

# Use of Barcode Scanner in Consultation Room

Celine Chow Yoke Leng, Goh Bee Keow, Wong Mee Leng  
KK Women's and Children's Hospital (KKH)

## INTRODUCTION

Barcode scanners was introduced to provide assistance to staff in ensuring correct patient identification during their outpatient visit at the hospital. However, it was observed that the usage of the barcode scanner in the consultation room was low. A team was formed to investigate and encourage the barcode scanner usage amongst staff.

## OBJECTIVE

To improve barcode scanner usage by staff in the consultation room to ensure correct patient identification and patient safety.

## METHODOLOGY



### IDENTIFY

- Conduct customised survey to gather feedback on barcode scanner usage.
- Examine reported barcode scanner related technical issues.



### ANALYZE

#### Cycle 1.

- Optimise physical location of barcode scanner for ease of use



#### Cycle 2.

- Refresher training on use of barcode scanner.
- Proactive encouragement on the usage.



#### Cycle 3.

- Test revised scanner driver's software interface in one clinic.

### RESULTS

- Improved physical access of scanner.
- Improved staff competency and confidence.
- Reduction in number of reported technical issues.

### SUSTAIN

- Ensure that barcode scanner is working prior to the start of clinic session.
- Train new staff on the usage of barcode scanner.
- Update all consultation rooms' computers with revised driver's software.

### PATIENT SAFETY



## CONCLUSION



The positive results obtained from the post implementation survey responses and clinic observations supported the various improvement initiatives. Through the encouragement of barcode scanner usage in patient identification, patient safety efforts will thus be strengthened.

**Acknowledgements:** The project was made possible with the support and guidance from Ms Pang Nguk Lan, Mr Tan Kee Seng, Mr Charles Ho, Ms Poh Ting Ting, doctors, outpatient clinic nurse managers and specialist clinic assistants.