



Singapore Healthcare
Management 2019

Tracking of Surgical Implant Stent Box



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Project background / Problem Statement :

Patient's implant stent and CBCT scanning are needed for preparation by Oral Maxillofacial Surgery clinician and Prosthodontist before sending to Operating Theatre (OT) for the Implant surgery. There are cases of implant stent is not ready when patients arrived for appointment. Patients would have to wait or re-schedule appointment.

Objectives :

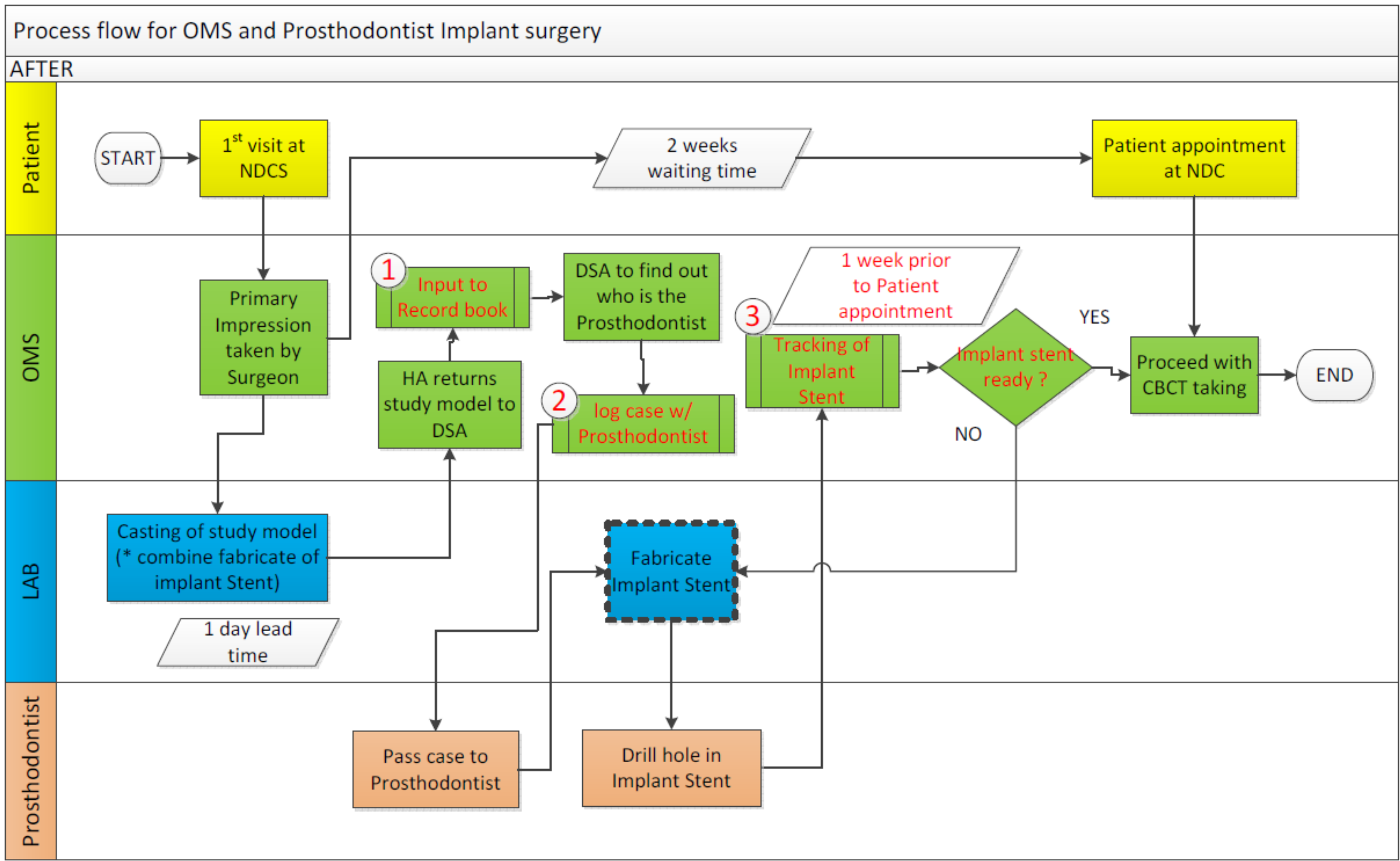
- To reduce the patients' waiting time for surgery at NDCS
- To reduce last minute implant stent order to Laboratory
- To avoid re-schedule of patient appointment

Understanding The Root Causes :

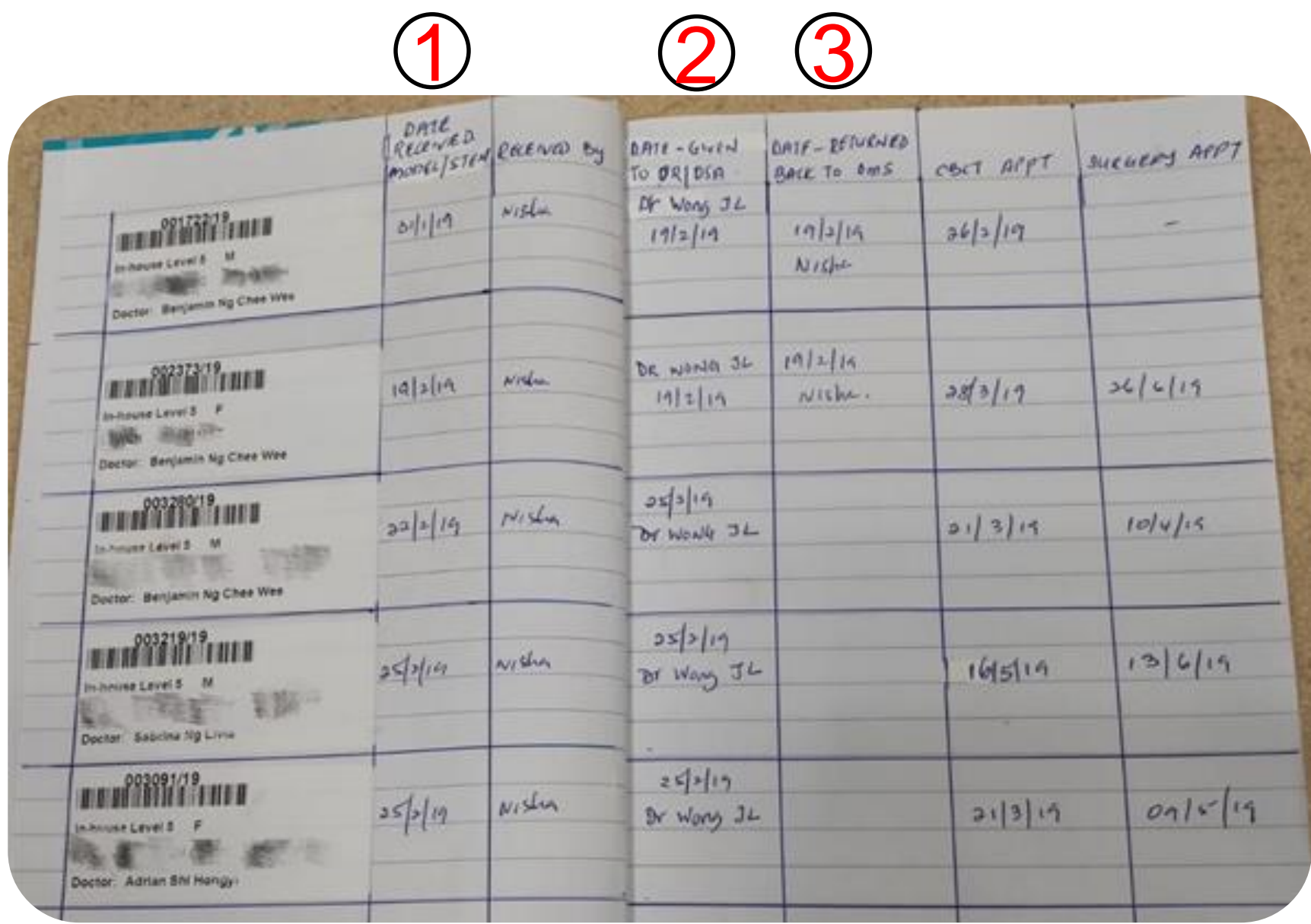
The team mapped the process to understand the root causes of missing stent box, no indication of appointed Prosthodontist and no existing process of checking stent availability prior to patients' appointment.

Proposed intervention :

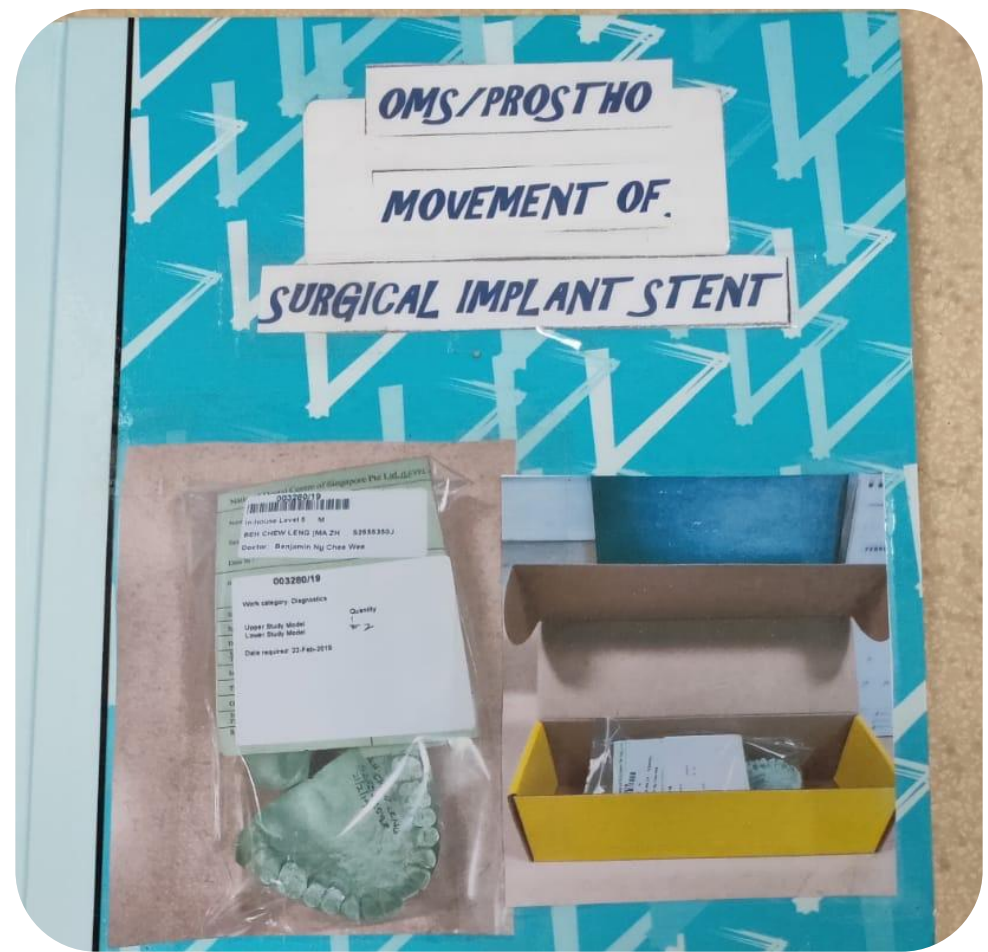
A record book is created to track the status of implant stent and one person is assigned in L2 to keep track of patients' appointment and readiness of implant stent.



- ▲ Intervention 1 :
Introduced process of checking stent availability prior to patients' appointment



◀ Intervention 3 :
Assigned staff to track the movement of implant stent box across department.



◀ Intervention 2 :
Log book for tracking of implant stent

Results :

Before	After (since implementation on 31 Jan 2019)	Result
Implant stent was not ready when patient arrived for appointment – average 1 in 3 cases per week at L2 clinic (33%)	Zero occurrence of patients' waiting time (2 to 3 hours) for implant stent at NDCS.	<ul style="list-style-type: none">No re-schedule / delay to patients' treatment / surgery.Reduce patients' waiting time
There is no tracking on status of implant stent box	Manual tracking in record book and follow up on Laboratory delivery / re-schedule patient appointment (if necessary)	<ul style="list-style-type: none">eliminate patients' wasted trip to NDCSNo delay to patients' treatment / surgery

Sustainability and Spread :

The team will follow up on the recording process and tracking of implant stent status, as well as monitoring the result since Jan 2019 implementation.
The manual tracking system could be shared and used by other clinics.