

# **Reduce PRINT (Prescription Re – print In Nurse Clinician Service TCU appointment)**

**Singapore Healthcare** Management 2018

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## Introduction

In Singhealth Polyclinics, Nurse Clinician Service(NCS) is an appointment nurse –based service offered to patients with well controlled chronic medical conditions. Trained nurse clinicians attend to these patients and they endorse the prescription that had already been prescribed by the physician at the previous visit. (Workflow as shown in Figure : 1.)

> Patient to see doctor for chronic medical condition(s) and receive prescription. Submit the prescription to pharmacy and arrange appointment at appointment

As shown in *Figure. 3: Three main* key factors were identified during the feedback session.



1. Pharmacy staff wrongly placed the NCS prescription into the stack for storage instead of the one to be returned to the NCS room



counter for next visit to see NCS nurse.



Doctor

NCS eligibility checked and prescription issued as per physician's preference for duration of either 24 weeks or 32 weeks. Post consult slip ticked on NCS column and passed to patient to make next appointment.



Nurse

MRO

Admin

To collect the prescription and check on 'By protocol-supply half first then the rest after review'. To supply the medication to patient and original prescription to place in the NCS slot at pharmacy.

Collect the NCS prescription and check the next date and file in the NCS prescription files according to date and month.

As per post consult slip next appointment made for NCS review.

Figure :1

### Problem

In a two weeks survey performed in June 2017, it was found that, out of an average daily NCS attendance of 22 patients, 18 of the prescriptions were missing, requiring resources of manpower



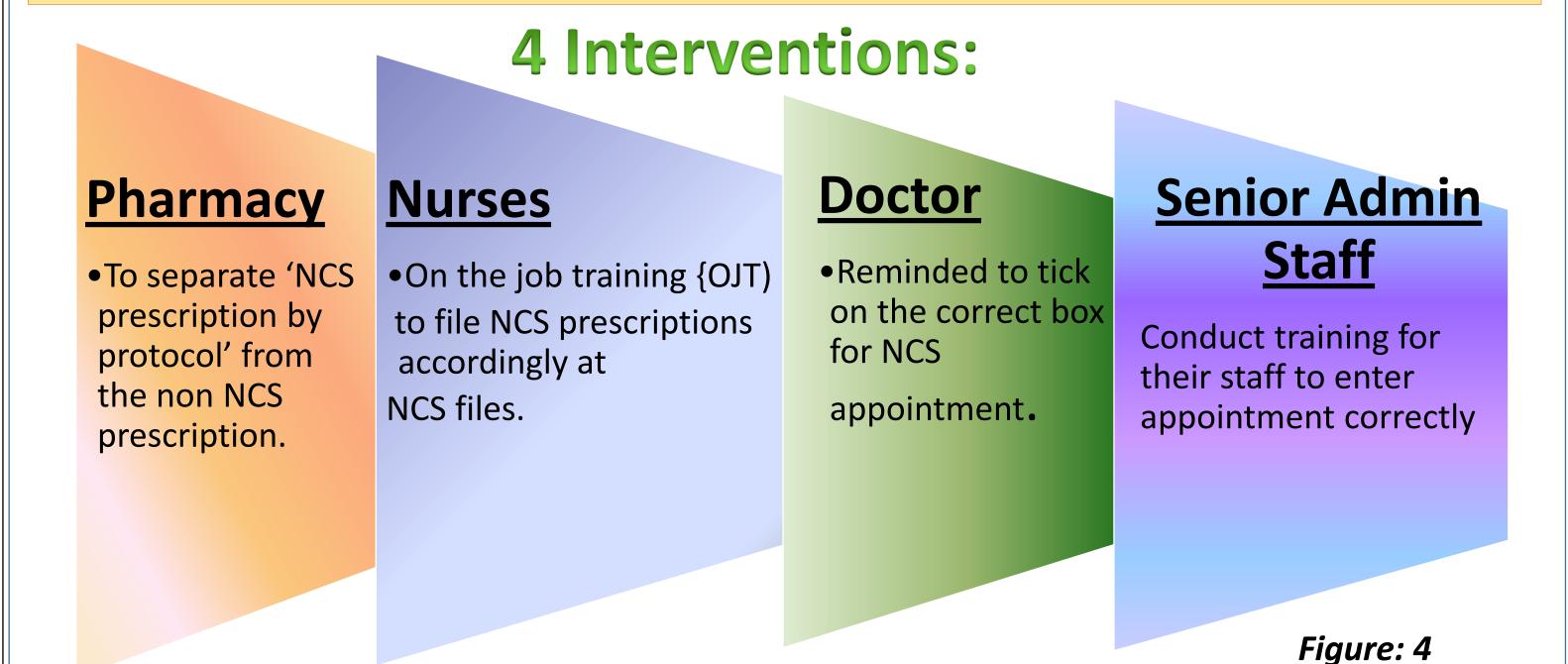
#### 2. The NCS prescription was filed wrongly by the nurse at NCS room



3. Patient was given doctor's appointment instead of NCS due to being wrongly ticked in appointment (post- consult) slip by doctor or mistakenly wrong service given by the appointment staff.

#### Figure. 3:

After brainstorming on the main factors identified, team members agreed on 4 interventions as shown in figure 4.



and time to re-print the lost prescription.

**Aim :** The aim of the project is to explore ways to reduce the occurrence of missing NCS prescriptions and re-printing of these prescriptions again by physicians.

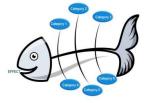
## Methodology



The team formed consisted of 4 nurses, 2 doctors, 1 administration staff and 1 pharmacist.



Team feedback and brainstorm session



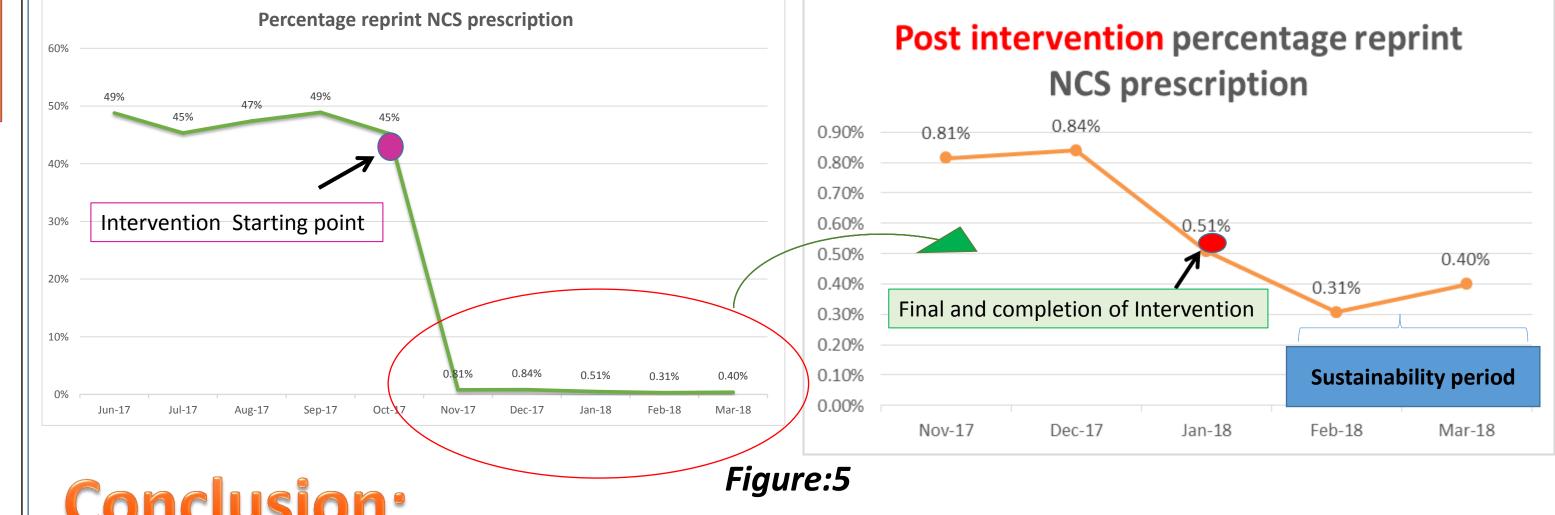
#### **Cause and Effect using Ishikawa Diagram**

The multi-disciplinary stakeholders analyze the factor contribute and identified the potential cause the problem; a resultant of cause –effect Ishikawa diagram (as shown in Figure 2).

			 ISHIKAWA	DIAGRAI	M						
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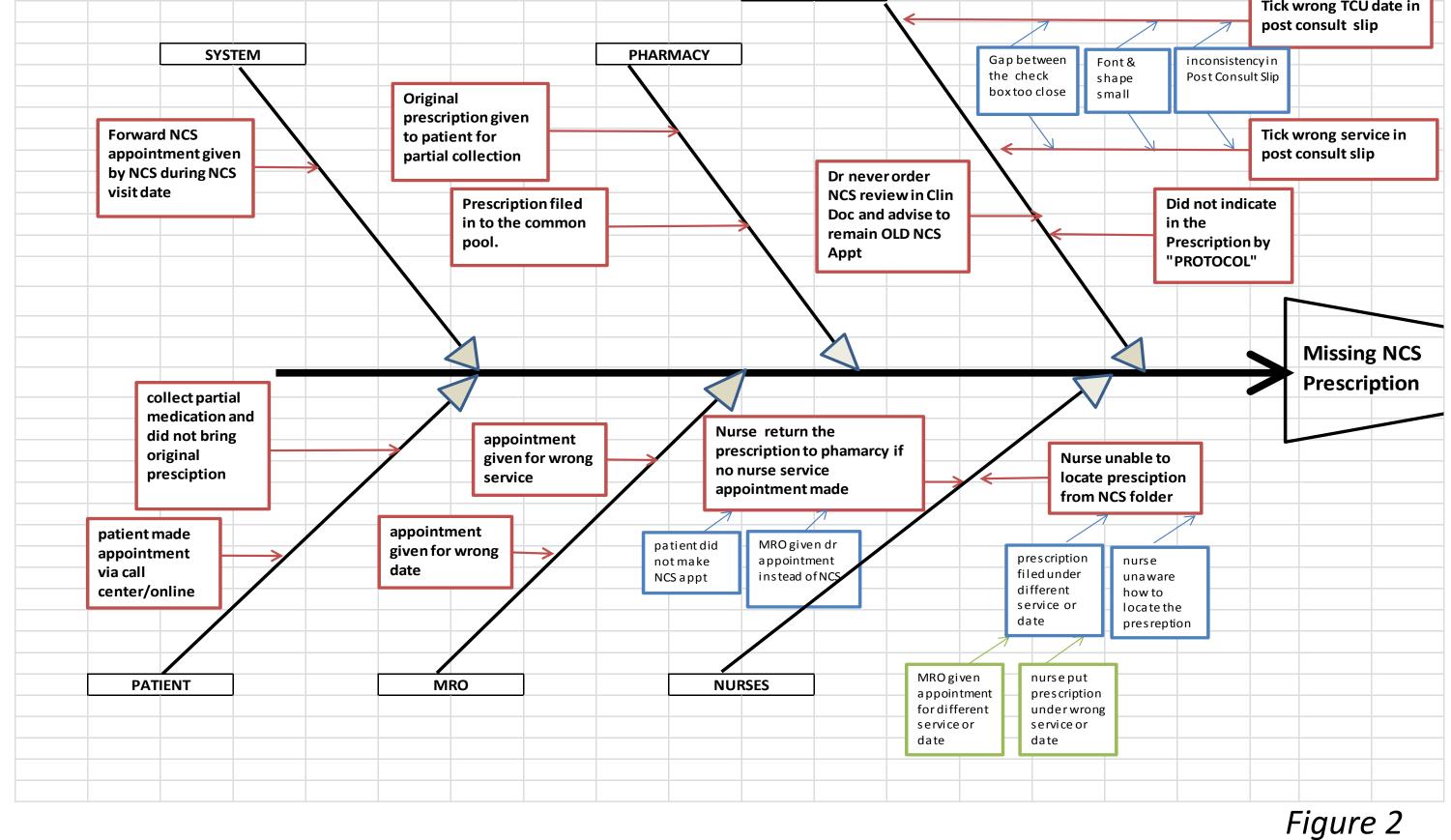
After intervention a three months survey done and the result shown a positive outcome and supported by our stakeholders and core team members.



### **Conclusion:**

With the implementation of the new workflow, the incidence of missing NCS prescriptions have been significantly reduced resulting in time and manpower savings, as well as a reduction in the frequency of interruptions to the physician. **SUSTAINABILITY** 

	<b>203IAIN</b>	ABILITY	
Pharmacy	Nurse	Doctor	Senior admin Staff
<ul> <li>Continuous monitoring</li> </ul>	Continuous OJT to	•Continuous OJT	•Continuous reminder



pharmacy staff to place the NCS prescriptions at NCS

slots for Nurses to collect every morning.

•- On going

place the NCS prescription at NCS files according to date and month by nurse after collection of NCS prescription

for ticking the NCS column correctly. • – on going.

to enter appointment correctly and to keep constant info on 'remarks' information if patient not keen for NCS appointment.

• – On going

### INTANGIBLE BENEFITS

Better care and safe care for patient.

Manpower saving in time and enhance for more focus on treatment care.

every morning from

pharmacy

•– On going

Less disruptions in service quality to patient.

#### We would like to thank :

**Adviser :** Dr Hwang Siew Wai.( Director Bukit Merah Polyclinic)., NM Tan Joo See ., NC Zuhaidah Amir.