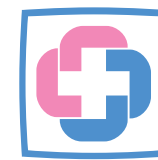


Re-engineering of casenote movement process in Breast Centre



BACKGROUND

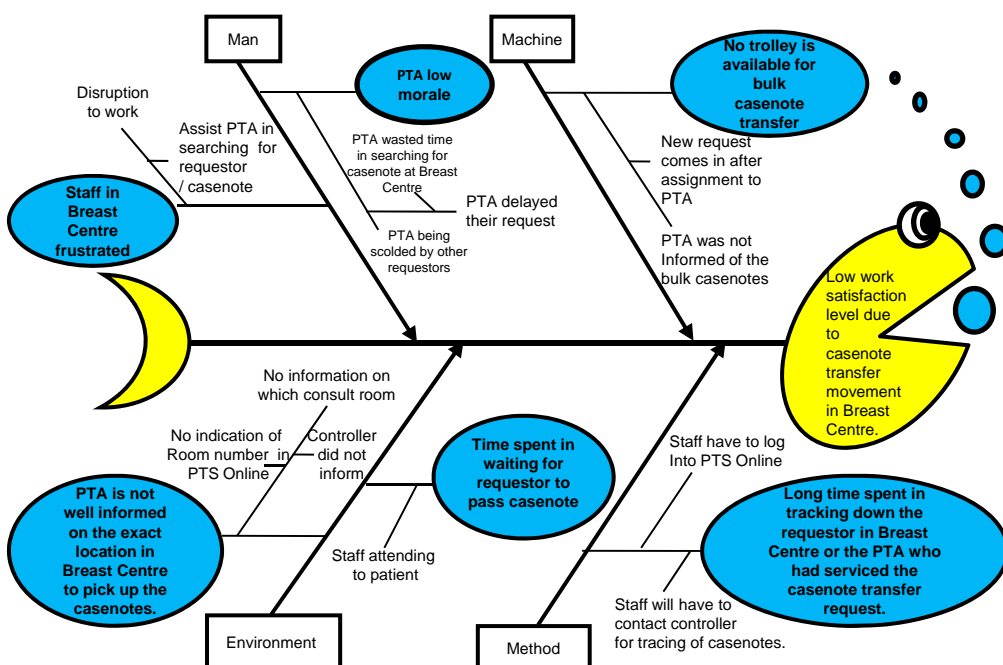
There are daily requests for casenotes to be transferred from Breast Centre to other parts of the hospital for the continuation of patient's care. Time is essence with heavy workload. Confusion over various collection points, interruption with many queries on transferring of casenotes and time taken to search for available trolley to transport large quantity of casenotes raised staffs' frustrations and reduce staffs' satisfaction as evidence in our pre-implementation survey (12.9%).

AIM

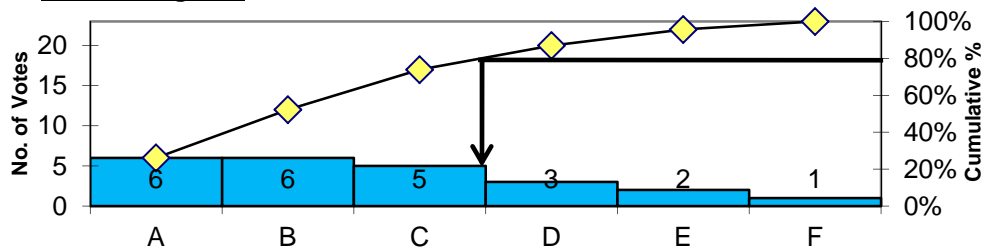
Raising staff's overall work satisfaction level to 85% by re-engineering the casenote movement process in Breast Centre.

METHODOLOGY

Cause & Effect Diagram - To map out the root cause of the problem



Pareto Diagram - To prioritise the root cause to be solved first



Legend Description

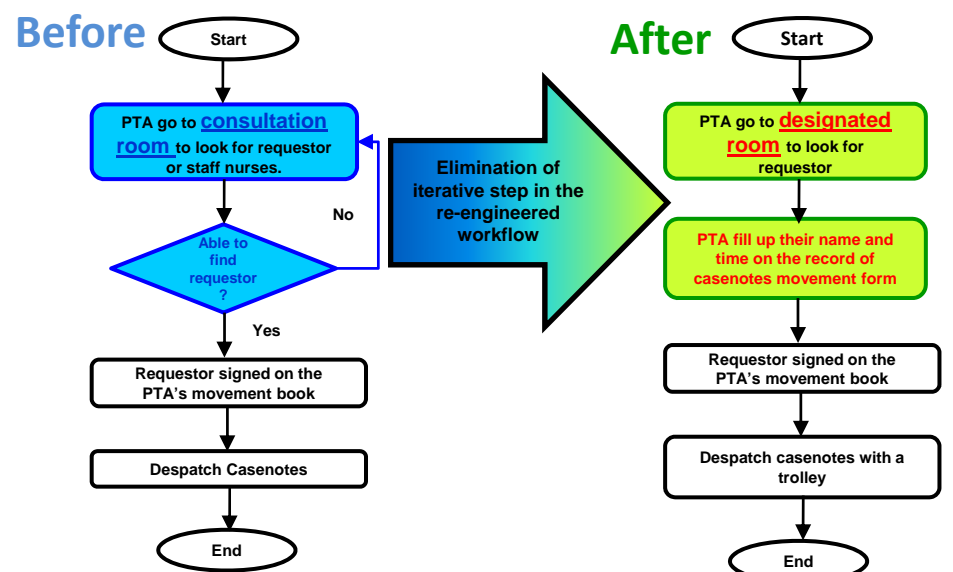
- A Patient Transport Assistant (PTA) is not well informed on the exact location in Breast Centre to pick up the casenotes.
- B Long time spent in tracking down the requestor in Breast Centre and also the PTA who had serviced the casenote transfer request.
- C No trolley is available for bulk casenote transfer.
- D Staff in Breast Centre is frustrated.
- E PTA's morale is low.
- F Time wasted in waiting for requestor to pass casenote.

Re-engineering of workflow - To adopt as the key method

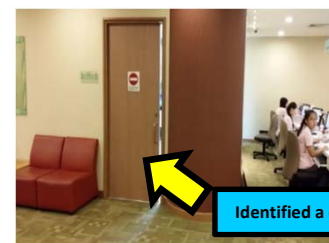
- A **designated room** for both parties to drop and collect. Instead of a reiterative process of porters knocking on the various consultation rooms' door to look for the requestor and casenote In addition.
- A **casenote movement form** is created to allow traceability of request.
- A **trolley** is bought for ease of transportation of bulky casenotes.

RESULTS

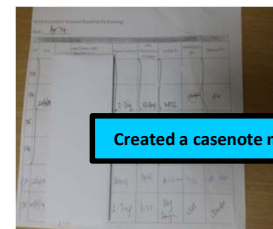
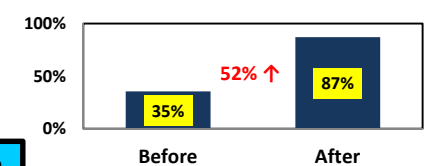
Workflow review



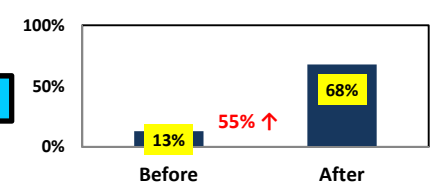
Solutions Implemented



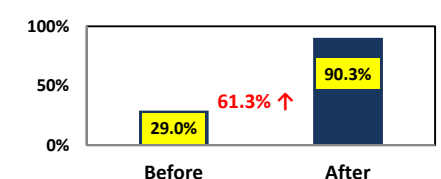
Did PTA go to the correct location in Breast Centre ?



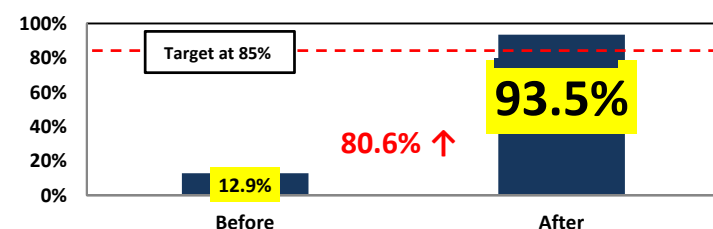
PTAs are able to locate requestors easily in Breast Centre ?



Bulky casenotes are being transferred timely ?



Overall satisfaction level on casenotes transfer tasks in Breast Centre



CONCLUSION & SUSTAINABILITY

Conclusion

- In line with Singhealth's shared value of collaboration, between Patient Transport Services (PTS) and Breast Centre, the overall job satisfaction level of staff has improved tremendously thus allowing better time utilisation, accountability and less disruption to staff's work.
- To save resources and also being eco-friendly, we are considering to move away from paper based casenote movement record form to mobile phone apps that is capable of capturing the same data at real time.