

Unconventional solutions in Immunology Hub consult room

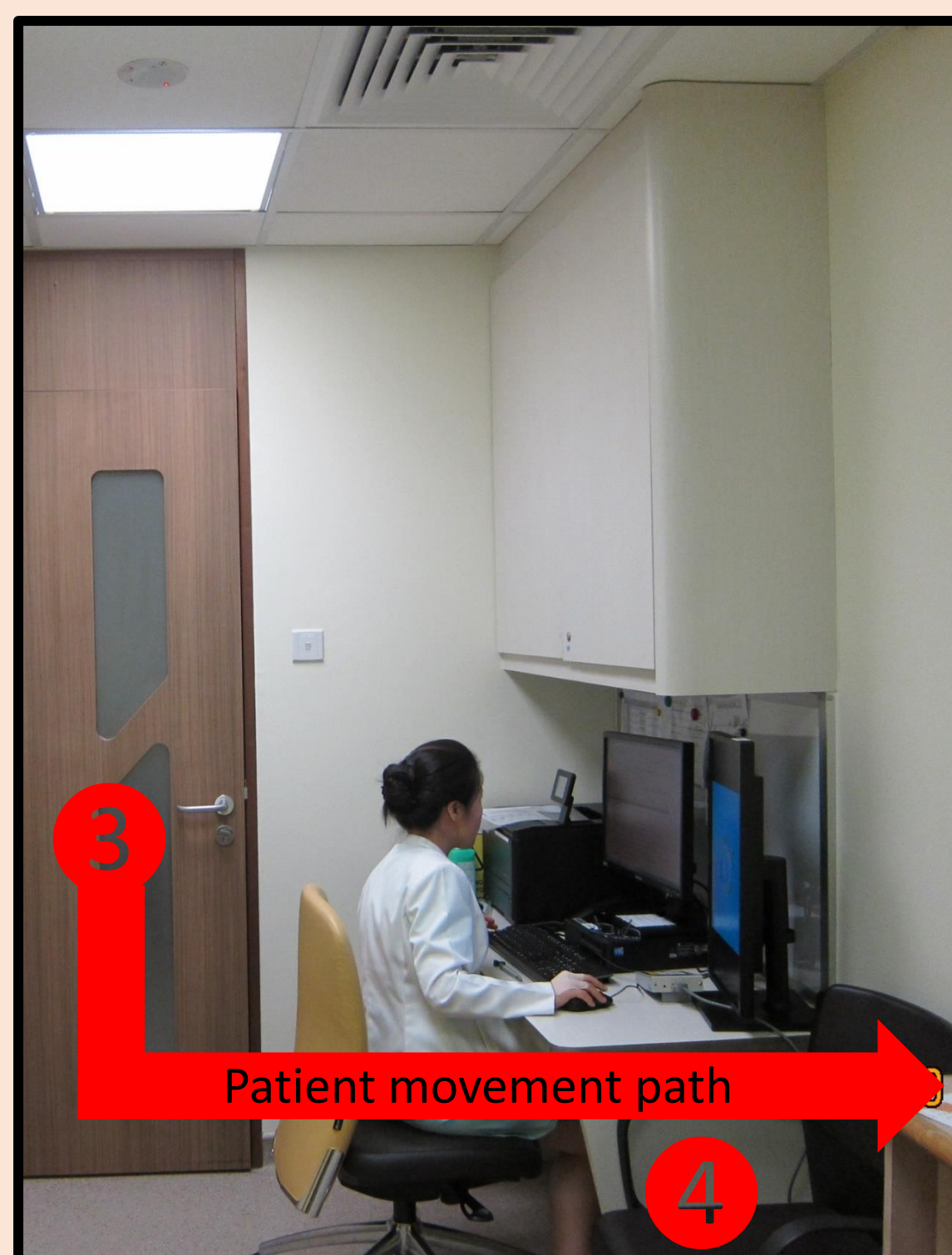
Introduction

Immunology Hub Room 15 is a small consultation room which presents **many challenges**. Some of the patients' and doctors' feedback includes:

- | | | | |
|--|---|---|---|
| 1. Doctor is sitting too close to the door –
[Workplace safety issue] | 2. Too little space for cabinet & other items
[Space constraint] | 3. Patient walks behind the doctor to his seat
[Poor patient experience] | 4. Suboptimal doctor-patient interaction
[Poor patient experience] |
|--|---|---|---|



View from outside



View from inside

Aims

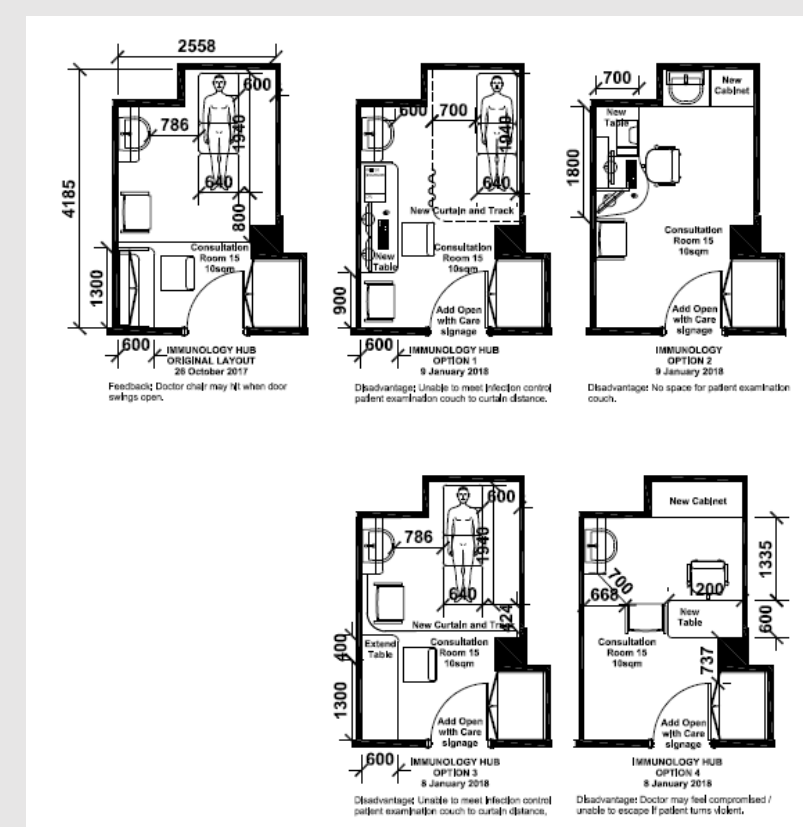
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|-------------------------------------|--|---|
| 1. Explore alternative room layouts | 2. To test the use of Computer-on-wheels | 3. Track patient satisfaction after changes |
|-------------------------------------|--|---|

Methodology

APR

FD Infection control Safety network

- Site survey
- Room layout designs



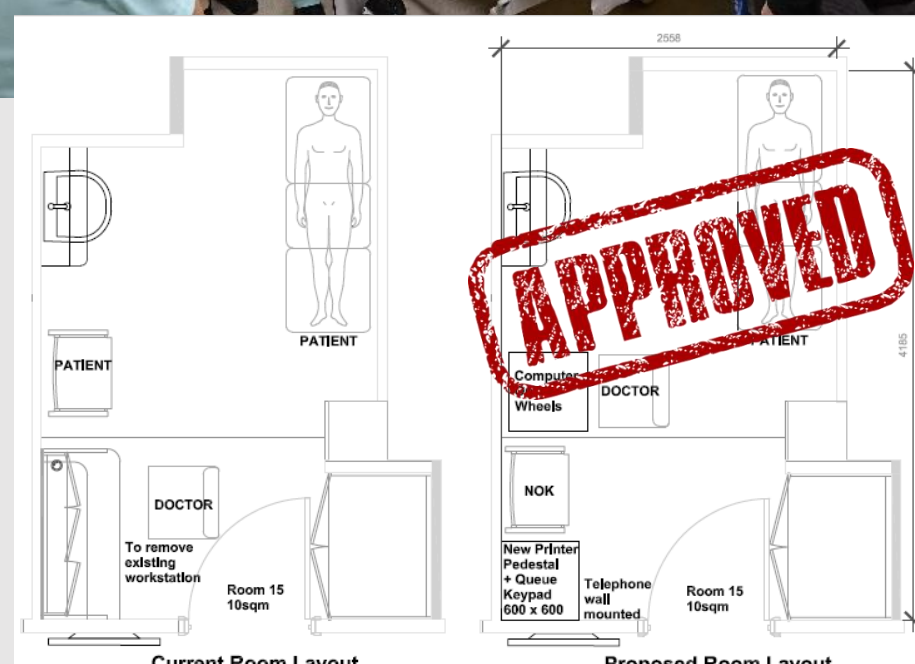
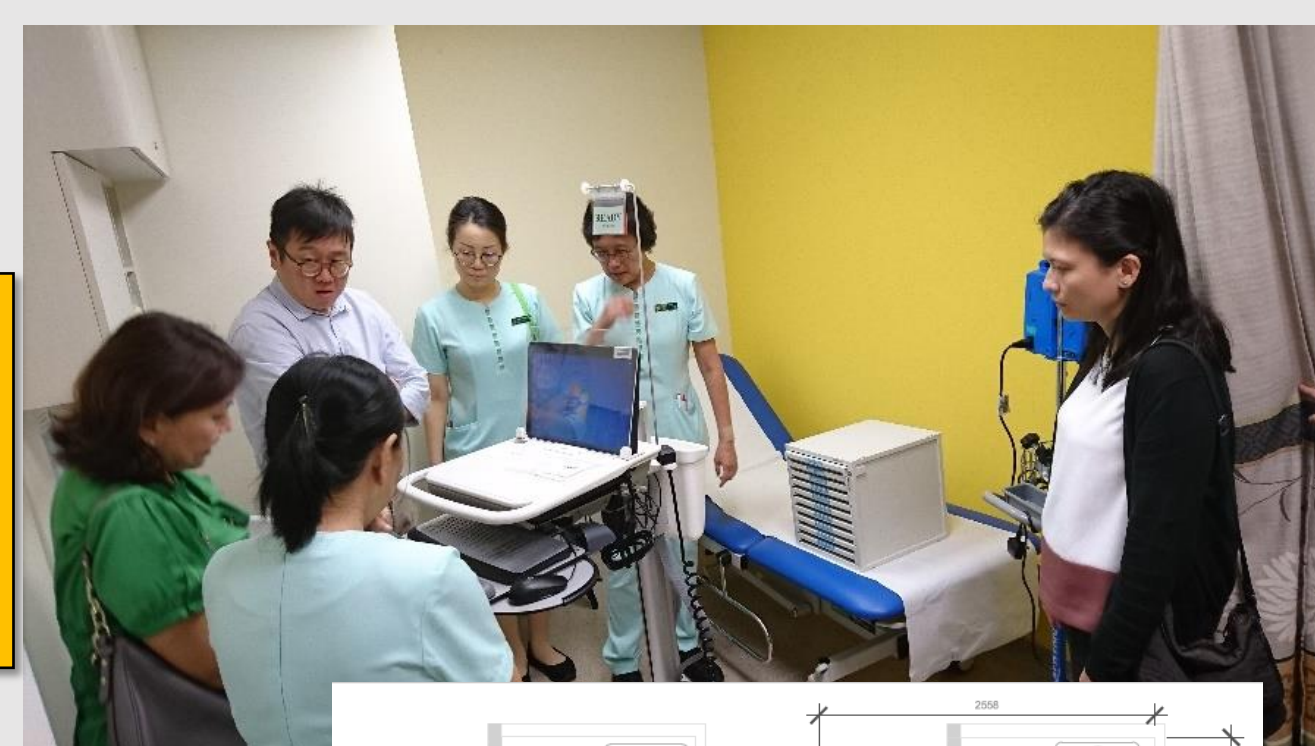
Blueprints of proposed layouts

MAY

Clinicians Nursing

- Discuss on the impact of care delivery with each proposed layouts
- Site testing

Agreed on a layout



iHIS

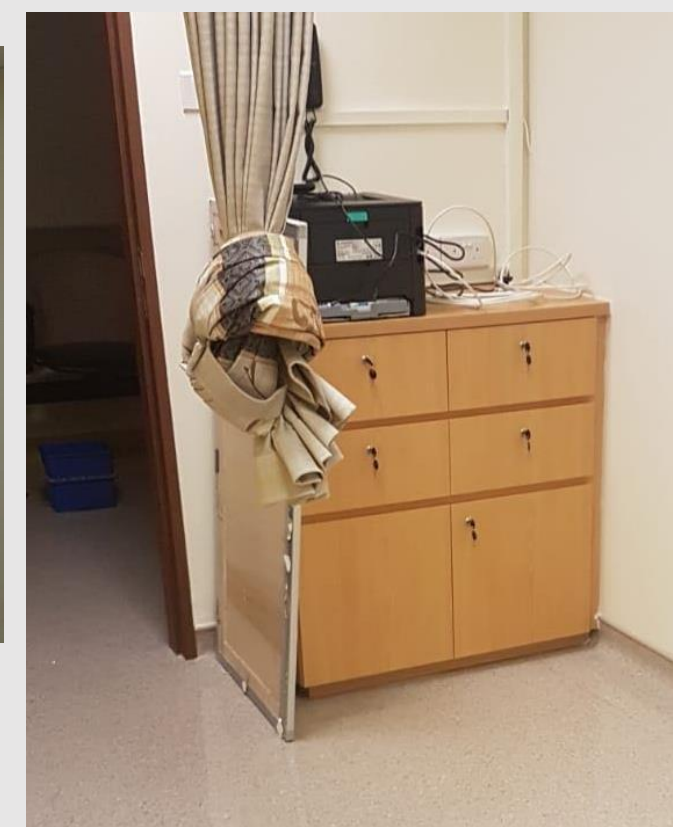
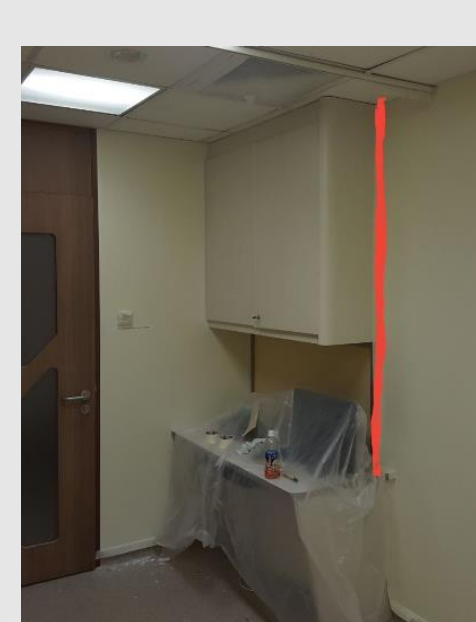
- Leasing of Computer-on-wheels (COW)



JUL

FME iHIS GS

- Removal of furniture
- Building of new cabinet
- Wall mount telephone
- Wall mount queue pad



AUG

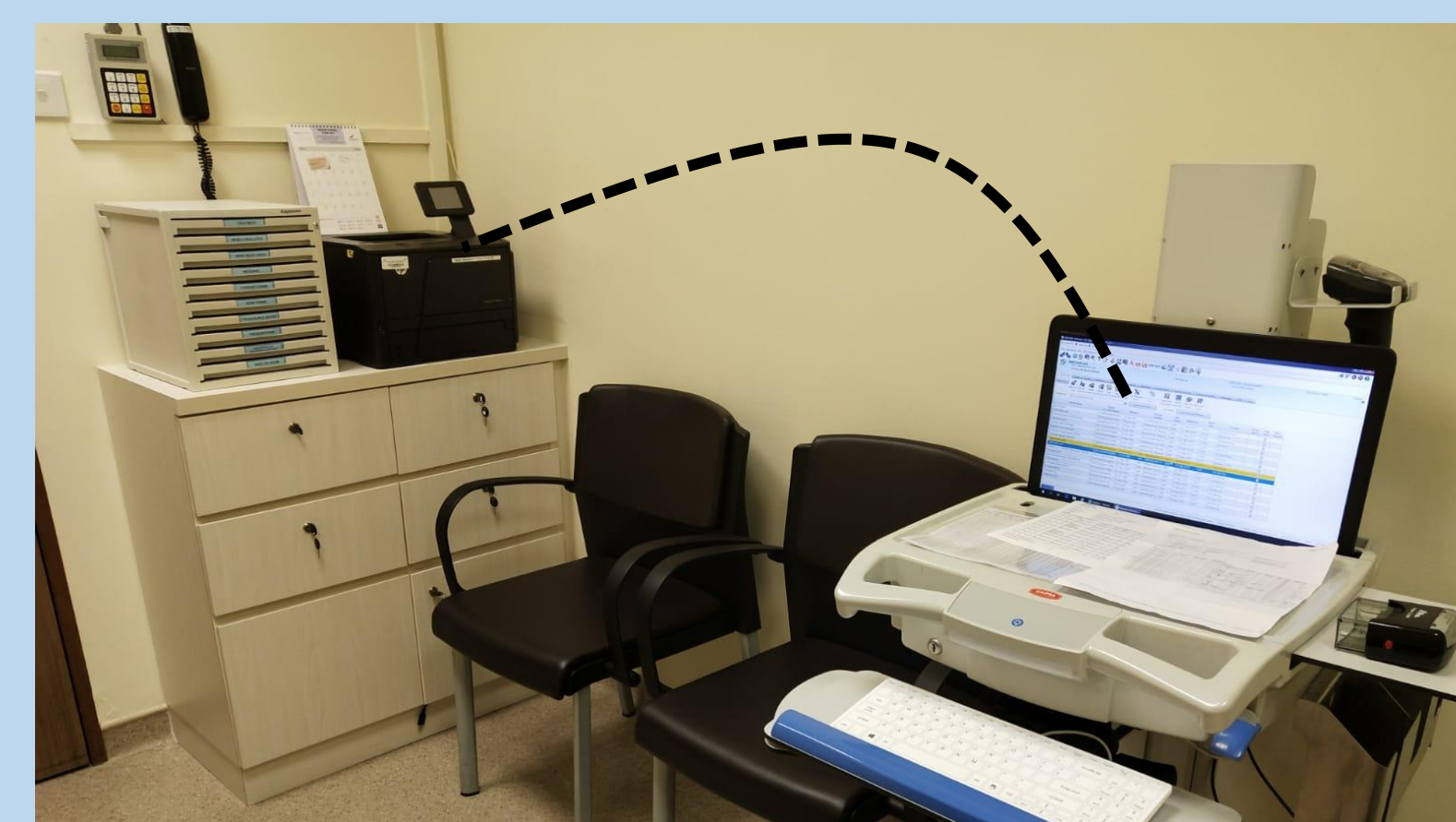
FD

- Minor renovation

Results



Alternative room layout improves efficiency

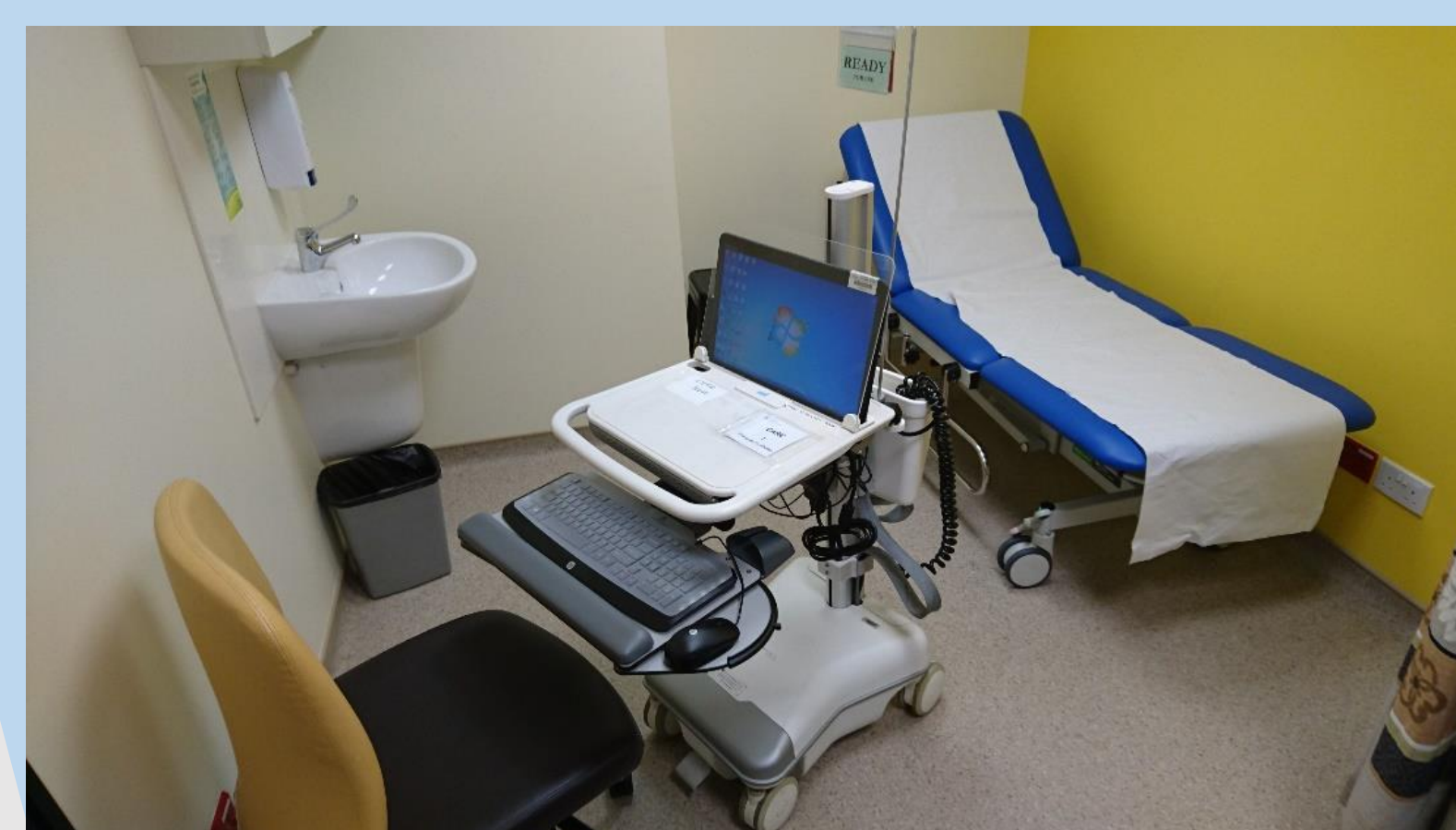


1st COW to print wirelessly

- The alternative room layout improves efficiency by allowing room assistant to have direct access to the documents (instead of collecting them from the doctor or moving to the doctors' side).



Improved mobility & patient interaction



1st COW used for consult

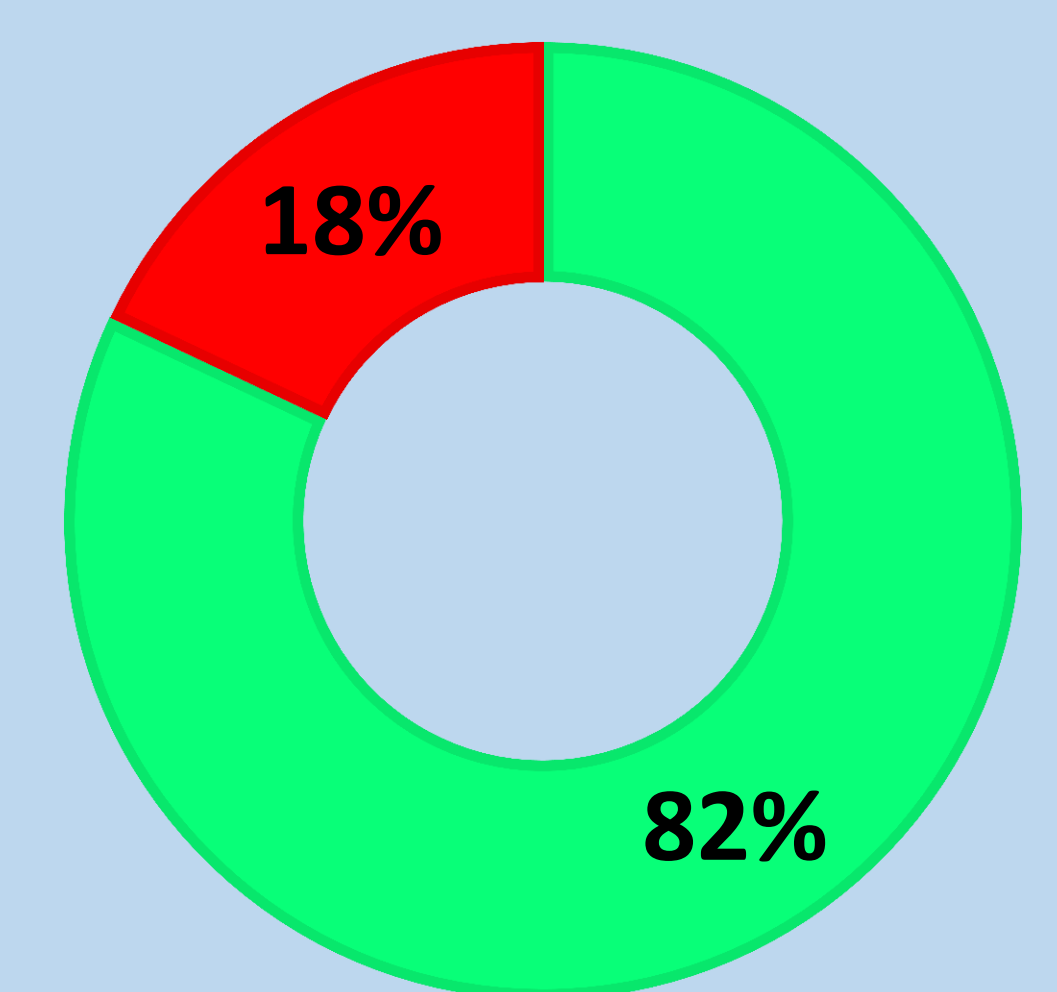
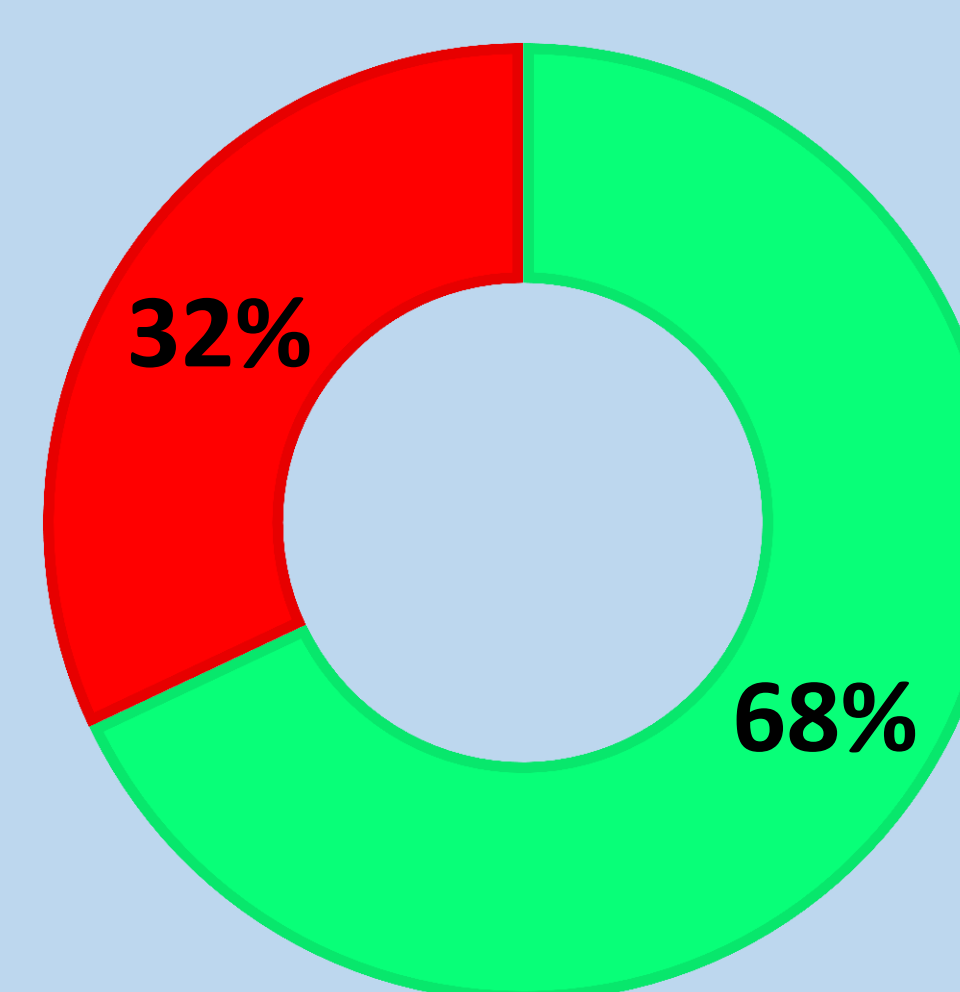
- Improved mobility offered by the Computer on wheels (COW) brings the doctor closer to the patient
- Improve quality of care given



Improvement of KPI

MARCH 2018

NOVEMBER 2018



Willingness to strongly recommend

Conclusion

- Facility constraints caused a drop in patient care standard
- Non-conventional ways needed to address the issues (without compromising patient care)
- Many different departments needed to be engaged to ensure workability of solutions
- Using of the COW for consultation was accepted by doctors (1st in SOC)
- A long timeline was required to implement the changes
- The results:
 - Alternative room layout improved efficiency
 - Improved patient interaction due to increase mobility offered by the COW
 - Improvement of KPI (willingness to strongly recommend Immunology Hub from 68% to 82% from March to November 2018)

- ✓ Alternate room layouts can be adopted if they still allow for wireless printing of documents
- ✓ The COW is a viable alternative for desktops and improves patient care delivery