



Introduction

Nurses are required to enter service charge codes for billing into Outpatient Administrative Service (OAS) when Minor Surgical Procedures (MSP) are carried out.

Problem

The Fee Service code referencing file that consists of all types of service codes can be misplaced, causing stress and time for the staff to locate for it.

It is challenging for staff to remember different types of MSP charge codes to enter into OAS.

Aim

To reduce time spent on searching for MSP service charge codes.

Result

A post intervention survey was carried to determine the effectiveness of the new initiative.

The results showed that the time spent to search for MSP service charge codes **were reduced to 5 seconds** from 10 minutes before intervention.

The new initiative was implemented in November 2018. This laminated List of Procedures chart can serve multiple purposes, namely:

- MSP service charge code billing reference
- Provide as a visual aid to do Time Out Audit
- 'One-Stop' chart for MSP require either Written or Verbal Consent, Site Marking, Time Out Audit and MSP service charge code

Methodology

The team studied the cause and effect of the issues and used PDSA cycles to make improvement.

Intervention 1

A survey was conducted to find out the time spent to locate for service charge code.

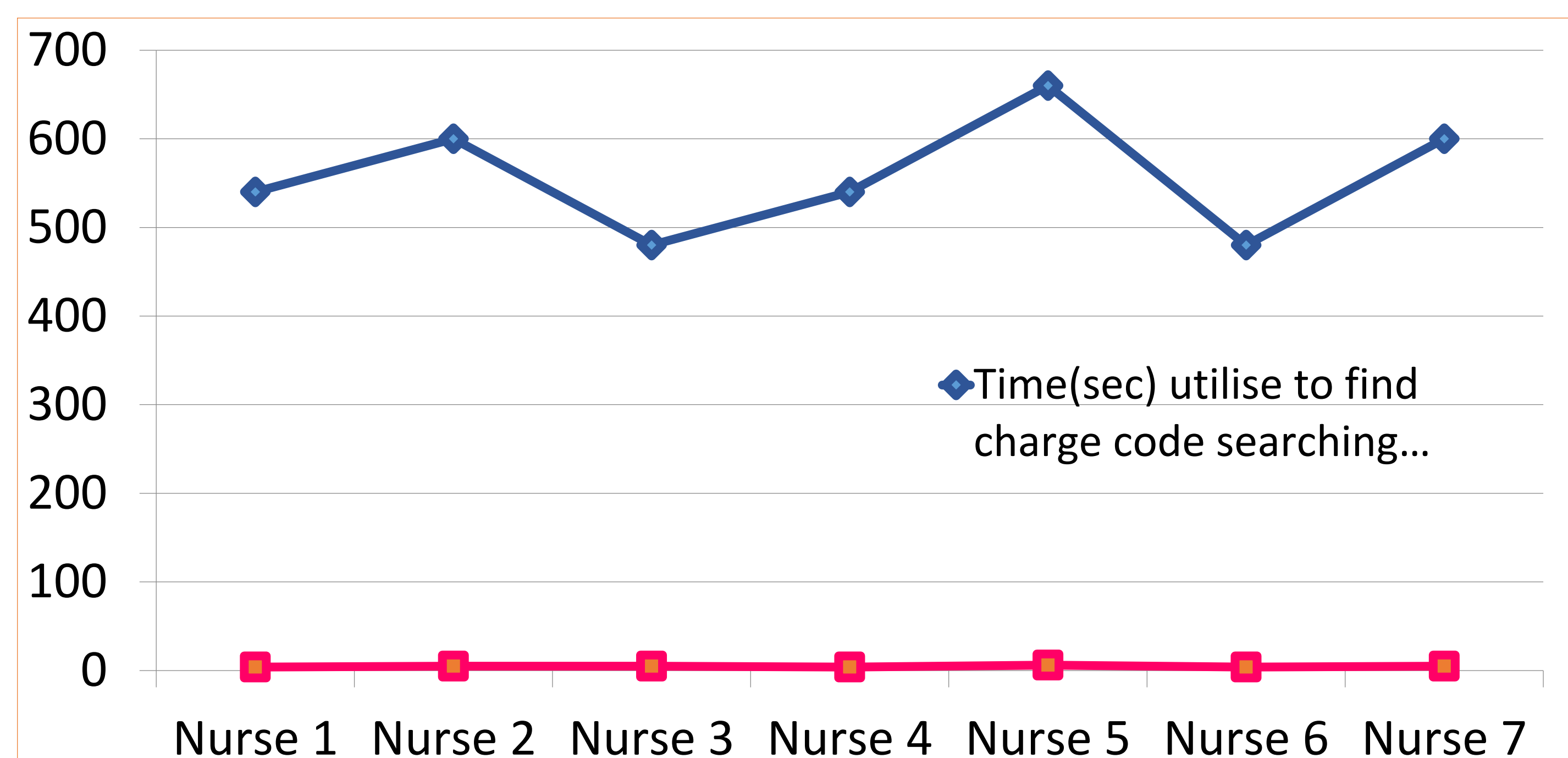
It was found that:

- Nurses **spent 10 minutes** to locate for the Fee Service Charge codes file.
- Need to flip between the pages to **locate the MSP service charge code**.
- Need to seek assistance from other nurses for the correct MSP service charge code.

Intervention 2

- Fee Service Charge Codes reference file was developed.
- Service charge code was printed next to the MSP.
- The list of procedures that required consent, site marking and time out chart were laminated.

Procedures	Written Consent	Verbal Consent	Site Marking	Time out
Avulsions, wedge resection of nail PDP17	★		★	★
Removal of FB from eye PDP10	★		★	★
Incision and drainage of abscess, chalazion PDP8	★		★	★
Insertion of Intra-uterine contraceptive device	★			★
Relieve of Subungual Haematoma PDP15		★	★	★
Removal of FB from ear PDP10		★	★	★
Ear Syringing* Single - PDP6 Bilateral - PDP19		★	★	★



Conclusion

This initiative enabled nurses to identify the correct service charge code of MSP quickly. It took only 5 seconds to locate MSP service charge codes instead of 10 minutes before intervention.