

Introduction

Childhood Immunisation Certificate (CIC) is routinely printed after child completed immunisations at 18 months old. The overall time taken to prepare the CIC is about 225 minutes per day per clinic. The CICs after printing were then kept at the nurses' station and issued when the child returns to the Clinic at next visit or during 3 or 4 year old developmental assessment. The nurses were often Interrupted having to search and issue the CICs, and this disrupted the work of providing care to other patients. There were 10,000 copies of CICs uncollected in July 2012.

Objectives:

- To cut down unnecessary steps in the process
- Reduce disruptions to nurses
- Reduce storage and wastage from printing
- Empower parents to print their child's Immunisation Certificate

Methodology



A cross department team was formed to explore solution



Conducted survey on parents' awareness of NIR website



Explored with IT team and HPB to print CIC without Doctor's signature



Nurses taught parents how to access NIR & print CIC



Create a stamp chop; stamp on health booklet to provide NIR website address for parents to print CICs

Process for Issuance of Childhood Immunisation Certificates

STEP 1

Child completed vaccinations at 18 months old.

STEP 2

Nurse checks NIR for completion of immunisation record.
Nurse requests CIC in Procure Patient Information System.

STEP 3

Nurse prints CIC, and sends to Doctor for Signature.

STEP 4

Doctor checks records against SCM, signs and returns CICs to nurse. Nurse keeps CIC in file.

STEP 5

Nurse issues CIC to parents at any time interval or when child returns for 3 or 4 year old DA.

Average time taken for each task per day

120 mins

30 mins

45 mins

30 mins

Remarks

CIC may not be collected by parents, and often only when child turns 5 years old and is due for registration for admission to primary school.

Results

Revised Process

STEP 1

Child completed vaccinations at 18 months old.

STEP 2

Nurse checks NIR for completion of immunisation record
Nurse requests CIC in PPIS.

Average time taken for each task per day

120 mins

- ✓ 3 steps in the process were eliminated
- ✓ 105 minutes saved per day per clinic
- ✓ Post implementation only 11% of the parents requested for nurses to print CIC
- ✓ Achieved savings from printing of 5600 copies of CIC per year

Conclusion

The changes in process have achieved cost saving in resources, reduced the need to keep huge volumes of Childhood Immunisation Certificates. It empowered parents to print CIC at their convenience and reduced unnecessary visits to the Clinic. Interruptions to nurses' work were also minimised.