



**Singapore Healthcare Management 2018**

# Tracking the SOC ENT equipment inventory list electronically

Shawn Poh, SGH  
NC Zhang Lei, SGH  
ANC Wong Mee Ching, SGH

## Background

Otolaryngology (Ear Nose Throat) is a surgical specialty in which the doctors require the usage of many different medical equipment during their diagnosis and treatment/procedure for the patients. Currently, all the equipment used in Specialist Outpatient Clinic (SOC) ENT Centre and Clinic A are being handwritten in numerous inventory books. This is a tedious process. Currently, only 1 staff is being assigned to manage the equipment and books.

In line with one of SGH FY17 – FY19 Priorities – Innovation and Productivity, we aim to reduce the man hours spent and over-reliance on a single staff.

## What are the issues/challenges

There were 3 different equipment lists present. Each list has their shortfalls hence reconciliation of all information is required.

Source of Fixed Asset List	Type of information missing
Finance Department	Does not reflect exact location of equipment
Bio-medical Engineering (BME) Department	Only consists of equipment which require BME's commissioning
SOC ENT Centre & SOC Clinic A Inventory Books	Does not reflect purchase details, supplier name and does not easily allow multiple changes to content

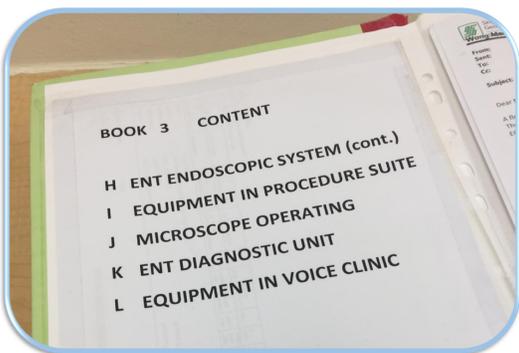
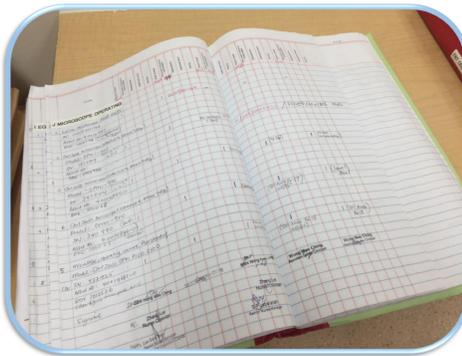
## Process

The team came together to discuss and studied the 3 different fixed asset lists

Identified the essential information that need to be reflected in the final list

Visualized, designed and put into production using Microsoft Excel where we can tap on the various in-built functions for our requirements

Sought feedback from various staff and refined computerized inventory list to ensure its user-friendliness



Supplier name hence able to approach them for similar products in the future

Exact location of the equipment

Easy search function in Excel

Various worksheets to denote the different equipment categories

Age of equipment which indicates potential replacement

## Results

### 1. Innovation and Productivity

- Time spent to locate the ENT equipment used in SOC significantly decreased from 15 minutes to 1 minute as we are able to make use of the search function in Microsoft Excel.
- Various Excel functions enable the staff to locate and flag out the status of the equipment for maintenance and replacement.

### 2. Improve staff satisfaction

- With the list being made simpler and computerized, we can train more staff to maintain the list.
- Reduce over-reliance on a single staff
- Less mistakes made when other staff attempt to decipher handwriting

## Conclusion

It is essential to constantly review our current practices and find ways to improve how we perform certain tasks. This initiative is in line with SGH FY17 – FY19 Priorities under “Innovation and Productivity”. The execution of this initiative has improved productivity and promotes job satisfaction for the staff handling the Equipment Inventory List. Staff could also identify equipment due for replacement to ensure our equipment are up-to-date. In addition, any staff can be trained to maintain the equipment list in future.