



**Singapore Healthcare
Management 2019**

Centralised Listing by Patient Service Associates (PSAs) frees up Nursing Staff to focus on Non-Administrative Duties



**Sengkang
General Hospital**
SingHealth

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SHM_HR017

INTRODUCTION



OT List		
OT 2.1	Full	Dr Jack
OT 2.2	AM	Dr Mary



Listing function (*refers to scheduling of surgical procedures in reference to the doctor's Operating Theatre session*) and issuing of pre-operative advice to patient are traditionally duties undertaken by Enrolled Nurses.

Objective:

As these functions are more administrative in nature, and with the initiative to free up nursing staff to take on more clinical duties related to patient care, SKH PSAs are trained to incorporate these 2 functions together with the financial counselling (FC) role.

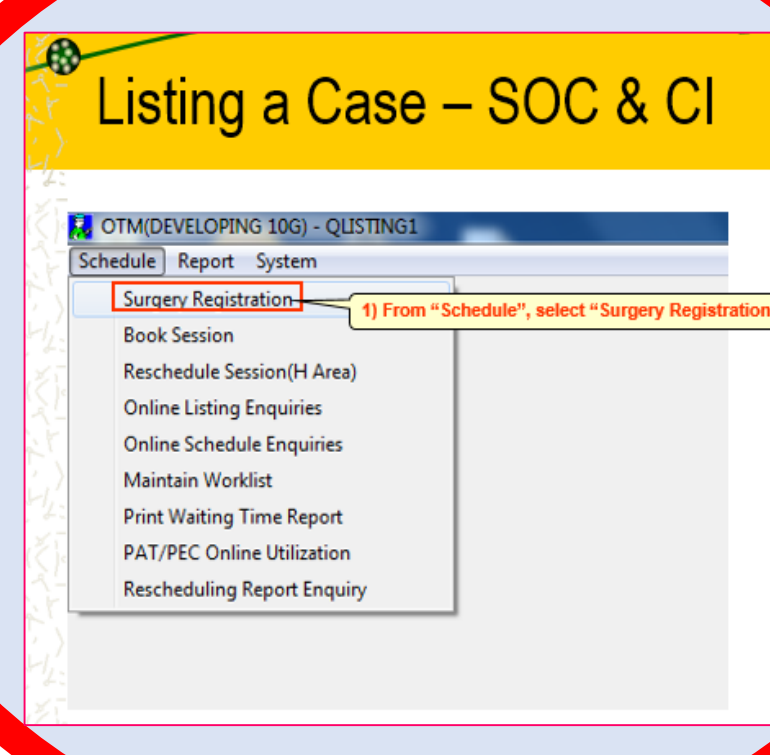
As a result, SKH started its operations since Jan 2016 in Alexandra Hospital with 7 PSAs taking over listing duties from the nursing staff. This number increased to 21 in Oct 2018 after 3 months of ramp up with the move to the current hospital compound.

METHODOLOGY



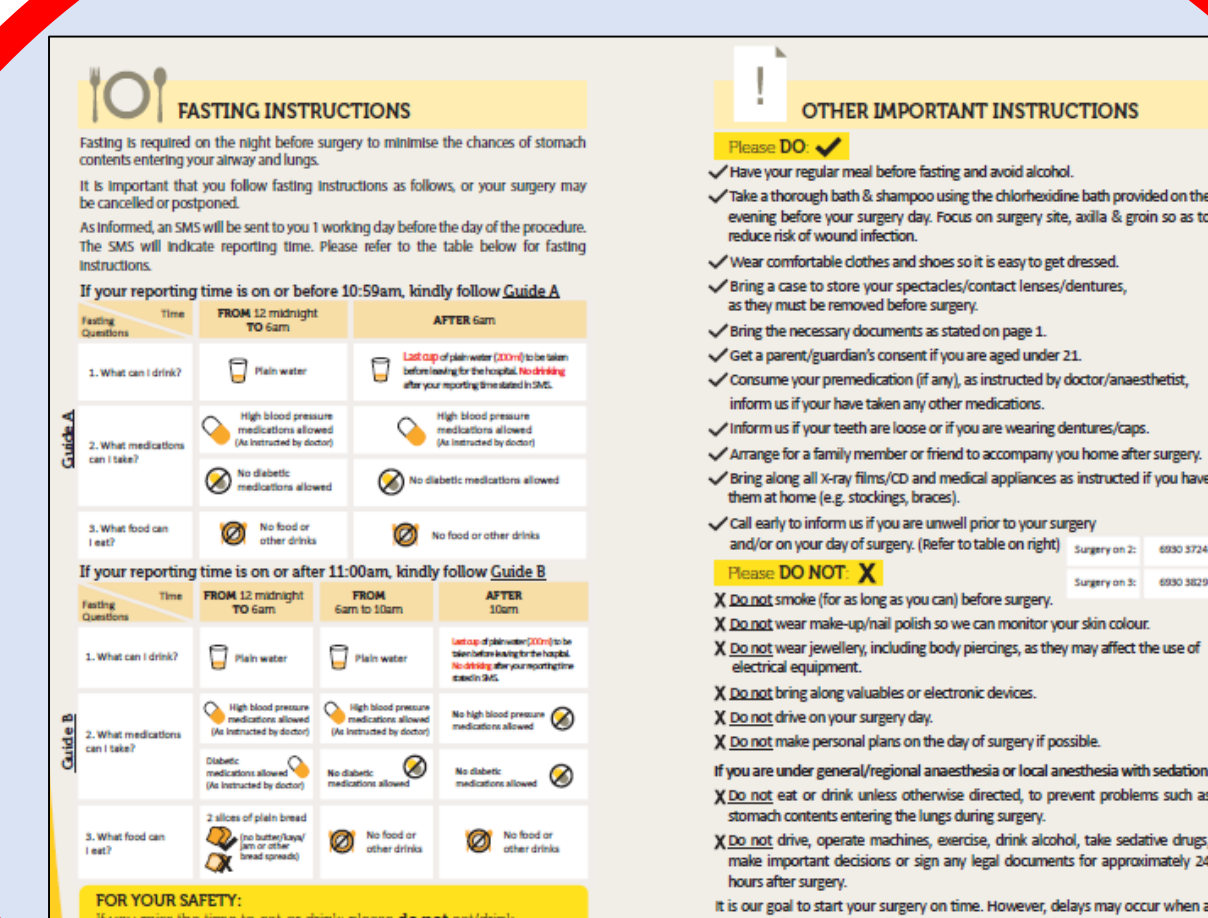
On the job training

- Attachment to enrolled nurses
- Buddy with seniors



Training Manual

Step-by-step guide on system entries



Collaterals on Pre-Operative Advice

Collaboration with nursing staff on the materials for

- Fasting Instructions
- Do's and Don'ts
- Frequently Asked Questions

RESULT

Focused job scope for Nursing Staff:

- Scheduling of Surgical Procedures, and issuing of Pre-Operative Advice add up to an estimate of 7 to 12mins per case.
- With SKH PSAs taking over these duties, it results in an estimated savings of 1,552 to 2,661 man hours in a year for nursing staff [**using 53 cases per day & 251 work days in 2018*].
- Enrolled nurses could now be redeployed to assessment counters and treatment rooms, where their expertise are better utilized. Training needs for the latter could now be focused on the clinical aspects.

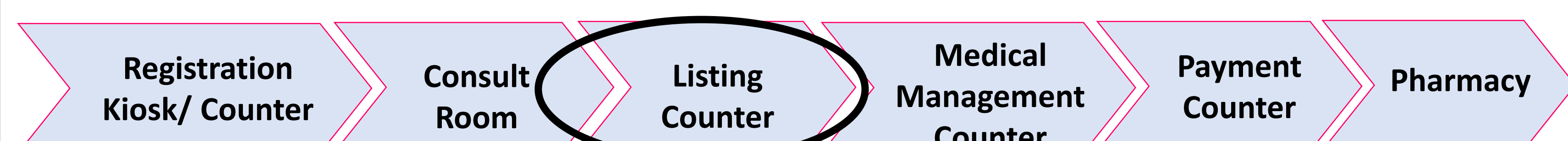
One-Stop Service for SKH Patient:

Centralised listing facilitates a seamless patient journey whereby patient is provided information on admission details, pre-operative advice and financial counselling by the same staff in one service stop.

CONCLUSION

- Nursing staff are able to focus on core nursing duties.
- PSAs are given expanded job responsibilities and provided a complete understanding of the listing process.
- Patient enjoys an improved and integrated experience with one-stop service.

Typical SKH Patient Journey on Consult Day where Listing for Procedure is Required



- Admission details
- Pre-operative Advice
- Financial Counselling

Reconciliation
of Medicine



- Task List**
- Schedule into ES
 - Update SAP
 - Prepare Folder
 - Prepare brochures

Sengkang General Hospital	
Please wait for your Q No. to be called	
Q No.	
A1387	
Time	Service Station
9am	Rm 4D-61 [Consult]
9.30am	Counter 13-17 [Listing, Pre-Op Advice, Financial Counselling]
10am	Counter 3-5 (Payment)