



Singapore Healthcare Management 2013



Norizan Jaafar, Singapore General Hospital (SGH)

Singapore General Hospital
SingHealth

Norhashimah Hasim, SGH
Jong Yen Yen Joanne, SGH
Teo Kai Yunn, SGH
Sanda Thangarajoo, SGH

Ease Overcrowding In Department Of Emergency Medicine By Reducing Time Taken For Admitted Patients To Reach Inpatient Ward

AIM

To ease overcrowding in Department of Emergency Medicine (DEM) by reducing the time taken for patients' to reach inpatient ward once bed is ready without compromising other patient care and nursing task

CONTEXT & PROBLEM

DEM admits patients requiring acute management. These patients often face long waiting time for admission due to shortage of hospital beds. Delay of sending patient to the ward not only compromise patient's safety, but also interrupts the work of the particular nurse who has to leave the clinical area to porter patient to inpatient ward. Thus, a group of emergency nurses decided to identify the root causes so as to reduce the delay in sending patient to the ward and ease the interruption of nurses workflows in the clinical areas

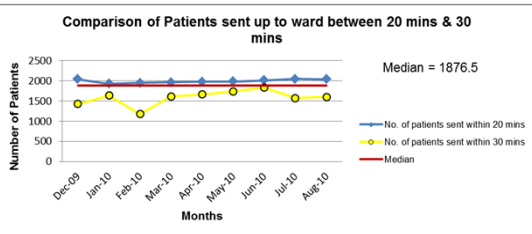
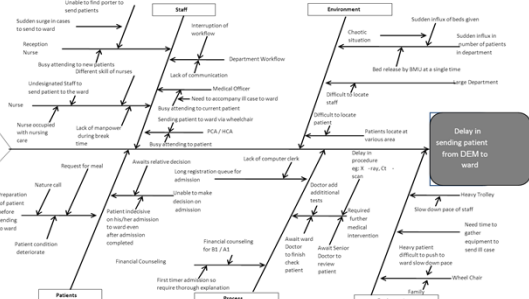


Figure 1 - This run chart shows the comparison between patients sent to the ward within 20 and 30 minutes. The chart shows an inconsistent in sending patient to the ward within 20 and 30 minutes are uniform throughout. The Department Key Indicators target send patient to the ward is 30 minutes while the project target is 20 minutes.

ANALYSIS

Fishbone diagram (Figure 2)

The team identified the causes of delaying the time of sending patients to the ward with the aid of fishbone diagram, giving the 'clearer picture' as to potential causes



Pareto Chart for verification of data (Figure 3)

Using the 80/20 principle, the "vital few" are responsible for 80% of the problem. To identify which root causes are the main reasons of the delay, a second round of multi-voting was conducted. The team had decided on the following four causes as main causes:

