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# Using 5S Quality Improvement Methodology to Create a Safe and Functional Workspace for Parking of Case-Notes Trolleys and Case-Notes Tracing Activity @ SOC A

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## INTRODUCTION

There is no designated area / room for case-note trolleys for storing or returning of case-notes required for daily appointments. Staff has been using the Utility Room which was highlighted by Infection Control that it is not appropriate. In addition, staff had feedback on the limitations of space resulting in staff not being able to perform this task efficiently. An opportunity arose when Pathology vacated K21 located behind SOC A.



## Objectives

1

To have a proper parking space for case-note trolleys and tracing of case-note activity for SOC A.

2

To improve staff morale.

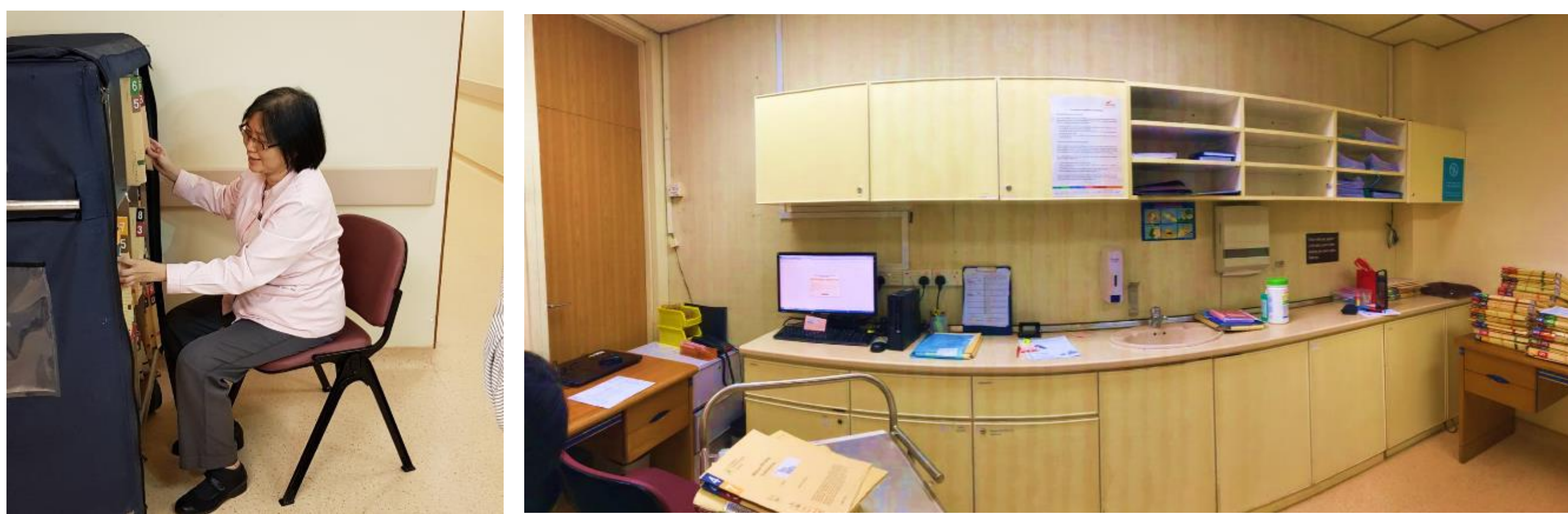
## Methodology



- Reviewed staff feedback & Infection Control Guidelines.
- Organized meetings with stakeholders and explored improvement measures.
- Team agreed to renovate the vacated room (K21) with the help of Facilities Mgmt & Eng. Dept.



With the implementation, SOC A and SOC B are able to park the case-notes trolleys and adhere to the Infection Control's guideline. In addition, staff morale improved as they were able to perform tracer activity more efficiently and effectively.

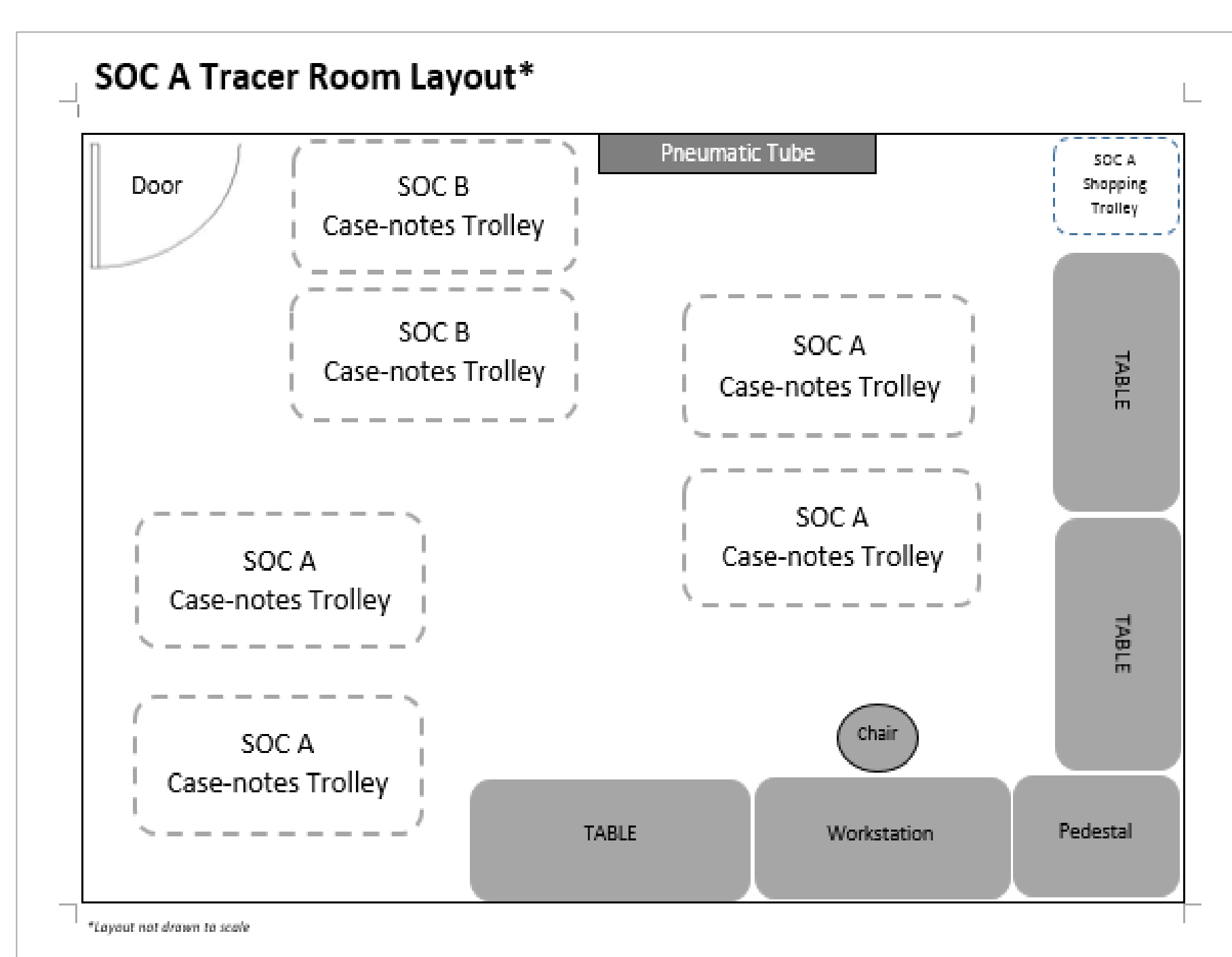


Before



After

RENOVATION



CONCLUSION



Collaboration is the key success to resolving the challenges faced by the clinic team which was further constrained by the limited space and infrastructure that block 3 has. With the help from all the relevant parties, it resulted in a win-win situation for everyone.

In addition, the team is eagerly anticipating the full implementation of ClinDoc so that the room can be released for other critical clinical use and staff can be re-assigned to support patient's care.