

# Improve Response Time **For Patient Transport Services**



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### BACKGROUND

#### **Patient Transport Services (PTS)**

PTS plays a vital role in patient care coordination in KKH, covering a range of duties such as chaperoning patients to wards and clinics, transporting bio-medical equipment between service areas, amongst others.

#### INTRODUCTION

PTS Online was used as a data entry system before enhancement of the process. We enhanced it by allowing requestor to order portering services directly from the system. Having the system overview of staff's workload and their last-known locations, this can enable better assignment and the mobilization of Patient Transport Assistants (PTAs) with the lowest workload.

#### **OBJECTIVE**

#### Response Time...

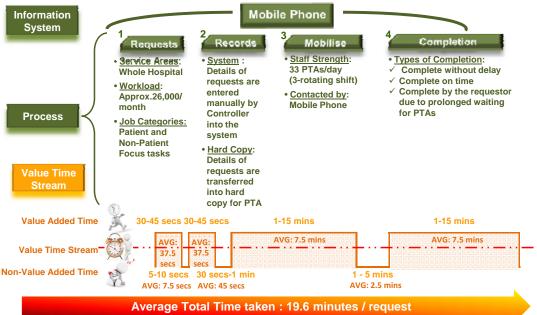
To improve the response time by reducing the time spent on taking orders (through phone calls and thereafter transfer data to system and hard copy) prior to allocating tasks to the PTAs, eliminating the Non-Value Added time (NVA) in the process.

#### **METHODOLOGY**

#### Value Time Stream

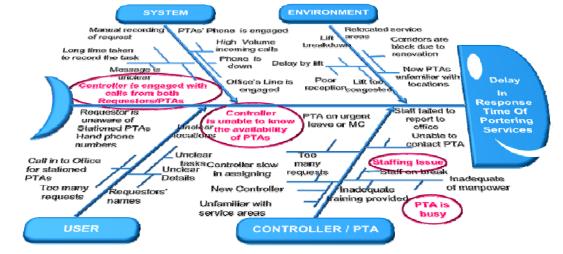
To map out all of the activities (value and non-value adding) and seek the root causes of the nonvalue adding time.

- Eliminate the Non-Value Added Time (NVA)
- Reduce waste and seek continuous improvements
- Optimize Value Added Time (VA)



Waste is a symptom – it is **NOT** the root cause of the problem...

Root Cause Analysis - to map out the root cause of the problem



## **RESULTS** PTS Online – e-System Staff Strength: Service Areas: Whole Hospital Completed without delay Workload: (3-rotating shift) Completed on time **Process** •approx.26,000/month Completed by the requestor Contacted by: Job Categories: due to pro-longed waiting of Patient and non-Patient Focus tasks Record: one by Requestor via e-system 1-15 mins Value Added Time Value Time Stre 3 - 5 secs 1 - 5 mins AVG: 3 secs AVG: 2.5 mins Average Total Time taken: 17.6 minutes / reque Workflow Reviewed Yes •1st Controller to assign of tasks •2nd Controller to track and record the Results Achieved Communication Details of between Requests are Utilization can Captured in Engage on of staff **Morale** and Response deployment Requestors (apprx.) the system other tasks

# **CONCLUSION & FUTURE WORK**

#### Conclusion ...

**Time Saved** 

- This new enhancement has improved response time and accuracy of data. It has also improved communication and utilization of staff.
- The new process promotes better team work and improves morale among colleagues.
- The process still requires human intervention for urgent cases e.g. Emergency Department and ICUs patients

#### Future Work... ...

To automate task assignment to PTAs (One-stop Portal).

To achieve productivity savings through better assignment of PTAs based on last-known location and reassignment of controllers' duties.

To further enhanced it by location-tracking application.