



Singapore Healthcare Management 2018

Improvement of Caregiver Updating Process at SGH Visitor Registration Counters

Bridget Cheu
Mona Bibi Mohd Shafi
Nyo Nyo Thin



Singapore General Hospital
SingHealth



Background / Problem

When visitors approached Visitor Registration Counter (VRC) to verify their caregiver status, staff were unable to retrieve their caregiver record immediately.

Objectives

Ensure that Caregiver records could be traced immediately and halve time and manpower taken to update caregiver details to Automated Visitor Registration System (AVMS).

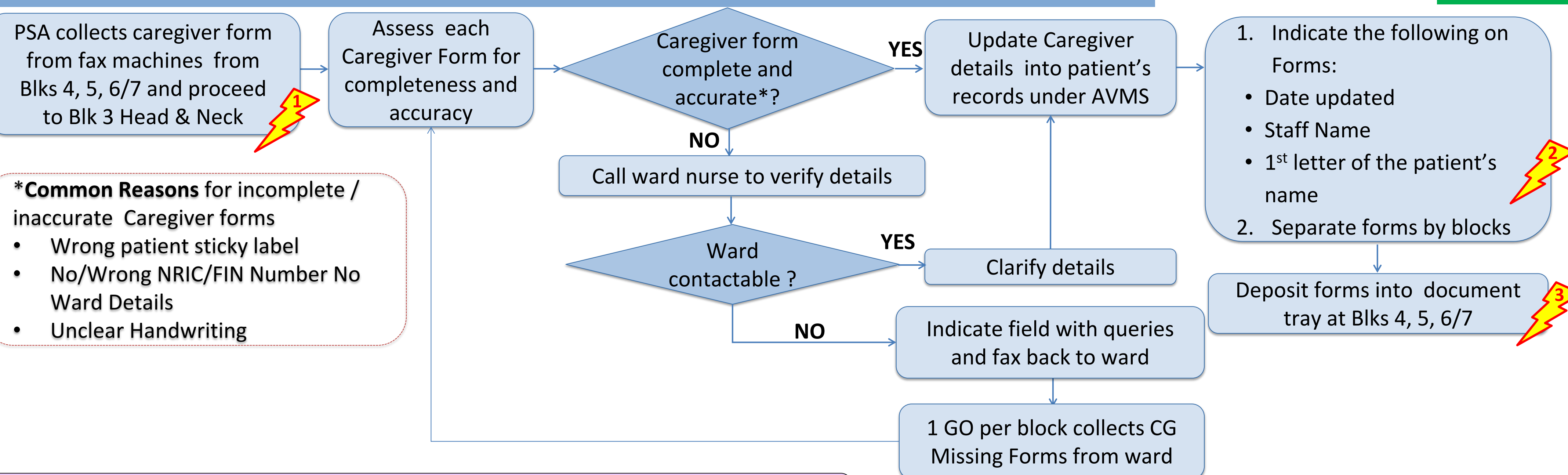
Methodology

- Existing practice was mapped out and reviewed to identify areas of inefficiencies, as indicated by ⚡
- Brainstorming of improvements to be made in process and measurements to track improvement.

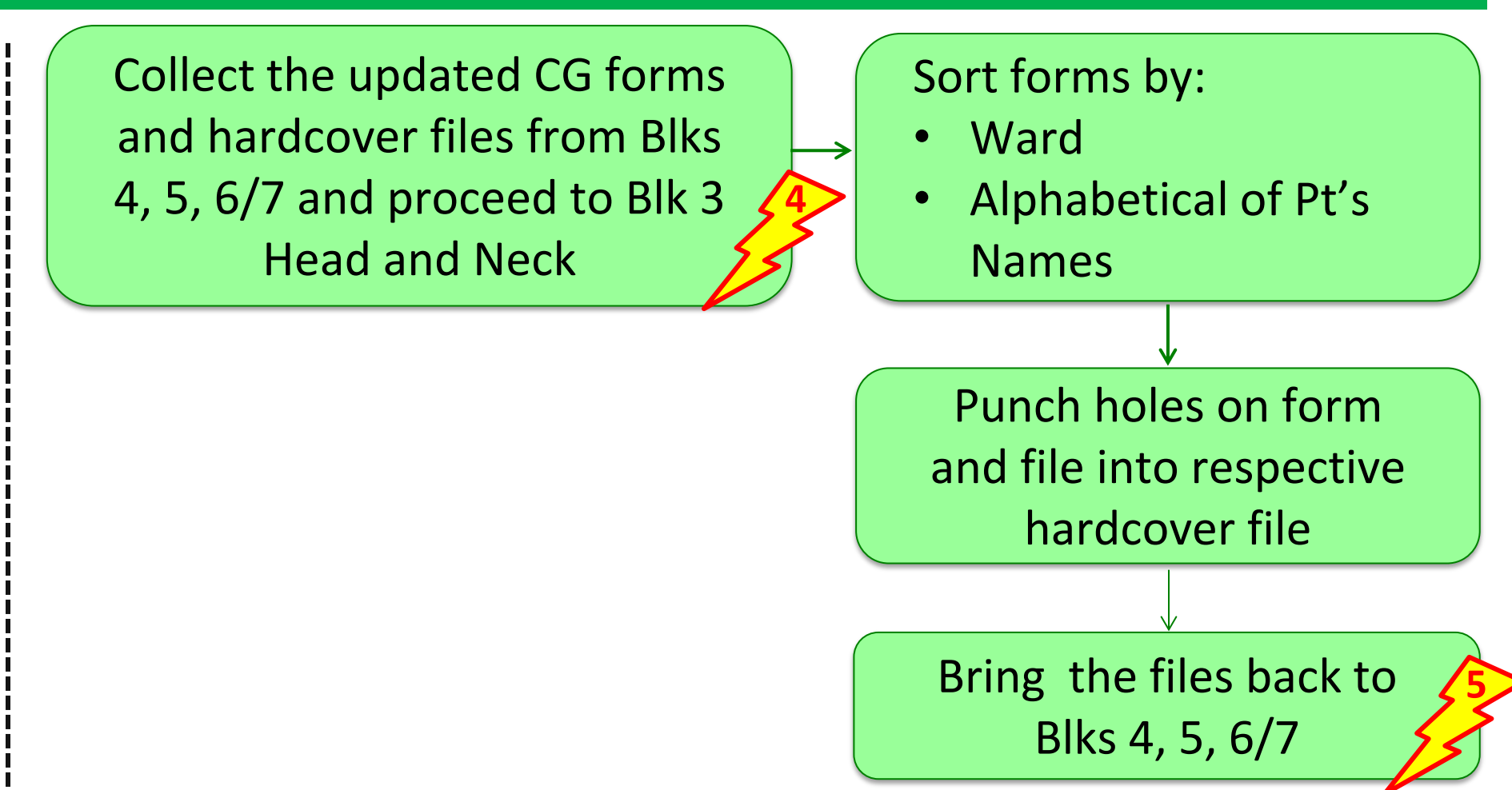
Implementation

- Modified existing workflow and reviewed the effectiveness of the initiatives periodically.
- Extracted and analysed data to assess the sustainability and effectiveness of the initiative.

Caregiver Update Process – Initial (Average: 174 mins)



Caregiver Form Sorting & Filing - Initial

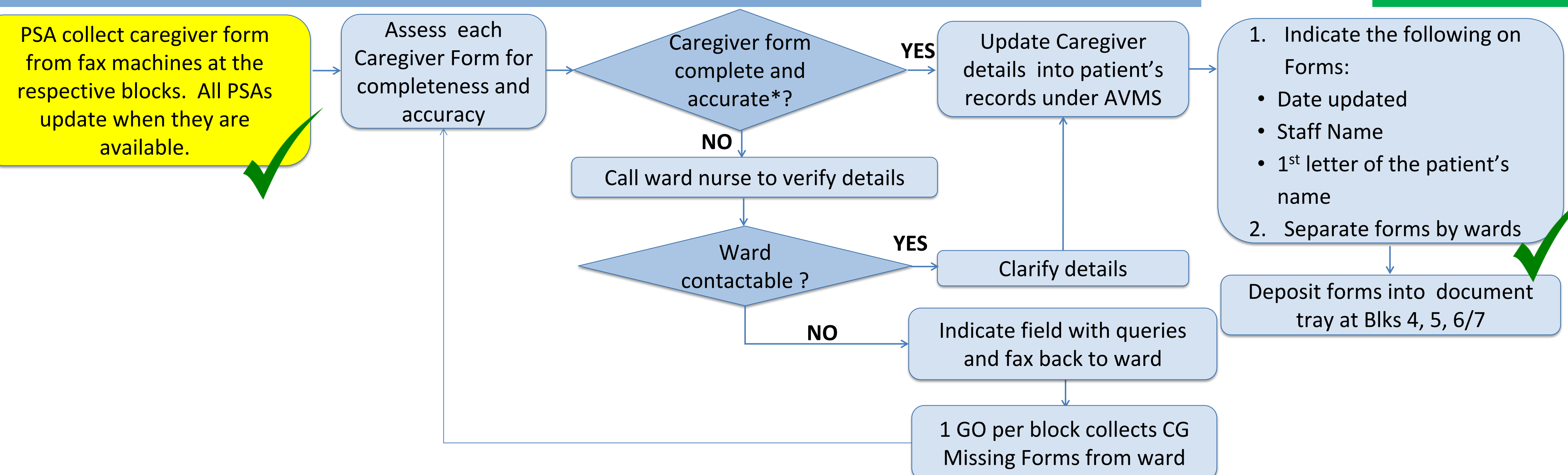


Implementation- Inefficiencies Identified

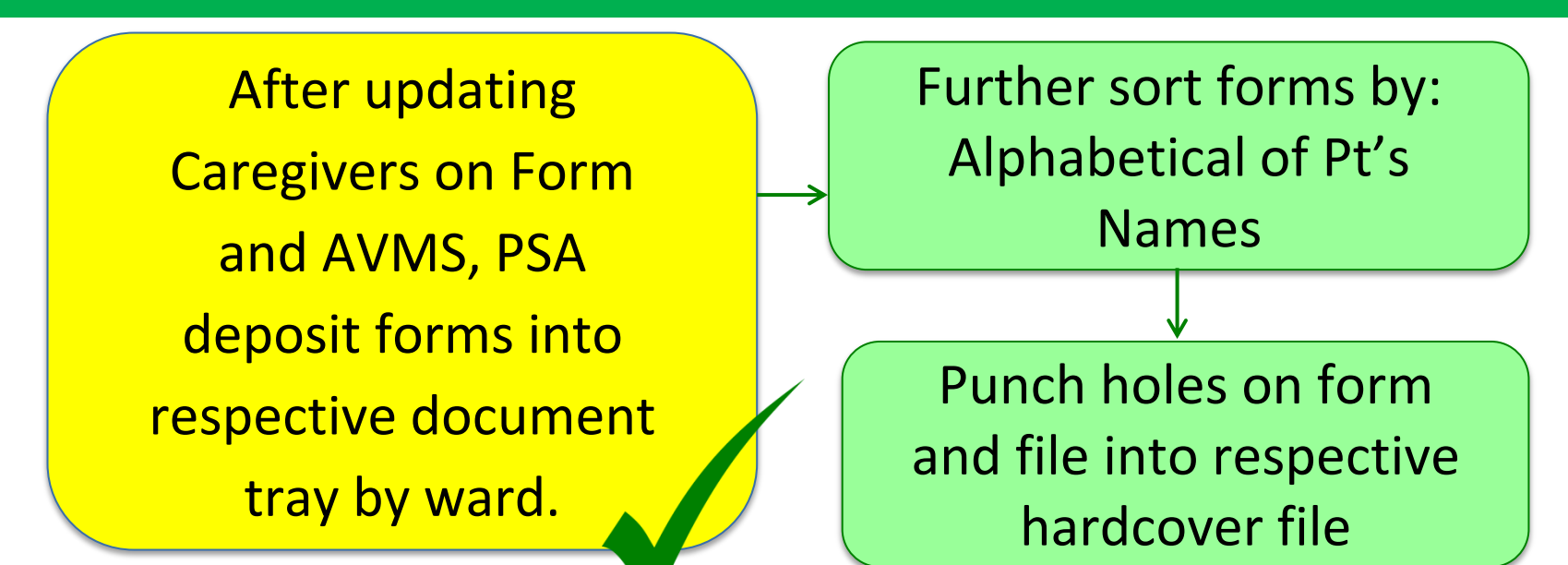
- ⚡ PSA moves caregiver forms between Blks 4, 5, 6/7 and Blk 3
- Inefficiencies identified:**
- Time wasted on moving from point to point to collect caregiver forms, resulting in lag in update on system.
 - Staff at VRCs could not trace the relevant form when required

- ⚡ PSA would sort forms according to ward and name of patients.
- Inefficiency identified:**
- Sorting could be done concurrently with updating.

Caregiver Update Process – Improved (Average: 21 mins)



Caregiver Form Sorting & Filing - Improved



Implementation- Improvements

- PSA update, sort and file CG forms at the respective VRC, instead of having to collect forms and files to and from VRCs to Head & Neck.
- First step of sorting by WARDS has been completed after updating forms. Hence, in second step of sorting, PSA only need to sort the forms by patient's name.

Results

- Average time taken** upon receiving caregiver forms from fax and staff complete updating caregiver information to AVMS has been reduced from **174 minutes to 21 minutes, a reduction of 88%.**
- Removed dedicated manpower (1 pax per day)** for caregiver updates, which reduced manpower deployed per day.

The initiative improved efficiency in caregiver updates to ensure a more timely update of caregiver status on AVMS after receipt of fax.

Conclusion

The initiative helps improve the efficiency of the Caregiver updates to ensure a more timely update of caregiver status on AVMS after receipt of fax. In addition, productivity of the department has been improved due to removal of dedicated manpower (1 pax per day) for caregiver updates.