



Hassle Free Experience with Inpatient MC

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AIM

TO CREATE A HASSLE-FREE PROCUREMENT EXPERIENCE FOR ALL INPATIENT NURSES.

CURRENT SITUATION

Inpatient nurses' feedbacks were wrongly created PR, buyers not aware of PR requests and long waiting time to create SAP user account for PR creation.

METHODOLOGY

Based on the 2013 PR creation records; a pilot study was initiated for all General Wards in Tower B to gauge its effectiveness.

Inpatient Wards	PRs Creation in 2013
Gen Ward - Tower A	817
Gen Ward - Tower B	1720
Others (ICU, ISO)	1080
Total	3617

Storekeeper, Mr James Hoo was appointed as **inpatient material coordinator (MC)**. He will be the single point of contact to :

- facilitate all PR creation,
- follow-up on orders & deliveries.



OUTCOME

From post implementation feedback, 100% of the nursing officers are satisfied with this initiative. They are able to focus on patient care.

Effectiveness Criteria	Avg Rating
Contactable And Responsiveness	4
Approachable And Friendliness	4
Ability To Resolve Questions/Problems	4
Ability To Provide Assistant On Procurement Related Work	3
Experience Is Better Than Expected	3
Total Rating (Total = 20)	17

Time Saving:

Reduce time for nurses to create PR or tracking for the delivery. This represents a saving of at least an hour per staff per month.

Cost Saving:

Elimination of SAP account creation for new staff, an estimated saving of S\$10k is achieved.

Split Over Effect:

Better Inter-departmental communication and collaboration.



CONCLUSION

With only 2 months into the implementation, 100% of nurses give their thumb-up.

Glad to see more Happy faces!