)".
- Appointment counter staff indicate the appointment date in the health booklet accordingly.
- Post-implementation survey findings found that the work process was smoother and less disruptive.

RESULTS

- In 2016, nurses saved 1 hour 30 minutes everyday by not booking appointments for parents. It worked out to 429 annualised hours saved; which freed up manpower to take in 5 more appointment slots for immunisation.



DISCUSSION / CONCLUSION

- Parents are empowered in booking and managing their future appointments via call centre.
- With less disruption in the workflow, nurses can focus on providing advice on vaccinations schedule and child health issues.
- The efficient and streamlined work processes enhanced the job satisfaction of the nurses.

ACKNOWLEDGEMENT

We thank Clinic Director, Dr Juliana Bahadin for her support & Clinic Executive Chong Kai Wei for the collaboration in making this project possible and sustainable.