



# Solution To Missing Trolley Beds at SOC J

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Alvin Ignatius Tan Wei Siang, SOC  
Tina Phua Yen Tin, SOC  
NC Thanam B, SOC  
Saroja Mahalingam, SOC J  
Lai Kue Huang, SOC J



### INTRODUCTION

There had been reoccurring feedback from the team members in Clinic J that they were experiencing difficulties in locating the trolley beds when they were borrowed by other members in SGH. This had resulted in time wasted searching for the trolley bed.

### OBJECTIVES



Ensure personnel borrowing the trolley beds are easily contactable



Fast process with no resulting missing trolley beds



Well organised workflow with everyone kept informed

### PLAN

A workflow was needed to ensure that borrowing personnel can be easily identified and contacted. This will remove the need from going to various clinics to search for the trolley bed.

### ACT

1. Workflow was implemented.
2. Personnel seeking to borrow the trolley beds were required to record down their particulars and contact information.
3. Clinic J staff will contact borrowing personnel if trolley bed is not returned by the end of the day.

### DO

1. Record file was created for borrowing personnel to input their particulars.
2. Signage was placed on the trolley beds.

### CHECK

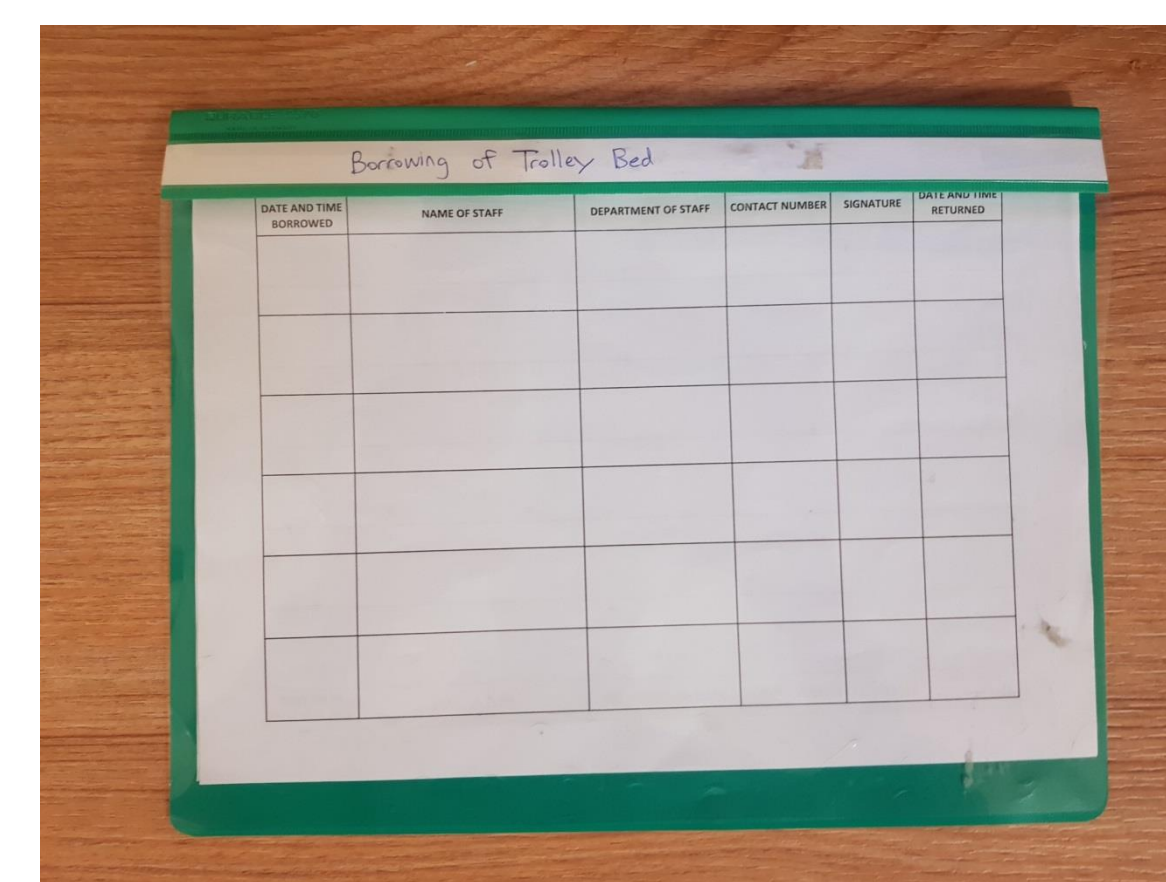
1. This workflow was shared with the Clinic J members during roll call.
2. Final discussions and clarifications to alleviate any concerns from the team members.



**Signage on Bed**



**Trolley Beds at SOC J**



**Record File**

### WORKFLOW

Personnel notifies Clinic J staff on their request to borrow the trolley bed.

Staff in Clinic J to have borrowing personnel record their particulars and contact information in the record file.

Clinic J staff to contact borrower if trolley bed has not been returned at the end of the day.

### Results

1. Feedback from the staff in SOC J was positive as previous personnel who had borrowed the bed can be easily traced and contacted.
2. Time has been saved in identifying the users and the location of the trolley beds.
3. Since the implementation of the new workflow, there have been zero reported cases of missing trolley bed till date.



The new workflow has enabled the trolley bed to be easily found whenever it has been borrowed.  
SSN Shaliza



We no longer need to spend time finding our trolley beds since the new recording file was implemented.  
SPSA Nancy Leong



Searching for the trolley beds was a very tedious process. We are glad that missing beds are no longer an issue with the new set-up.  
SEN Sabariah

### Conclusion

It is essential to have regular engagements with your team members. Through this, we can identify existing challenges and brainstorm ideas to overcome these challenges. A change in workflow will help to improve job efficiency and satisfaction. Complaints on missing trolley beds have ceased. SOC J team members no longer need to leave their work station to search for the missing beds which were disruptive to the clinic operations.