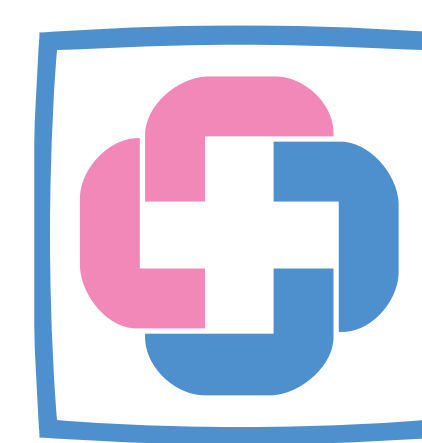




Singapore Healthcare  
Management 2019



KK Women's and  
Children's Hospital  
SingHealth

## The Smart Distribution of complimentary bags

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### BACKGROUND

In KKH, postnatal patients are presented with the complimentary bags filled with products for mothers and babies. The distribution of the complimentary bags are done by the nurses.

The items in the bag consists of swaddle, hygiene products for babies, useful containers and newsletter on KKH Parenting Club.

To streamline nursing duties and to allow nurses to focus on direct patient care, we engaged Marketing Communications Department and Obstetric Monitoring Unit (OMU) for this project.

The introduction of the change was on trial in Ward 82.



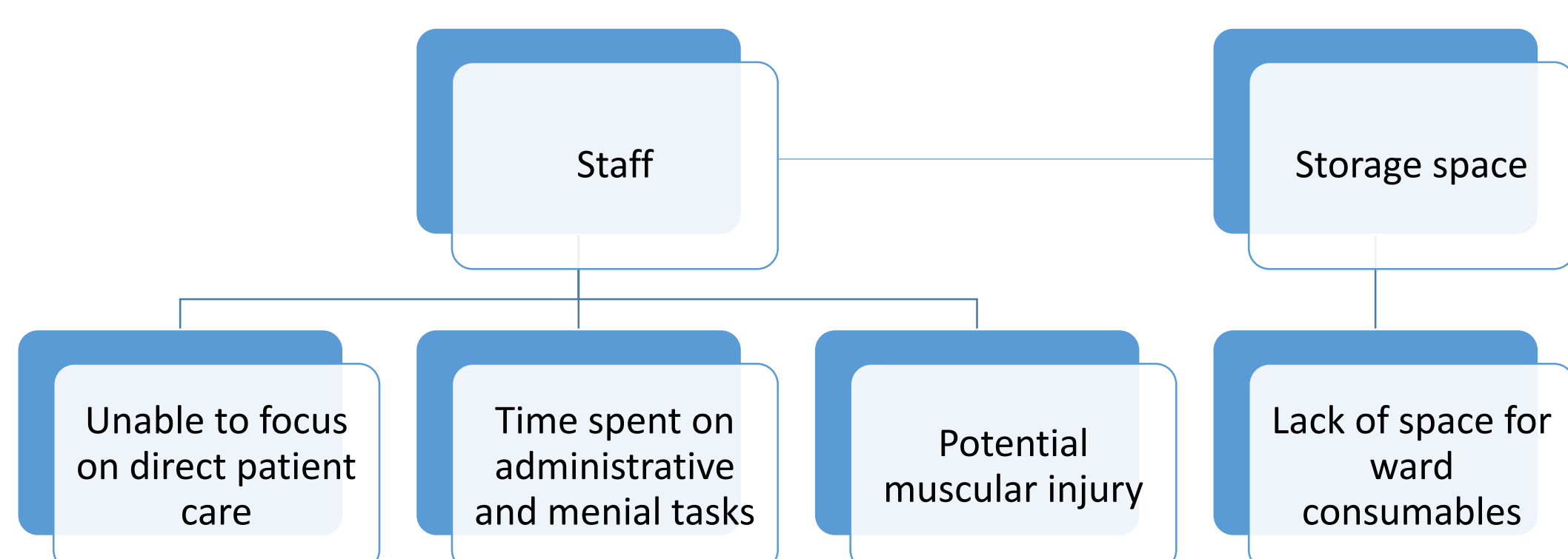
Items in  
complimentary bag



Distribution by Nurses

### AIM & METHODOLOGY

Through discussions and brain storming, the following challenges were identified.



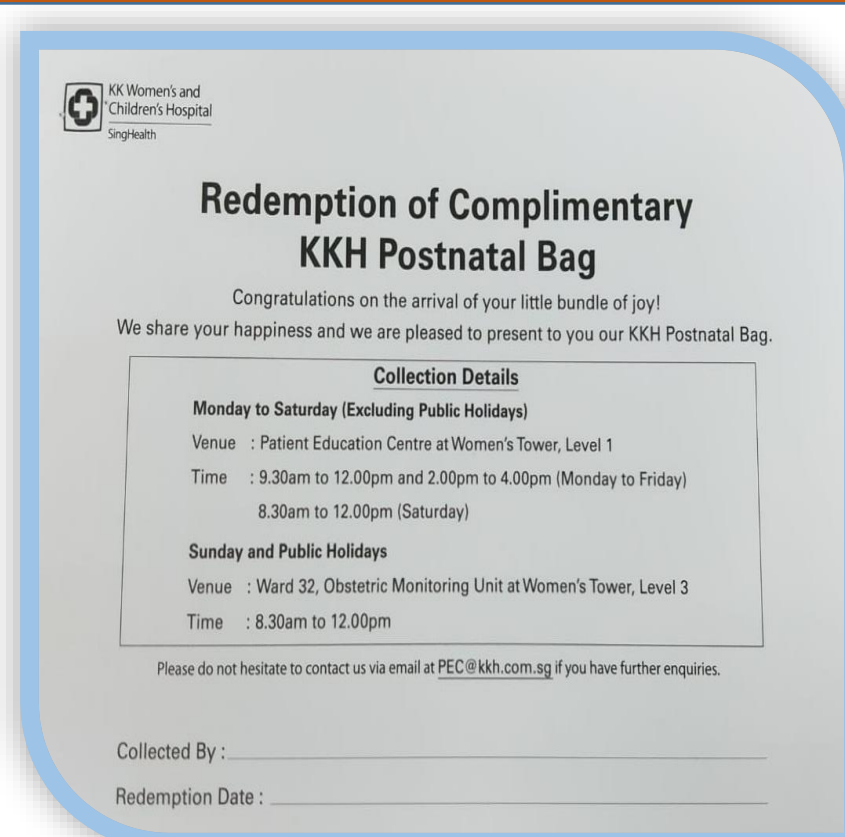
The objectives of this project was to streamline nurses duties to allow nurses to focus on direct patient care. The challenges were identified with the aim to reduce nursing time spent on administrative and menial tasks. Storage space in the ward can be maximised using them for ward consumables.

Controllable Issues Identified	Solutions
Nurses distribute the complimentary bags to the postnatal patients.	Nurses distribute redemption cards to postnatal patients for them to collect the complimentary at designated area.
Distribution of a bag takes an average of 10mins per patient. The average numbers of post natal discharges for three wards is 33. That would sum up to 5.5hours.	Distribution of redemption cards takes one minute per patient. Time taken for 33 cards would be 30 minutes with a saving of <b>5 hours</b> .
Each bag weighs approximately 3kg Retrieving and distributing complimentary bags poses potential muscular injury.	Distribution of the card is done with no exertion.
Storage space for bags 1 store room plus 3 ceiling height, 2 door cabinet.	Space available for storage of ward consumables.

### INTERVENTION

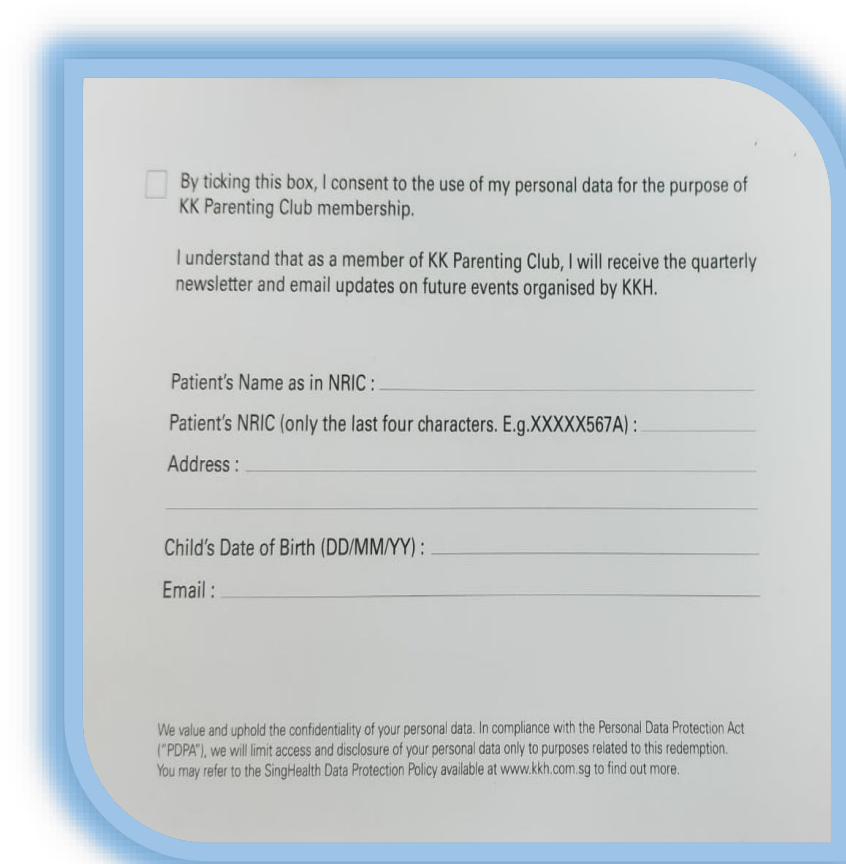
#### PDSA 1

Staff distribute redemption card to patients to collect the complimentary bag at Patient Education Centre during office hours and OMU on Sundays and Public Holidays. This ensures the patient is able to collect the bag during their stay.

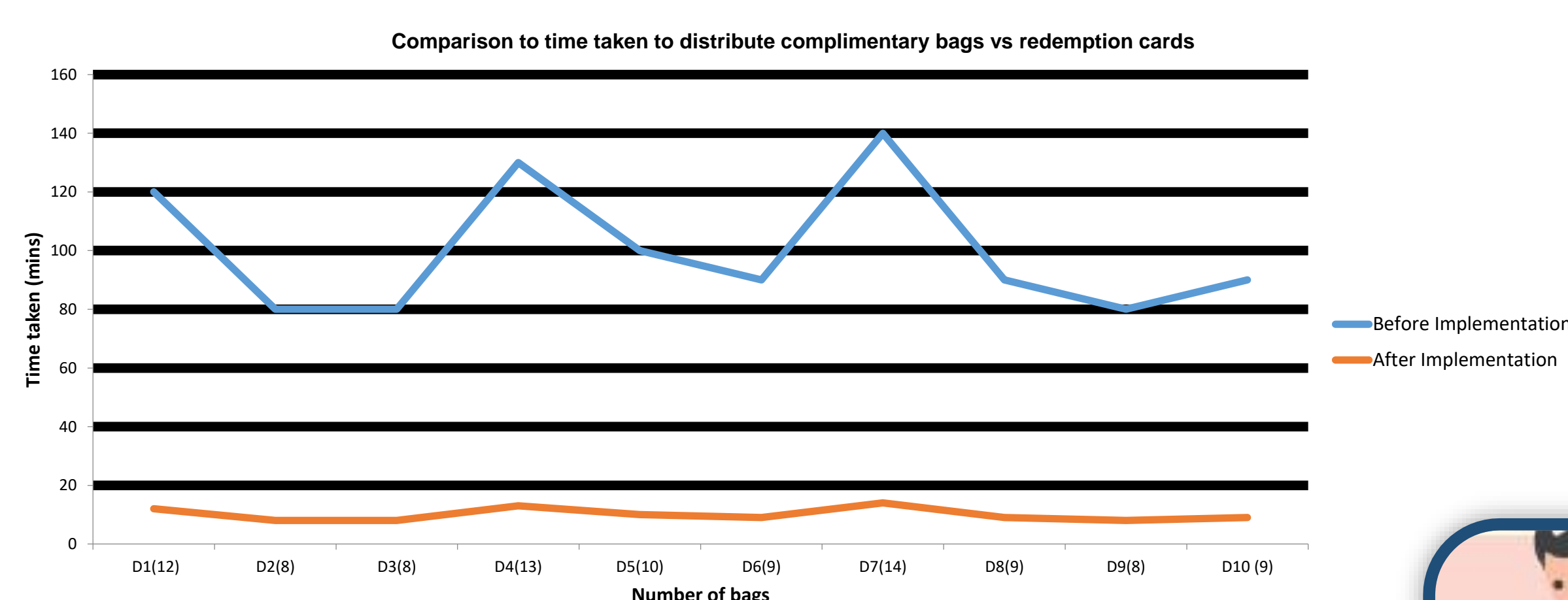


#### PDSA 2

Concerns with confidentiality issues as patient information was disclosed on the card. This was resolved with by documenting only the last four digits of the registration numbers.



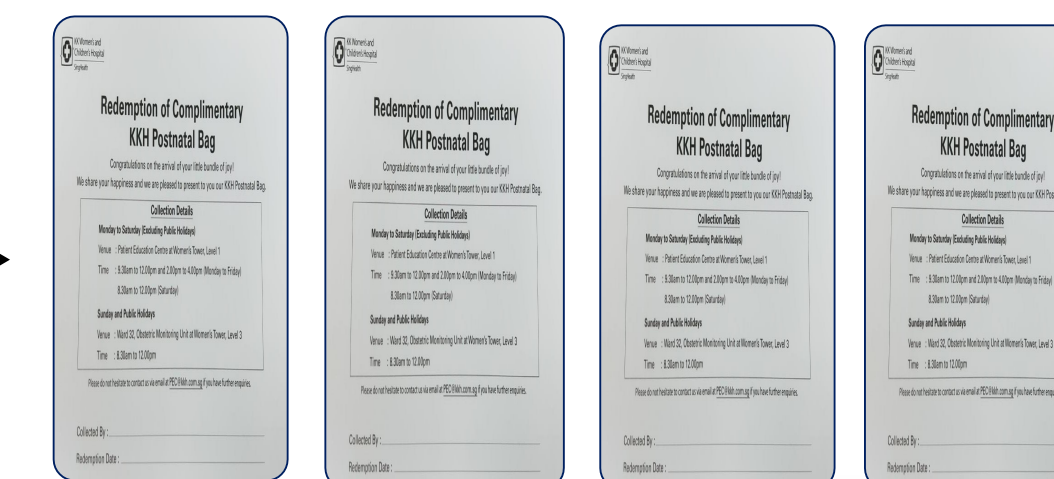
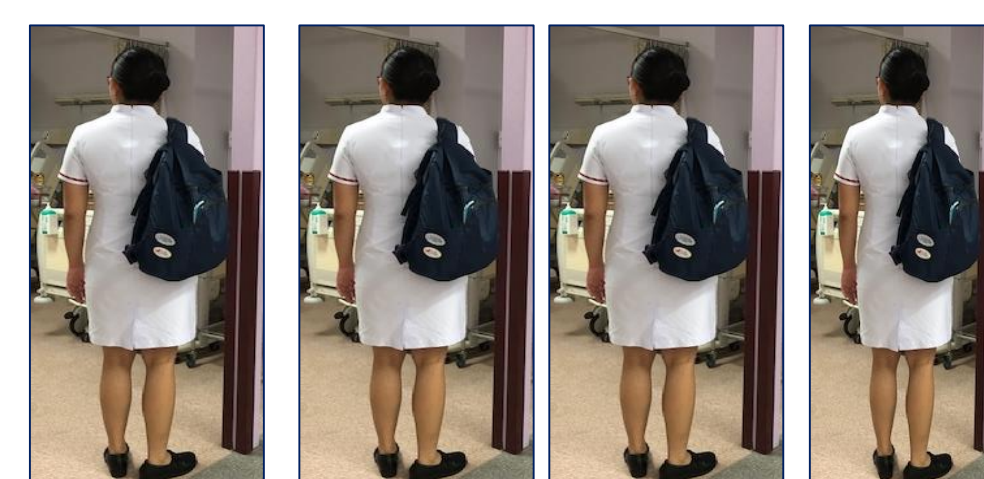
### RESULTS



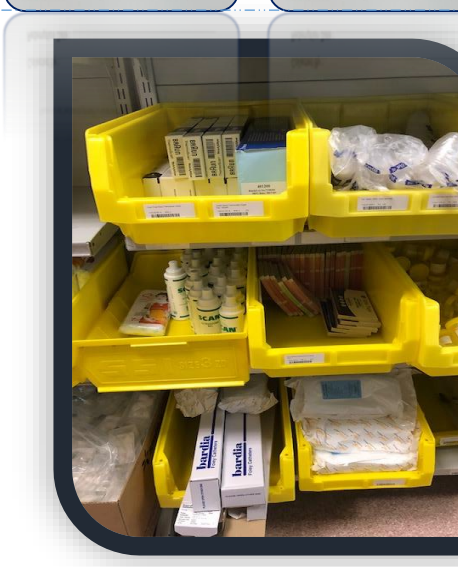
1n this short period of 10 days , with the implementation of the redemption card, we were able to channel **14.5 hours** for patient care.



Repetitive laborious distribution of the 3kg bag is removed from nursing duties.



One store room and 2 door cabinet of ceiling heights are now used for ward consumables.



### CONCLUSION

Successfully streamlined non nursing duties enabling nurses to spend quality time with patients. Nurses felt their potentials are better utilized meaningfully thus achieving job satisfaction. This has raised their morale.

### ACKNOWLEDGEMENTS

Our sincere appreciation to the nurses from the obstetric wards, Obstetric Monitoring Unit (Ward 32) and Marketing Communications Department for their kind co-operation.

1. Nurse Manager (Ward 82), 2. Nurse Manager (Ward 34), 3. Senior Nurse Manager (Ward 32), 4. Assistant Director of Nursing (Division of Nursing), 5. Senior Associate Executive (Marketing Communications Department)