



Improve Response Time For Patient Transport Services

Yasa Yap Siew Geok, Nurafiqah Binte Abd Rahim
Pearlyn Chua Pei Chen, Stella Fernandez D/O Denness F
Juwariah Bte Taib, KK Women's and Children's Hospital

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...

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...

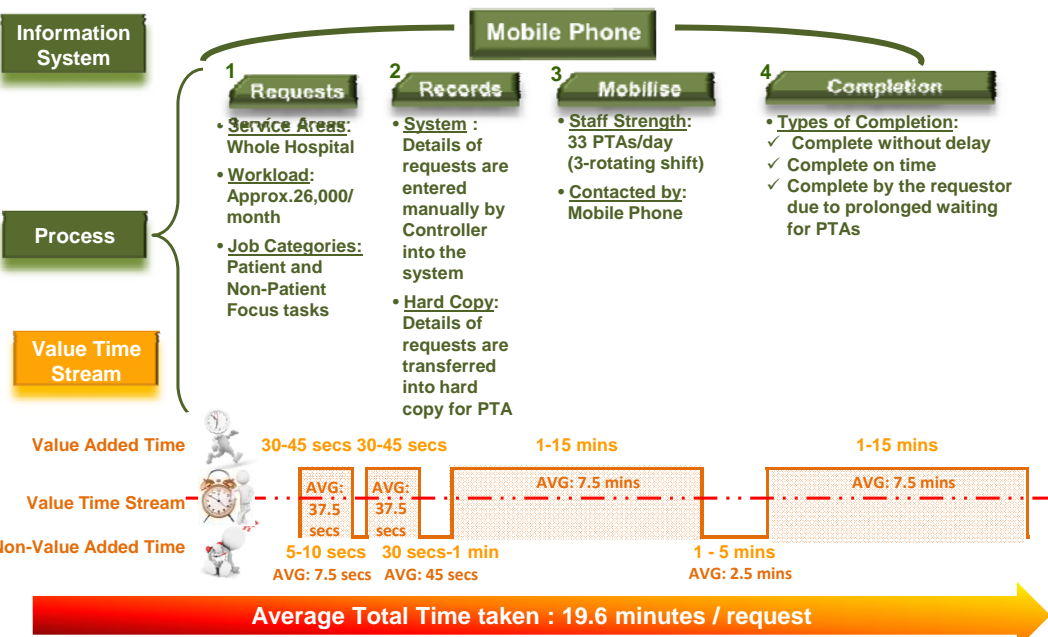
To improve the response time by reducing the time spent on taking orders (through phone calls and thereafter transfer data to system and hard copy) prior to allocating tasks to the PTAs, eliminating the Non-Value Added time (NVA) in the process.

METHODOLOGY

Value Time Stream

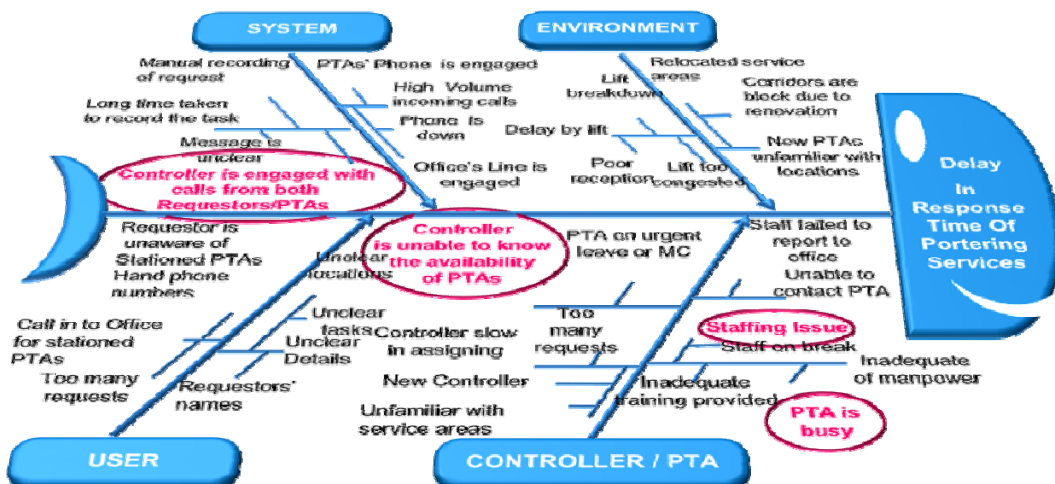
To map out all of the activities (value and non-value adding) and seek the root causes of the non-value adding time.

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

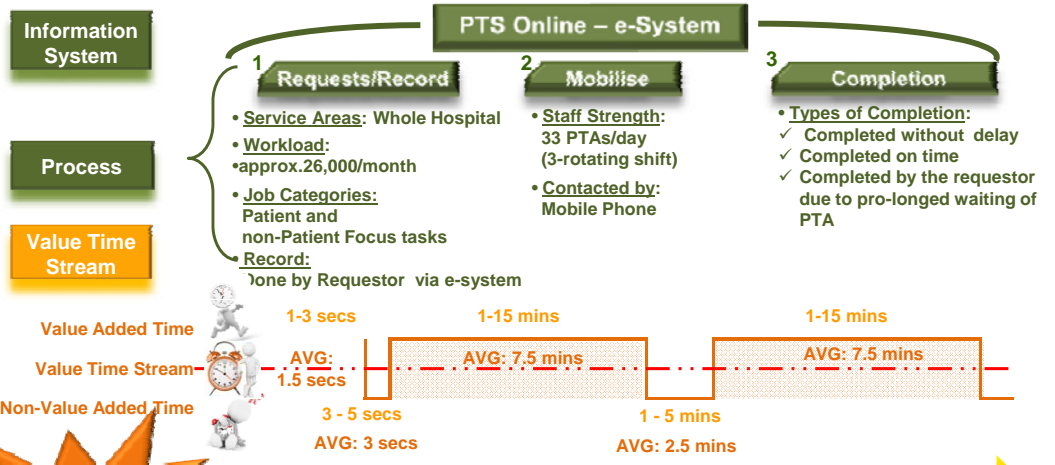


Waste is a symptom – it is **NOT** the root cause of the problem...

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

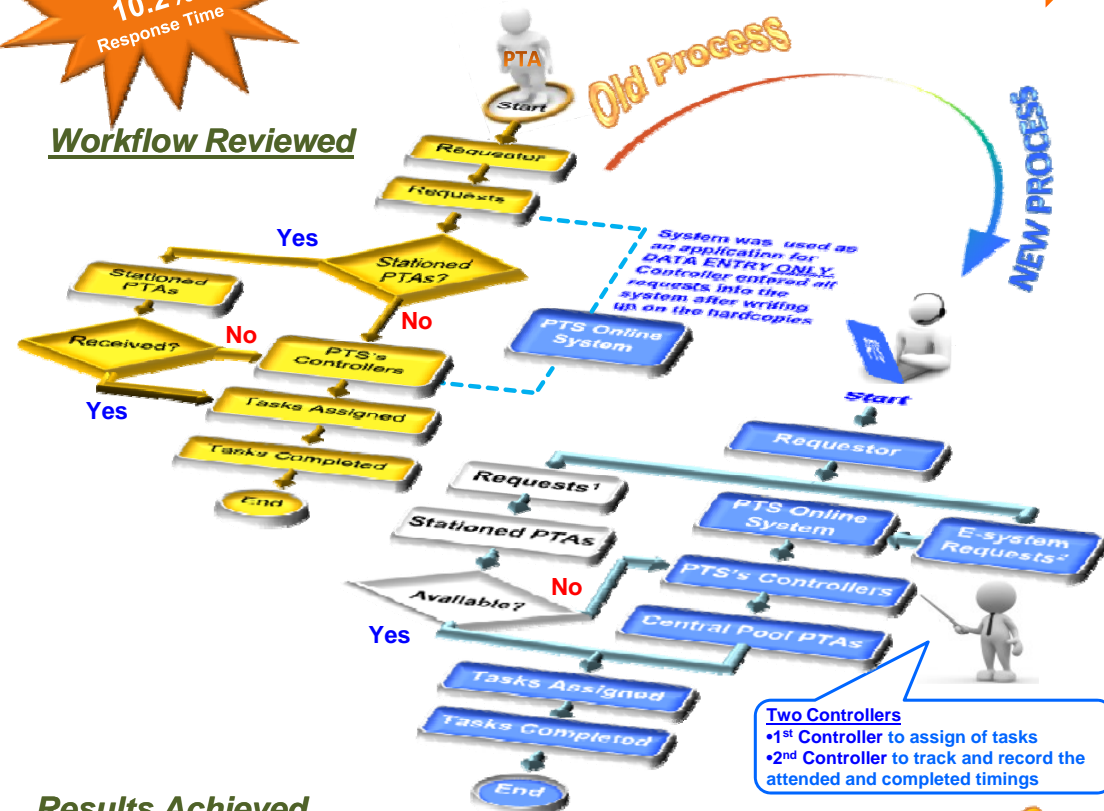


RESULTS

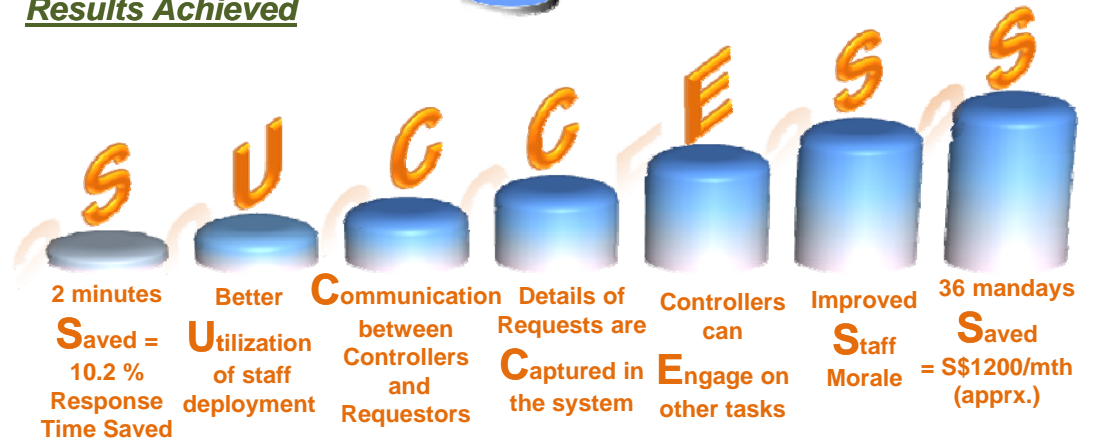


Improved 10.2% Response Time

Workflow Reviewed



Results Achieved



CONCLUSION & FUTURE WORK

Conclusion ...

- ✓ 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.