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Stat Dose (SD) Team: Expediting Safe & Efficient Dispatch of Urgent Medications

Introduction

Each month, porters are tasked to transport an average of 10,000 SD from the Inpatient Drug Management (IDM) to the Department of Emergency Medication (DEM) & wards safely & promptly. The on-time administration of SD is critical to patient needs. The average departmental completion time was about 19 minutes. Several challenges were identified:

Intervention (Continued)

- The huge compound requires more time for the SD to reach the end locations; and
- The high number of SD requests pose a challenge for the aging porters to deliver the medications promptly.

SD Departmental Completion Time – Measured by Request Time to Completion Time





 SD cases were assigned according to destination blocks

Results

 Table 1: Average SD Departmental Completion Time Improvement Results

maximum of three

SD cases at a time

Implementation - July 2018

Jan 2018 – Jun 2018

18 -Aug 2018 -018Jan 2019

Improvement in Response (%)

abbreviations to

shorten writing time.

Start Time

End Time

Assigned Time

Aim

Request Time

The improvement project aimed to shorten the average SD departmental completion time by 20% within the next 6 months so that the SD could reach the patients safely and promptly.

Methodology

The project team adopted a cause-effect analysis using the Fishbone methodology to determine the root causes behind the challenges in processing SD cases. It centered on four major categories:

A. Environment Time taken to travel the distance from the porter's last known location to the IDM.

B. Method

Assignment for all cases based on First IN, First OUT principle may exhaust available

Current





* The results of this project can be read in conjunction with another submitted project titled

competent manpower for SD cases.

C. People Ageing workforce. Limitation in responding promptly to SD cases. Departmental Completion Time of SD

D. Materials Speed of updating SD task details on porter's task forms.

Intervention

After careful review, the task force introduced the following initiatives:

• **SD team** comprising of two porters with appropriate fitness level and good SD completion time track record during peak hours of SD requests at 0900-1300hrs and 1500-1800hrs.

"Strengthening Portering Controller's Productivity for Greater Department Output", which was implemented in Mar 18. As the Departmental Response Time registered an improvement from Mar 18 till it stabilized in July 18, the controllers' productivity gain was reflected in the SD's Completion Time. Intervention for SD took place in July 18 and drove the results further.

Conclusion

The project ensures that the SD reach the warded patients promptly and reduces the incidence of patients not receiving the urgent medication on time. With a deepened sense of aligned purpose, porters are highly motivated to support the hospital's service quality commitment to patients.

This study is scalable in the healthcare portering sector. Future research directions include using a robust auto-assignment system to expedite efficient assignment of cases and a paperless system for recording comprehensive case processing details, which are already in progress.