Improving Discharged Case Notes Workflow

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INTRODUCTION

☐ **BACKGROUND:**
- ☐ Recent incidents of missing discharged clinical notes which were misplaced and found in unintended location e.g. confidential bin.
- ☐ Current clinical notes of patients hospitalised are removed from the blue case notes folders and bundled up by nurses before PSAs filed them into mediclip.

☐ **RESULTED IN:**
- ☐ Non-value added step by nurses & multiple touchpoint
- ☐ Loose clinical notes not bundled tightly would go missing
- ☐ Thin clinical notes were misplaced and assumed to be papers for discard
- ☐ Manpower resource spent on tracing & investigating missing clinical notes
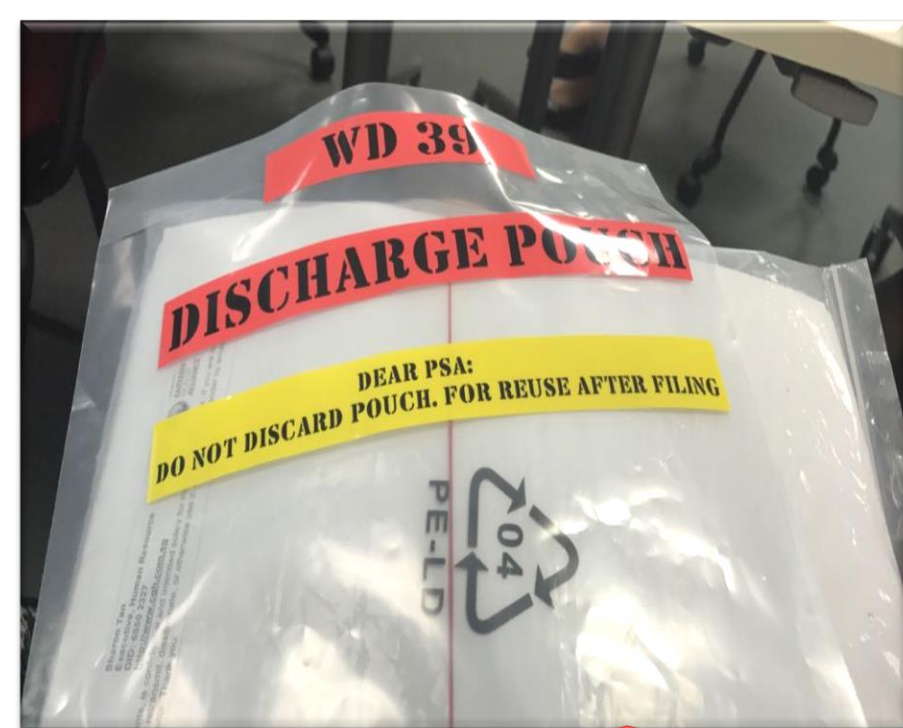
☐ **IMPACT**: Case notes contain vital patient information & medical history and is critical for continuity of care. Losing case notes would tantamount to compromising patient safety and impede continuity of care post discharge .

☐ **AIM**: To ensure ZERO missing case note during the period from discharge till filing into mediclip.
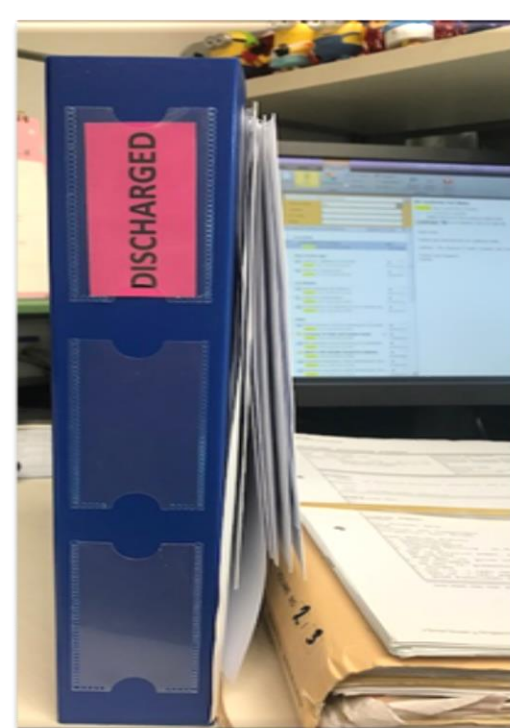

METHOD

☐ Ideas were brainstormed with multiple stakeholders and weighed according to merits

PLAN

Discharged Pouch | Discharged Box | Discharged Slips ✔

☐ Discharge Slips were chosen due to the easy & low cost of implementation

☐ Pink, a vivid colour, was decided as the colour amongst those slips created

DO

☐ Trial was started on 9 Oct 2017 with Ward 35 & 37

☐ Staff no longer need to remove current clinical notes from blue folder until filed into mediclip

☐ Ward staff was briefed during roll call based on revised work processes

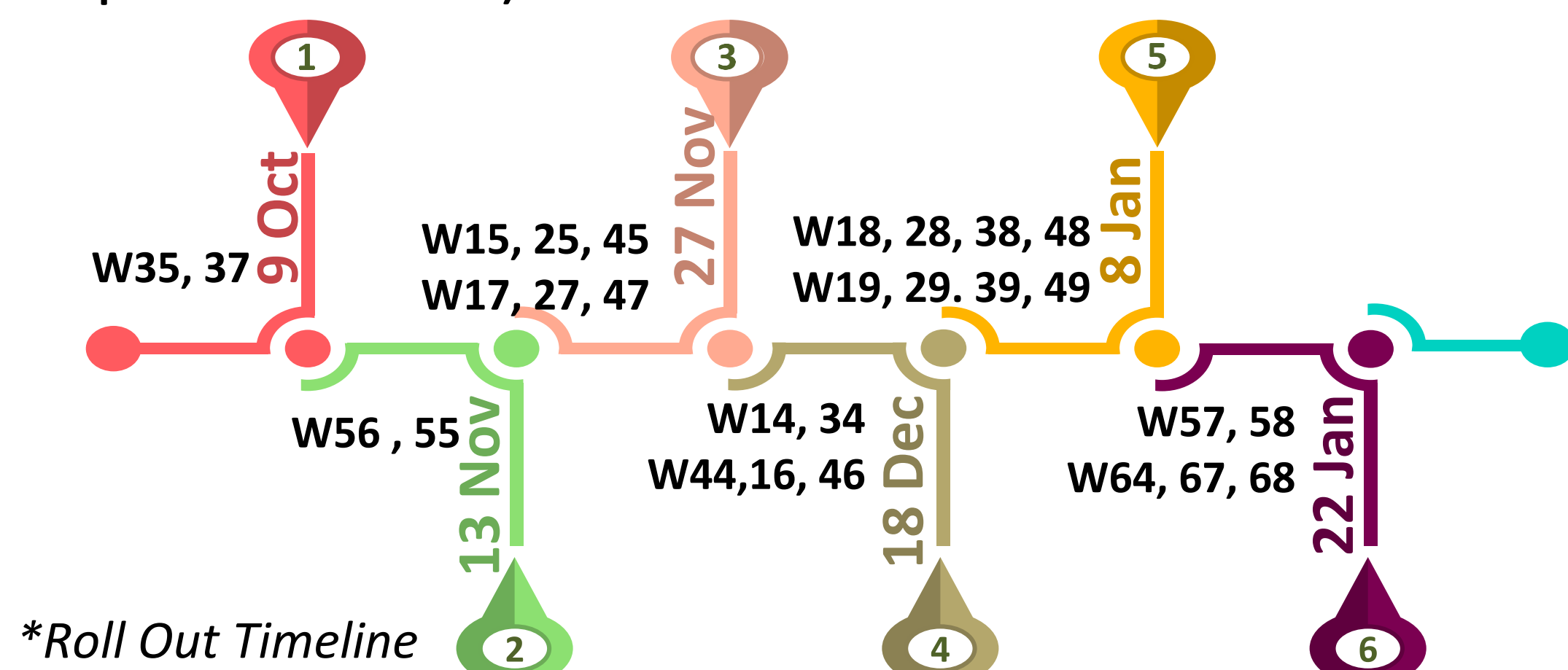☐ Post trial review was conducted & results were positive

STUDY

☐ Pilot extended to IB ward 5% & 56 to test the pilot efficacy in IB wards

ACT

☐ Upon 2 successful trials, the project was rolled out to all wards (except ICUs& ATA)

☐ All wards' Nurse Managers were briefed during Inpatient nursing huddle on 16 Nov 17

☐ Reminders were made to ensure wards are aware of respective roll out dates

Roll Out Timeline

W35, 37 — 9 Oct
W15, 25, 45 W17, 27, 47 — 27 Nov
W18, 28, 38, 48 W19, 29. 39, 49 — 8 Jan
W56 , 55 — 13 Nov
W14, 34 W44,16, 46 — 18 Dec
W57, 58 W64, 67, 68 — 22 Jan

RESULTS

☐ **ZERO** case notes lost during transition from blue folder till case notes filed into mediclip since Oct 2017. Manpower resource is saved from tracing & investigating of the missing notes

Cost Avoidance: ~$800/case

assuming average manpower cost of staff = $3.5K/month & 1 case takes 5 man day to investigate

☐ Cost for In-house Printing = $0.11 / piece

Total Cost for project: $62.22

☐ Manpower Savings

Month	Jan-18	Feb-18	Mar-18	Average
Total Time Saved (Man Days)	3.7	3.2	3.7	3.5

In 1 Year: $4776

assuming manpower cost of SN = $2.5K/month

CONCLUSION

☐ **ZERO** incidents of lost of case notes during transition from blue/yellow arc folder till filing them into mediclip

☐ Patient clinical notes are very important for care delivery. Ensuring proper safekeeping is tantamount to patient safety.

☐ Savings of $4776 / year as a result of removing a single step from the process.

"The project has allowed staff to become more organised for case notes filing. The area now is also neater with no loose documents lying around"

Jaqueline Kang, SPSA Inpatient Ops