



# Improved Stationery Forms Ordering & Layout for Inpatient Wards

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## Introduction

When CGH outsourced stationery order in November 2016, vendor was unfamiliar with different type of forms used as well as our structural layout in all wards. Each ward has their own practices and different location of stationery stores. It's a day of walking through a garden maze – as described by the vendor, resulting in poor communication and relationship among staff and vendor.

## Aims

Keeping in mind, the principle of productivity and efficiency in work processes of topping up and retrieving required forms for users, it is also important that the new process does not cause delay as well as safety to all. Hence, our goal is to ensure this process will flow smoothly and systemically, benefiting our users in all wards.

## Methodology

8 Wastes Problems Solving Methodology: the 8 wastes are eight types of process obstacles that get in the way of providing value to the customer. The whole process of topping up of stationery was revamped to minimize unnecessary movement of staff in searching and replenishing of forms.

### 8 Wastes

<https://goleansixsigma.com/8-wastes/>



Before Waste is removed, processes are scattered, which cause delay to the workflow as well as safety to the workplace for the nurses

- Defect:** Outdated forms are still in the shelf
- Overproduction:** Over stock of forms, unable to identify the par level of specific form
- Waiting:** No system keep track of usage, wasted time for producing of forms
- Non-Utilized Talent:** Staff wasting time in searching forms, difficult to identify the shortfall of forms

**Problems:** When a specific form is unavailable

- Searched around the Nurses' Station and stationery room
- Borrowed from another ward

Spent about 15-20mins

**Issues encountered by vendors**

- Unable to locate the specific form in the list
- No designated location for extra forms to be kept
- Different ward has different location to keep forms



**Transportation:** Forms are placed in different rooms, staff need to search forms in different locations

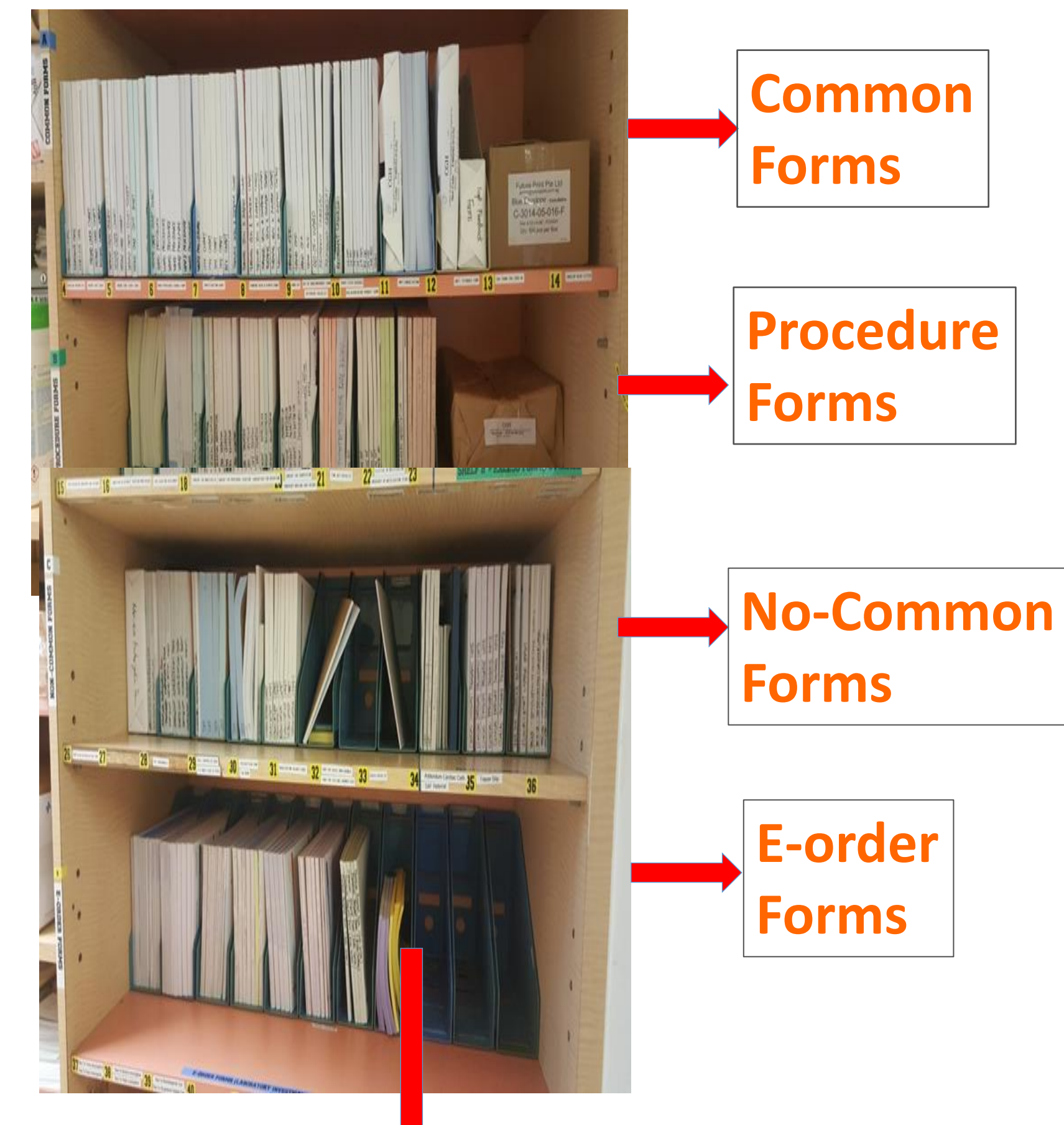
**Inventory:** No system to trigger ordering of forms when stock runs low

**Motion:** Forms are placed in the high shelf of cupboard impose ergonomic risk to staff

**Extra-Processing:** Staff and vendors need a foot stool or ladder to search and replenish forms

After waste is removed, processes are more streamlined, resulting in more satisfied staff and vendor, hence saving time and money.

Top-Up List		Ward:	
Form code	Code	PAR Level	UOM
<b>A Common Forms</b>			
1 Nursing Register R2	C:300-01-01-F	1	PAD
2 Wound Care Chart R1	C:300-01-01-K	1	PAD
3 Wound Care Chart Cont. Sht R0	C:300-01-02-P	2	PAD
4 WARD Procedure Charge Form R14	C:300-01-074-P	10	PAD
5 Investigation Chart R0	C:300-01-021-F	2	PAD
6 Turning Skin Integrity & Diaper Chart R0	C:300-01-022-N	3	PAD
7 Hand Off R5	C:300-01-056-H	3	PAD
8 Oral/Ward/Diaper Movement Form	C:300-01-056-H	3	PAD
9 Restraint Checklist R2	C:300-01-053-D	2	PAD
10 24 Hr Fluid Schedule AS (40 sheets)	C:300-01-012-G	5	PAD
11 Transfer Blood & Blood Products R0	C:300-01-010-K	2	PAD
12 Intertech C/W Holes A4 (Face-sheet)	C:300-01-000-4	6	EM
13 Inpatient Consultation Form R2	C:300-01-040-K	100	PKT
14 Inpatient Clinical Notes R5	C:300-01-040-N	2	PKT
15 Inpatient Clerking Notes R7	C:300-01-040-D	3	PKT
16 Feedback Form - Inpatient	C:300-01-032-K	2	PKT
17 C/W Holes Card A4 Size	C:300-01-000-C	1	PKT
18 Envelope Consultation Form Blue C0	C:300-01-010-F	1	PKT
<b>B Procedure Forms</b>			
19 Prod. Operative Nursing Care Record R11	C:300-01-011-A	3	PKT
20 Anaesthesia Record R5	C:300-01-021-K	1	PKT
21 Sedation Monitoring Chart R2	C:300-01-106-F	2	PAD
22 Pre Sedation Assessment R0	C:300-01-105-C	2	PAD
23 Consent Form for Anaesthesia R2	C:300-01-104-D	2	PAD
24 Consent for Procedural Sedation R2	C:300-01-106-E	2	PAD
25 Consent/Refusal for Operation/Procedure/Consent/Refusal Form for Transfusion of Blood & Blood Products R0	C:300-01-005-B	1	PAD
26 Preoperative Nursing Care Record R4	C:300-01-000-B	2	PAD
27 Time Out Checklist for Procedure	C:300-01-107-G	2	PAD
28 Inpatient Discharge Slip White	C:300-01-101-W	1	PAD
29 Prescription Form White R0	C:300-01-103-E	2	PAD
30 Inpatient Discharge Slip Pink	C:300-01-103-E	2	PAD
31 Bed Side/End of Bed/Physio Auth Form B	C:300-01-011-F	1	PAD
<b>C Non-Common Forms</b>			
32 Admission Authorization Form R0	C:300-14-016-F	2	PAD
33 Ref. Consumables/Drug Form R3	C:300-13-001-W	2	PAD
34 Prescription for Controlled Drug R1	C:300-13-001-W	1	PK
35 Controlled Drug Wards Issue & Stock	C:300-14-01	1	PK
36 Prescription Form White R0	C:300-01-103-E	2	PAD
37 Pad Memo With Logo AS	C:300-01-000-C	2	PAD
38 Rehabilitation Therapy Chart R1	C:300-01-010-F	1	PAD
39 Card for Tag Blue Non-Cancer Case	C:300-01-040-K	1	PKT
40 Card for Tag Yellow Cancer Case	C:300-01-040-K	1	PKT
41 Death Checklist	C:300-01-010-F	1	PAD

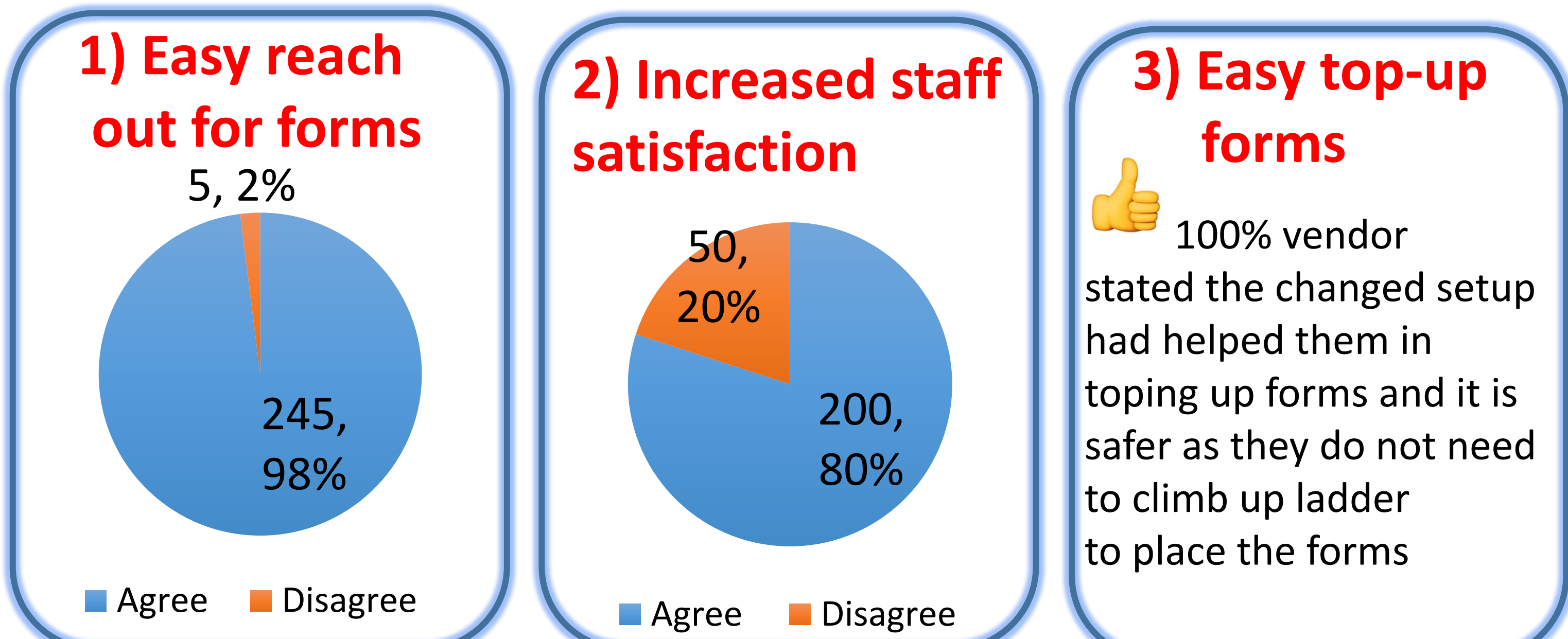


Categorization of forms based on the common, procedure, uncommon and E-ordering

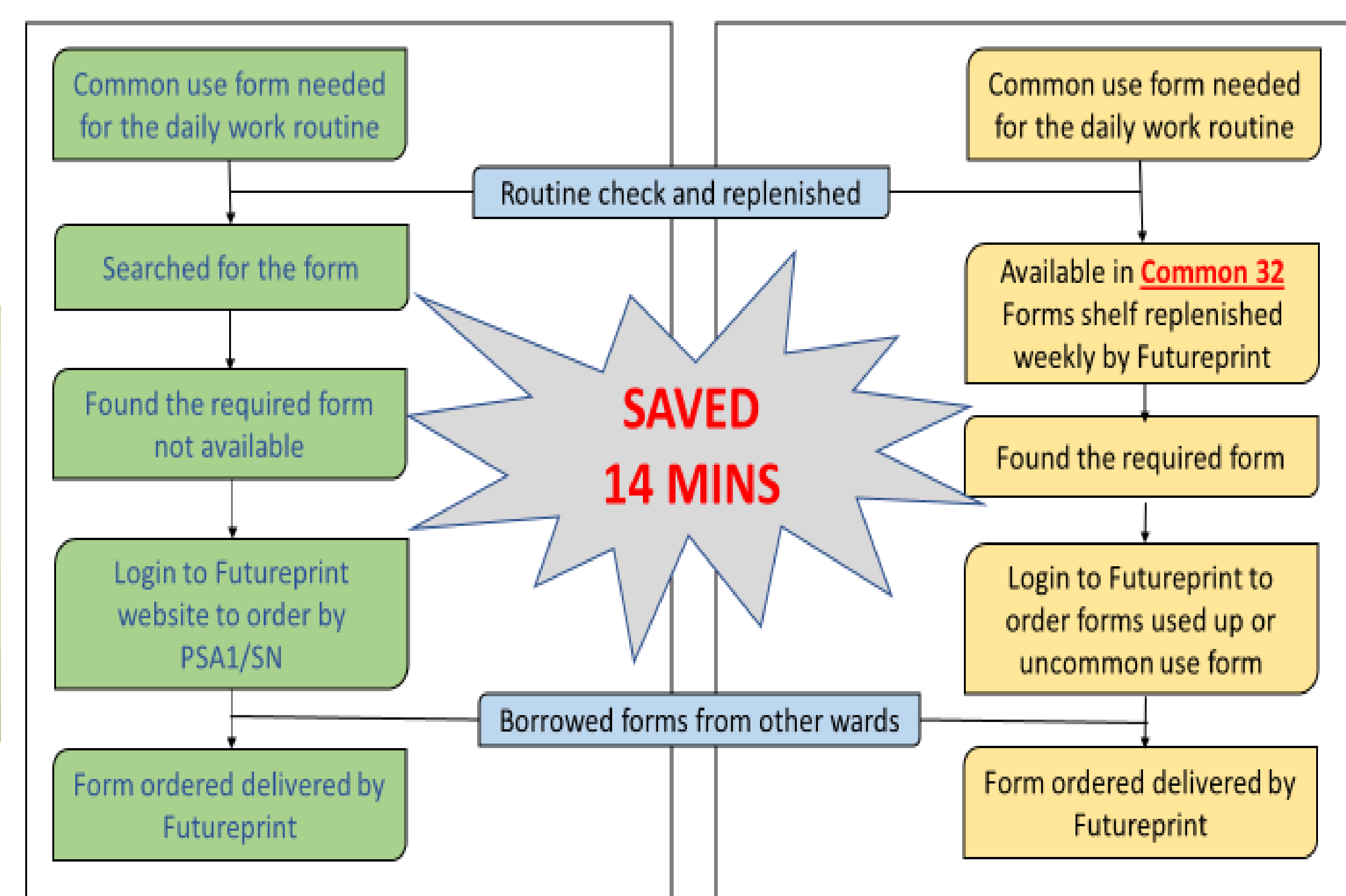
- Shelves are labeled according to the category
- More excess space available for extra forms
- Easy and faster to access to the specific form
- Trigger order forms when stock runs low

## Results

A total of 250 post surveys were collected after 3 months of revamping from the vendors and CGH end users to find out:



**4) Time and cost saving:** Average time save = 14 minutes/day, with estimated calculation, save about \$352.80-\$1411.20 per staff (depends on different designation) in a year for searching forms



## Conclusion

The team members are encouraged from the achieved result to continue to follow up on the feedback for improvement, and sustainability of the new changes.