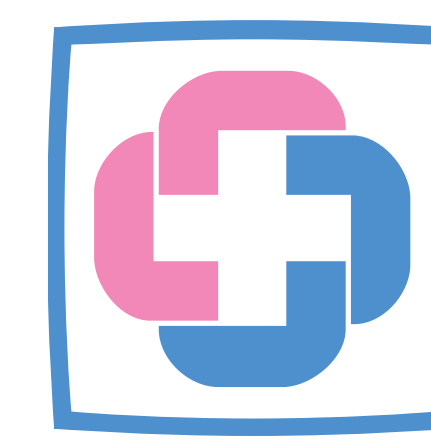




# Same Day Admission Process – A Patient Centric Approach

Singapore Healthcare Management 2018



KK Women's and Children's Hospital  
SingHealth

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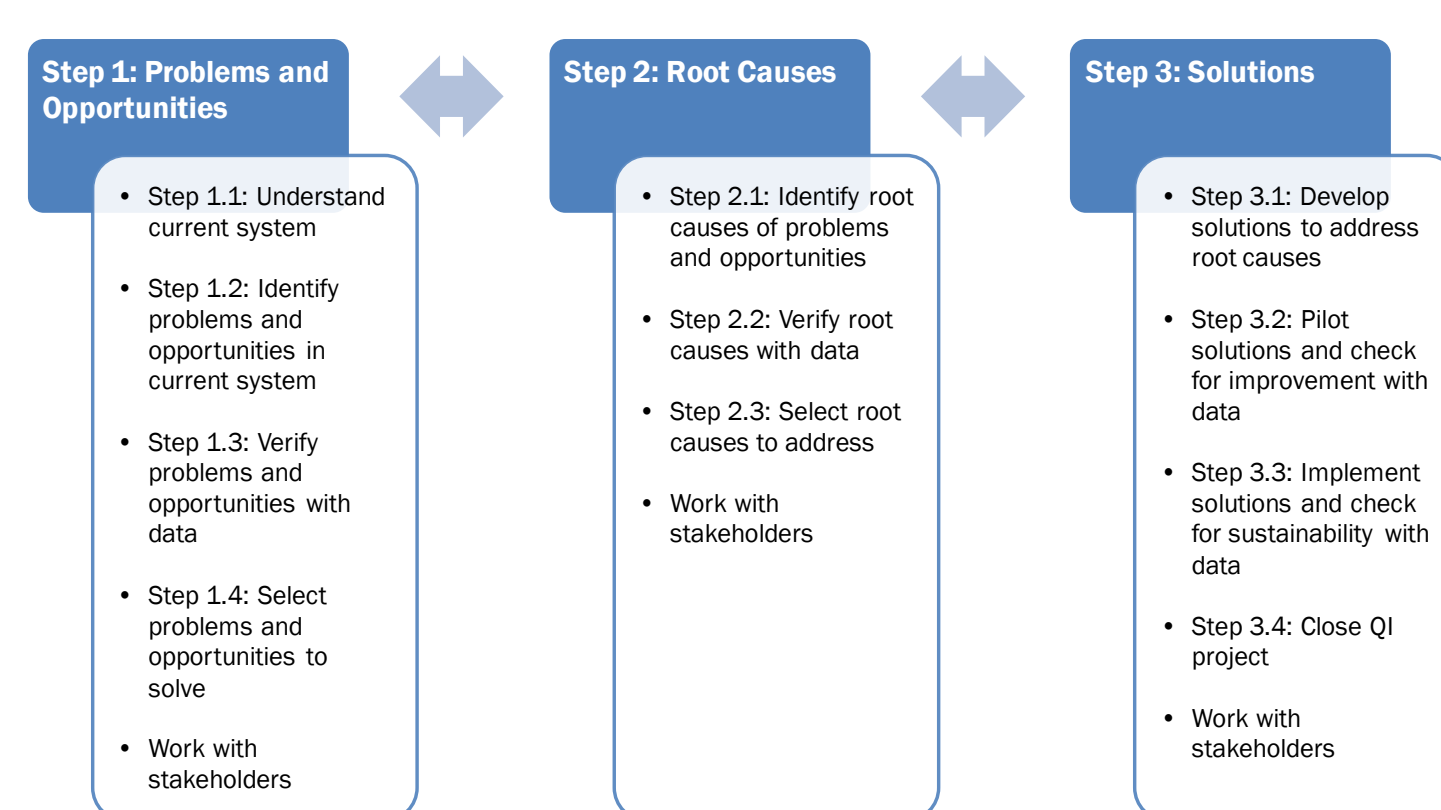
## Introduction

During the Senior Leadership Rounding, nurses gave feedback that very often, Same Day Admission (SDA) patients arrived early for registration but were delayed being sent to the Operating Theatre for surgery. The delays were due to problems related to case notes, consent, and financial counselling. A workgroup was formed and tasked to improve the Women's SDA process flow.

## Methodology

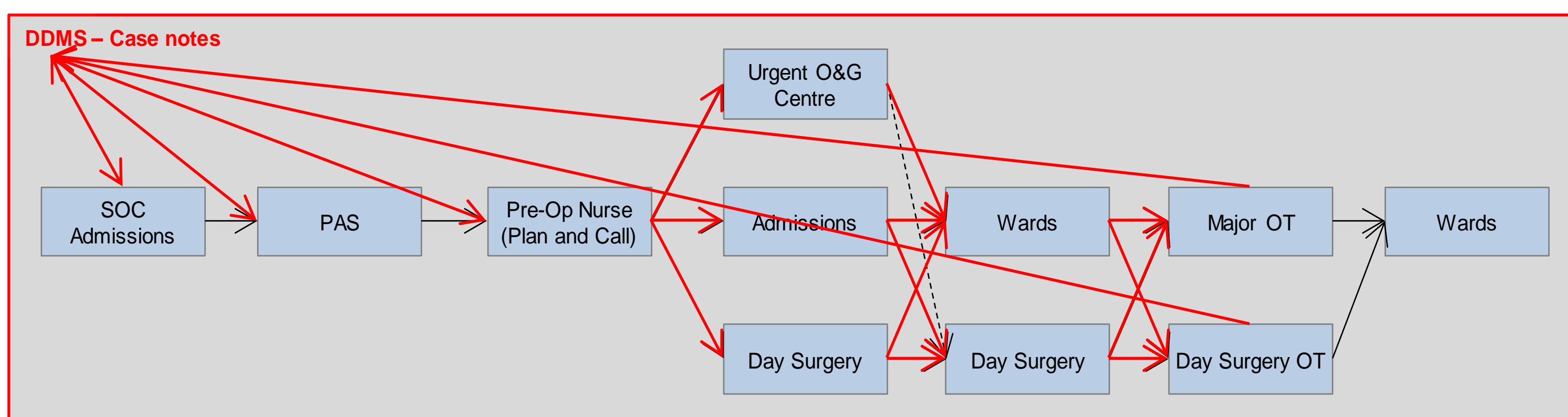
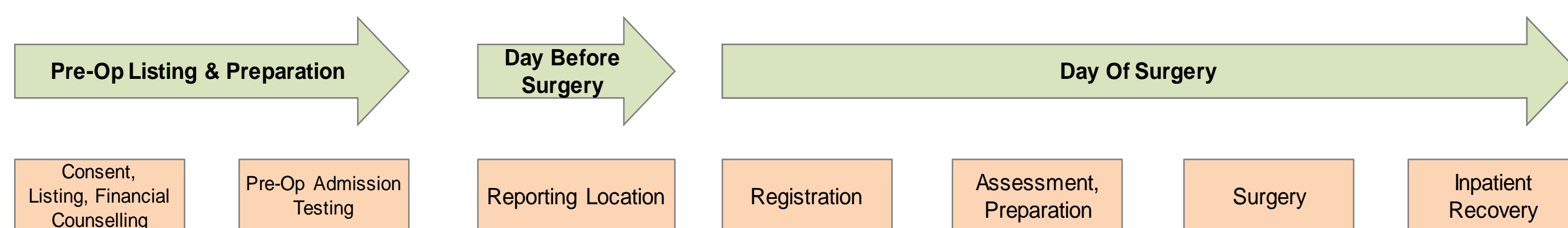
The KKH 3-Step Quality Improvement Model was used to improve the Women's SDA process flow through

- Identifying the problems
- Identifying the root causes
- Developing the solutions



## Step 1: Problem

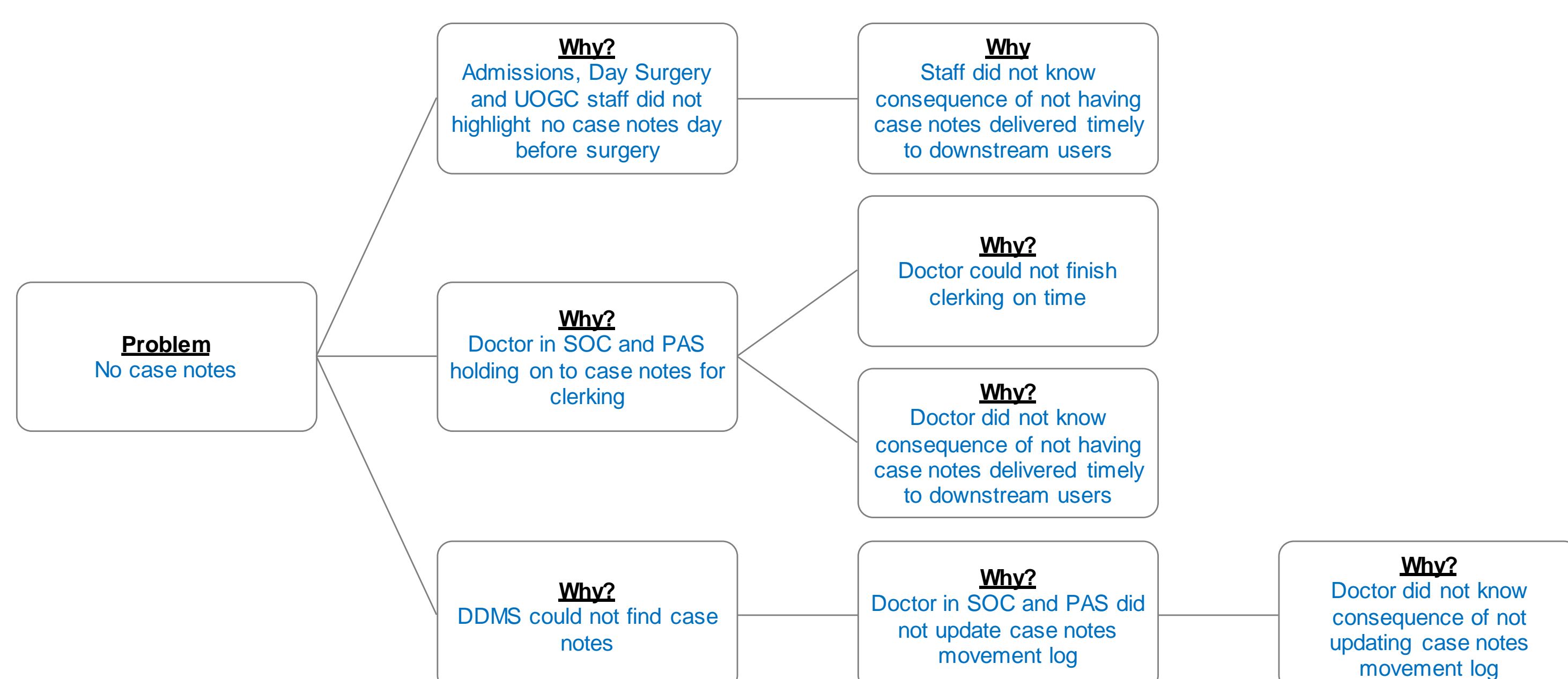
A process flow map was developed and data was collected along it with all the stakeholders to identify all the problems in the Women's SDA process flow.



From the problems identified, the workgroup selected to solve the problem of no case notes (12.7%).

## Step 2: Root Cause

The 5 Whys, structured with the Tree Diagram, was developed with all the stakeholders to identify all the root causes of no case notes.

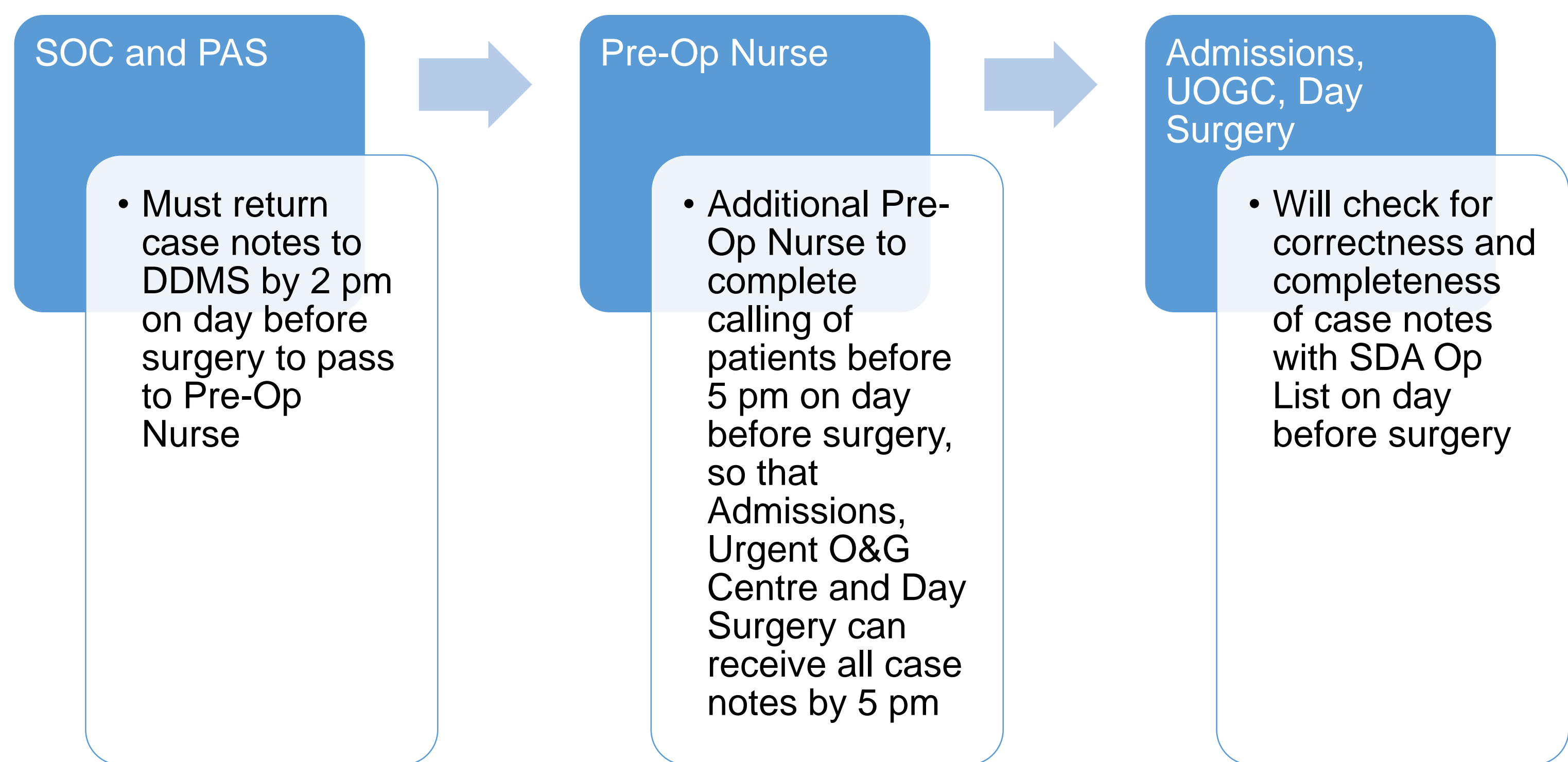


In short, the root cause of no case notes is due to staff lacking the systems level awareness of the Women's SDA process flow. Hence staff does not know the consequences of not returning or delivering the case notes timely to downstream users. As a result, staff held on to the case notes after clinical sessions or clerking them and did not update case notes movement log for quick tracing to be done

## Step 3: Solution

Staff was educated on the Women's SDA process flow to make them aware of the impacts to and consequences of not returning or delivering the case notes to downstream users.

Tasks and their deadlines are instituted in the different locations like SOC, PAS, Pre-Op Nurse, Admissions, Urgent O&G Centre (UOGC) and Day Surgery.



**DDMS:**

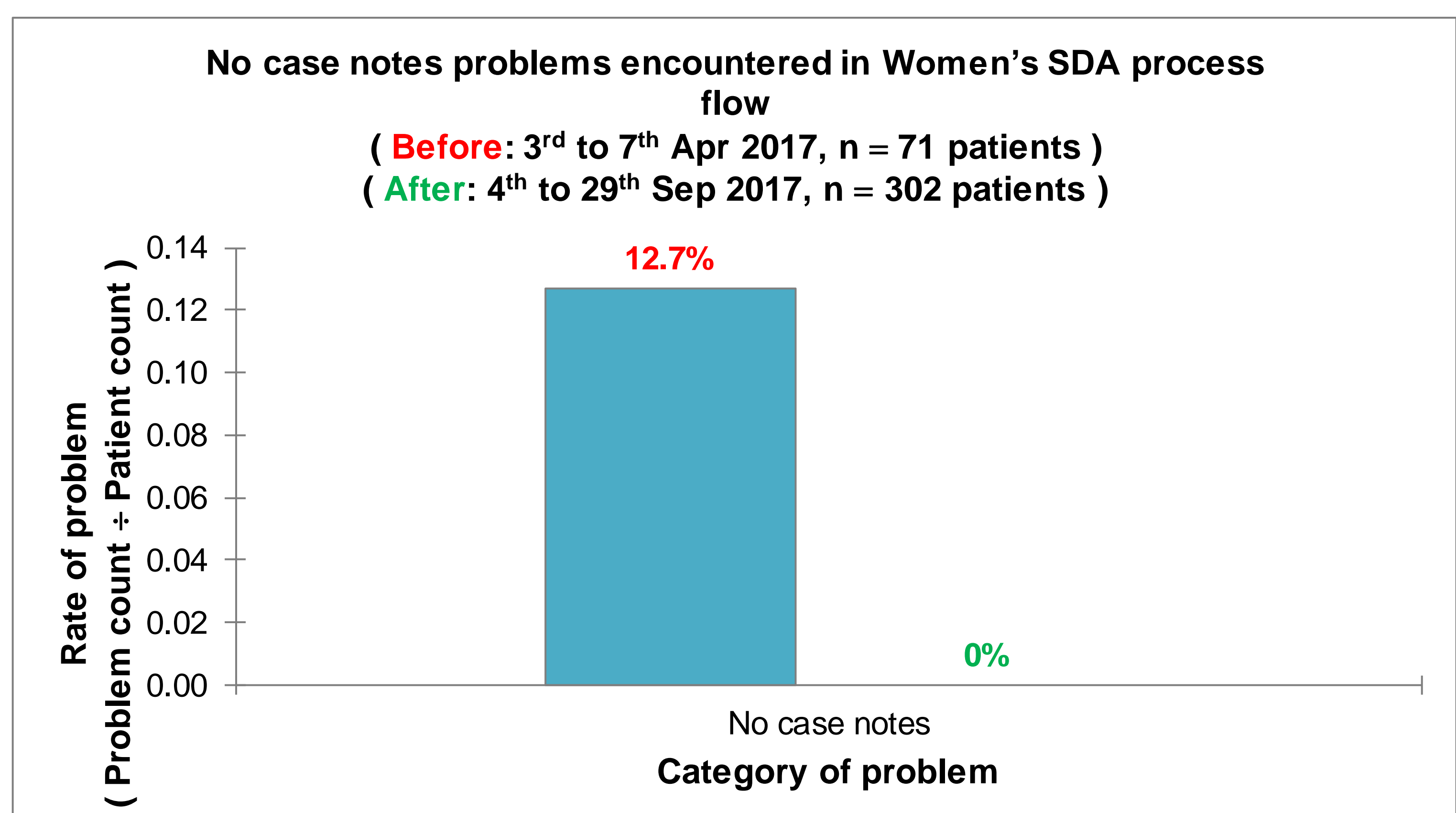
- Trace and deliver case notes from SOC and PAS to Pre-Op Nurse by 11 am (1<sup>st</sup> round) and 2 pm (2<sup>nd</sup> round) on day before surgery.
- Deliver case notes from Pre-Op Nurse to Admissions, Urgent O&G Centre and Day Surgery by 5 pm on day before surgery.

**Desired Outcome**  
Case notes can be delivered timely to downstream users on day of surgery, thereby reducing delay to Operating Theatre

## Result

- Before improvement, no case notes problem was at 12.7%
- After improvement, no case notes problem was reduced to 0%

The reduction in no case notes is statistically significant with p value < 0.001 using the Z-test for 2 proportions. This means that the solutions is successful and sustainable (302 patients over 4 weeks)



## Conclusion

The team has successfully and sustainably reduced no case notes problem in the Women's SDA process flow. This will contribute to reducing the delay of sending patients to the operating theatres for surgery.