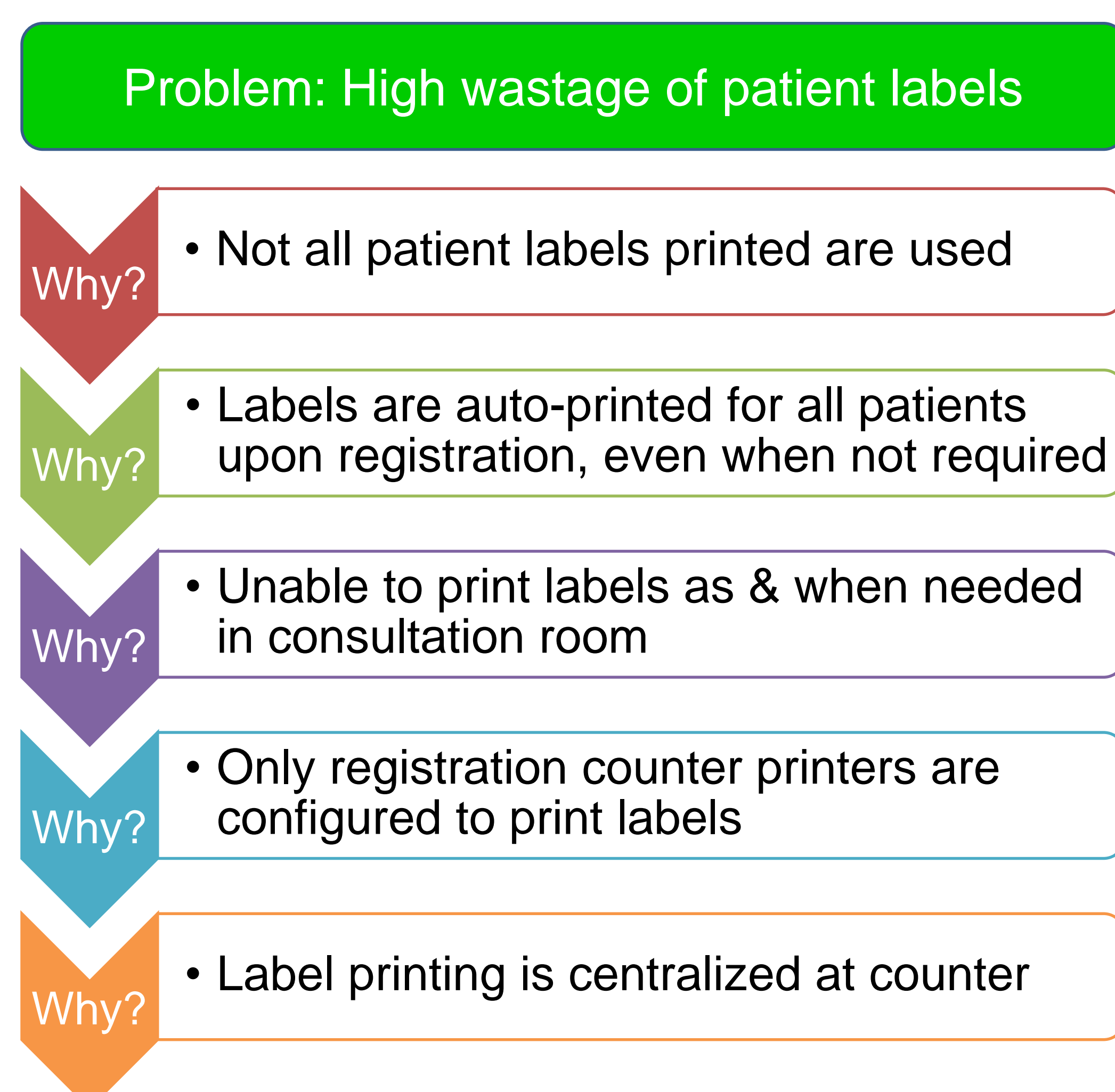


Intro

At Diabetes Metabolism Centre (DMC) Level 4 Clinic, patient labels (2 sheets x 10 labels per patient) are auto-printed for every patient upon registration for the labeling of forms or documents when procedure or treatment are ordered or carried out. However only 20% of patients require the labels and the remaining 80% of the labels are discarded daily. This causes huge wastage annually and does not meet the hospital's goal to "go green".

Methodology

The team used the 5 whys methodology to determine the root cause of the problem



- Set up two additional printers to print patient's labels
- Ensure easy access to the two printers- one is located inside the treatment room, another is located at the common corridor of a cluster of the consultation rooms
- Assign clinics with high usage of patient labels near to the printers for convenience
- Cease the workflow to auto-print all patient labels daily

MISSION

To decrease the wastage of patient labels in DMCL4 Clinic by 60% within 3 months



Tangible results

Pre intervention	Post intervention	Number of labels saved	80 % reduction in waste!
5000 pieces of patient labels printed per day	1000 pieces of patient labels printed per day	4000 pieces of patient labels printed per day	

Savings per day	Savings per week	Savings per month	\$7,000 saved a year!
SGD 28.00	SGD 140.00	SGD 583.00	

Intangible results

- Reduce stock holding of labels, freeing up space for storage of other documents
- Reduce sorting errors of patient labels when multiple labels are concurrently printed during registration

CONCLUSION

The new workflow is simple to implement and helps to promote work efficiency. Staff are compliant and this helps the team to sustain the reduction in wastage as well as achieve long term cost savings. Periodic audits are also conducted to ensure compliance and continued cost savings.

The improvement was shared with other clinics in DMC to extend the productivity and cost savings, which more than doubled to about \$14,000 annually.