

# Improving Caregiver Journey: From Binder Sample to Disposable Measuring Tape

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## Background

In KKH Outpatient Pharmacy, abdominal binder samples are available for loan to post surgery patients. The current process (Figure 4) involves nurses directing caregivers from the O&G wards to pharmacy to loan a sample (Figure 1) for measurement. Thereafter, the caregiver returns the sample back to pharmacy and purchases the recommended size. This process requires caregivers to make multiple trips between the ward and pharmacy, resulting in long process time. Pharmacy staff spend a significant amount of time attending to loan requests and enquiries. In addition, sharing of binder samples among patients is not ideal.



Figure 1: Binder Sample

## Aim(s)

To reduce overall process time for caregivers in binder purchase with the use of disposable colour-coded measuring tapes. To increase staff satisfaction by reducing overall time spent on attending to loan requests and enquiries.

## Methodology

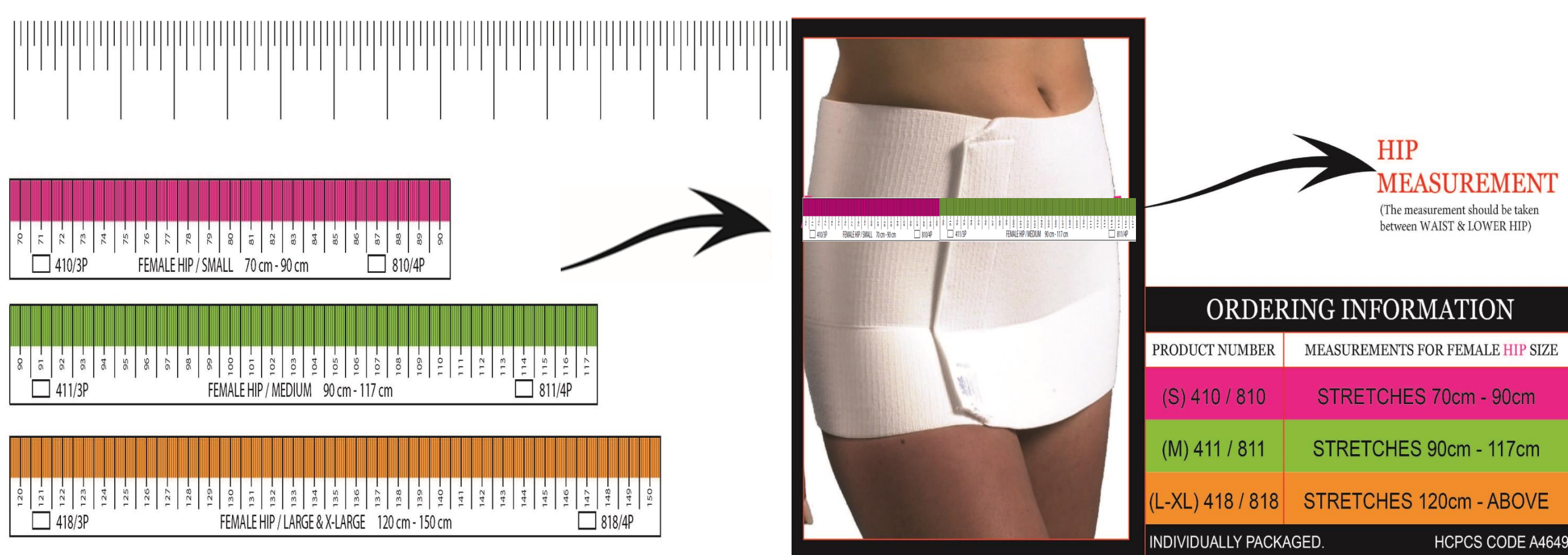


Figure 2: Disposable colour-coded measuring tapes

- Binder samples were replaced with disposable colour-coded measuring tapes (Figure 2) and made available to all O&G wards
- Nurses assist patients to measure and mark the required size on the respective colour zone on the tape.
- Binder shelves (Figure 3) in Outpatient Pharmacy are colour-coded to facilitate caregivers to pick up the correct size.
- Time study on caregivers' journey and staff satisfaction survey on the new process of using colour-coded measuring tape (Figure 4) were conducted.



Figure 3: Colour-Coded Binder Shelves

## Results

With the new process in place, average caregiver's journey (Figure 4) was reduced from 22 minutes to 7 minutes (68.2% reduction). Staff satisfaction survey (Figure 5), showed more than 85% of Pharmacy (n=20) and Nursing (n=112) staff were satisfied with this new initiative. They agreed that it has help save time, meet patients' needs, provide accurate measurement and bring convenience to patients, caregivers and staff.

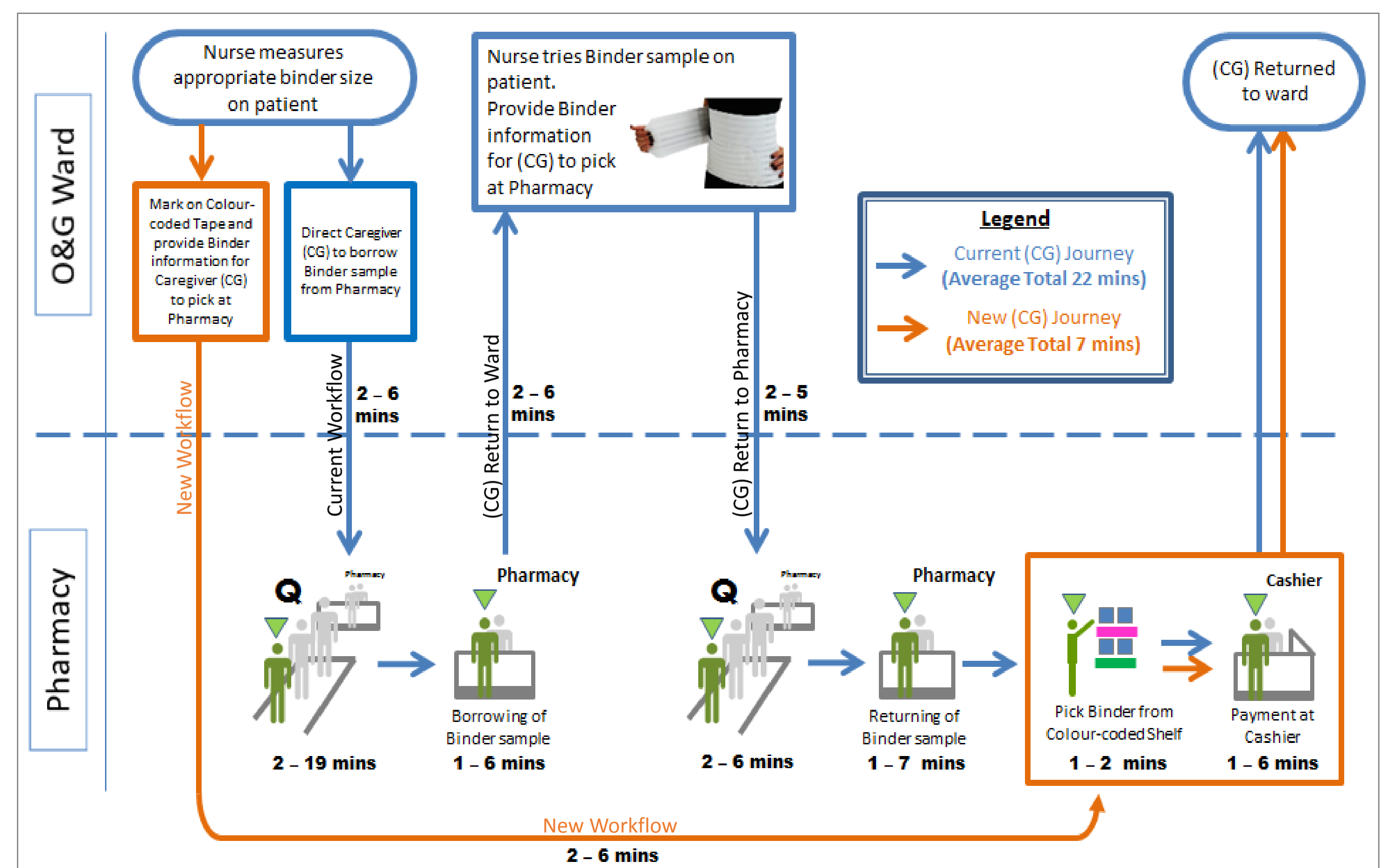


Figure 4: Caregiver Process Journey

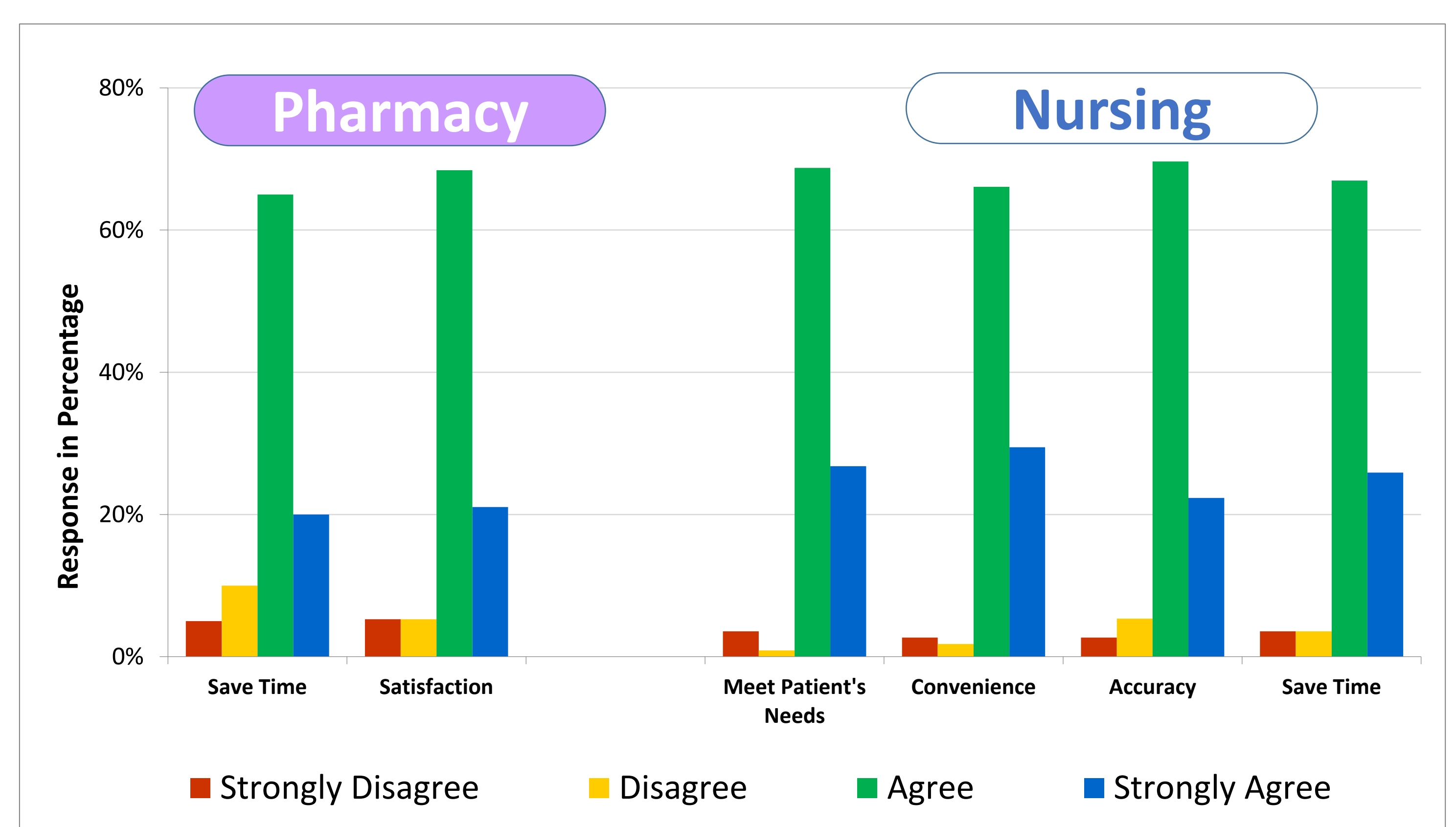


Figure 5: Staff Survey on new process using disposable colour-coded measuring tape

## Conclusion

This new patient-centric initiative of disposable colour-coded measuring tapes has reduced the overall time spent by caregivers in binder purchase. Staff are also more satisfied as they spend less time in attending to loan requests and can better focus on pharmacy and medication-related enquiries.

## Acknowledgement

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