



Singapore Healthcare Management 2019



Singapore General Hospital
SingHealth



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Improving Stat Dose (SD) Dispatch Workflow to meet the needs of patients transferred from DEM to Wards

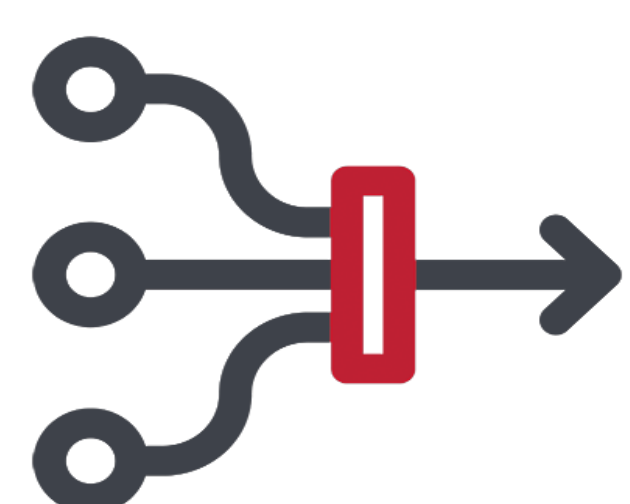
Introduction

Each month, porters are tasked to transport an average of 2,200 SD from the Inpatient Drug Management (IDM) to the Department of Emergency Medication (DEM) safely & promptly. The on-time administration of SD is critical to patient needs.

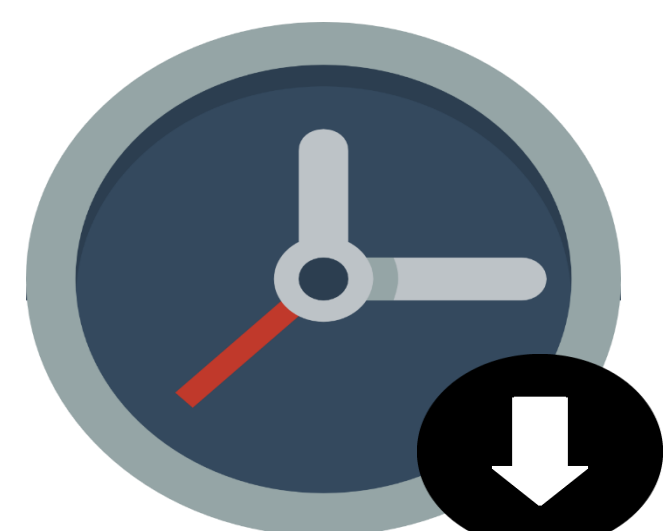
However, due to the transfer of the patients from the DEM to the wards, there was an average of about 300 SD cases in each month that had to be cancelled and requested again to the correct ward. This process took an average total duration of about 44 minutes. As a result, there was a delay in the patients receiving the SD.

Aim

The inter-departmental project team aimed to expedite the delivery of cancelled SD from the DEM to the wards. The objectives are:



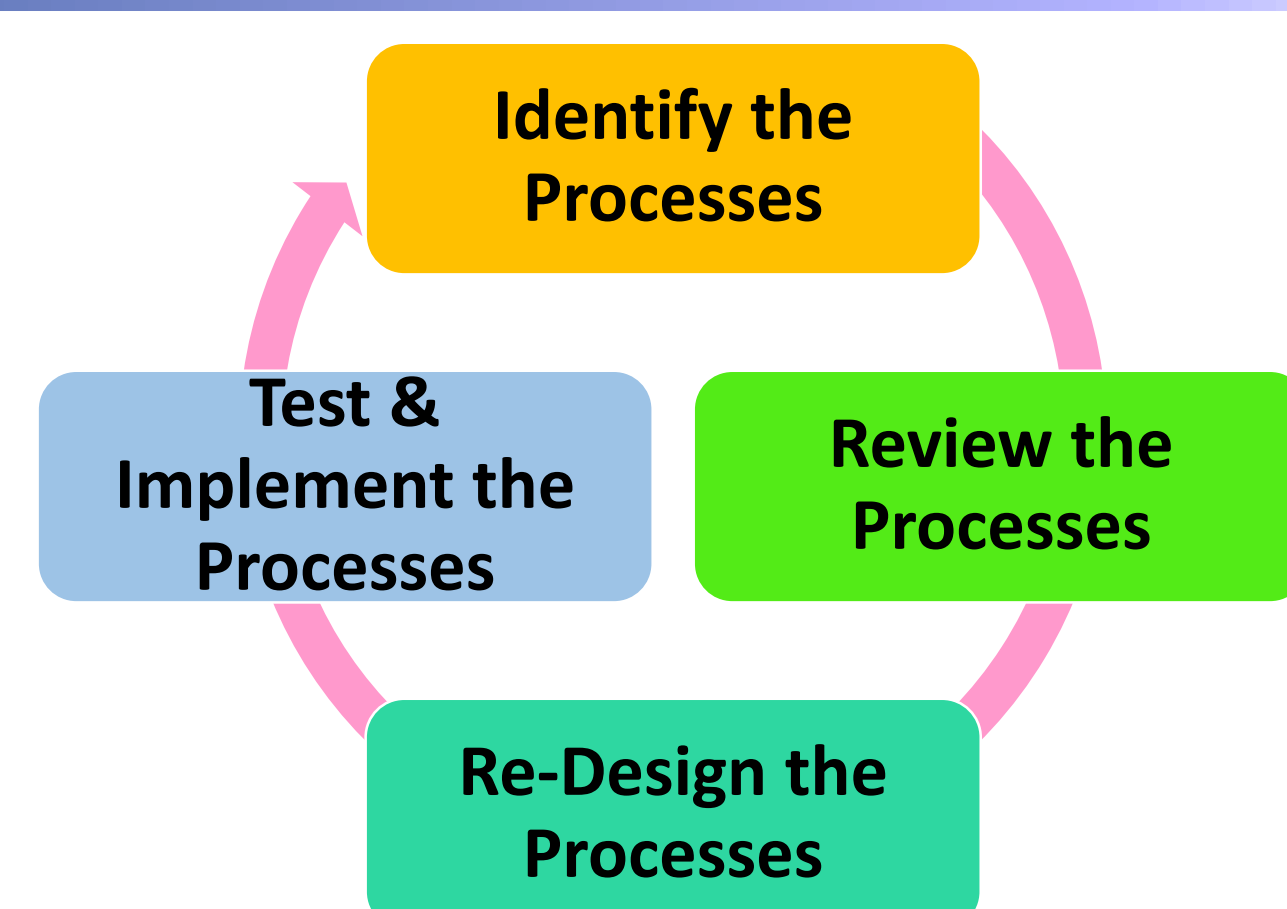
To streamline the workflow and shorten the processes required to deliver the cancelled SD from the DEM to the wards.



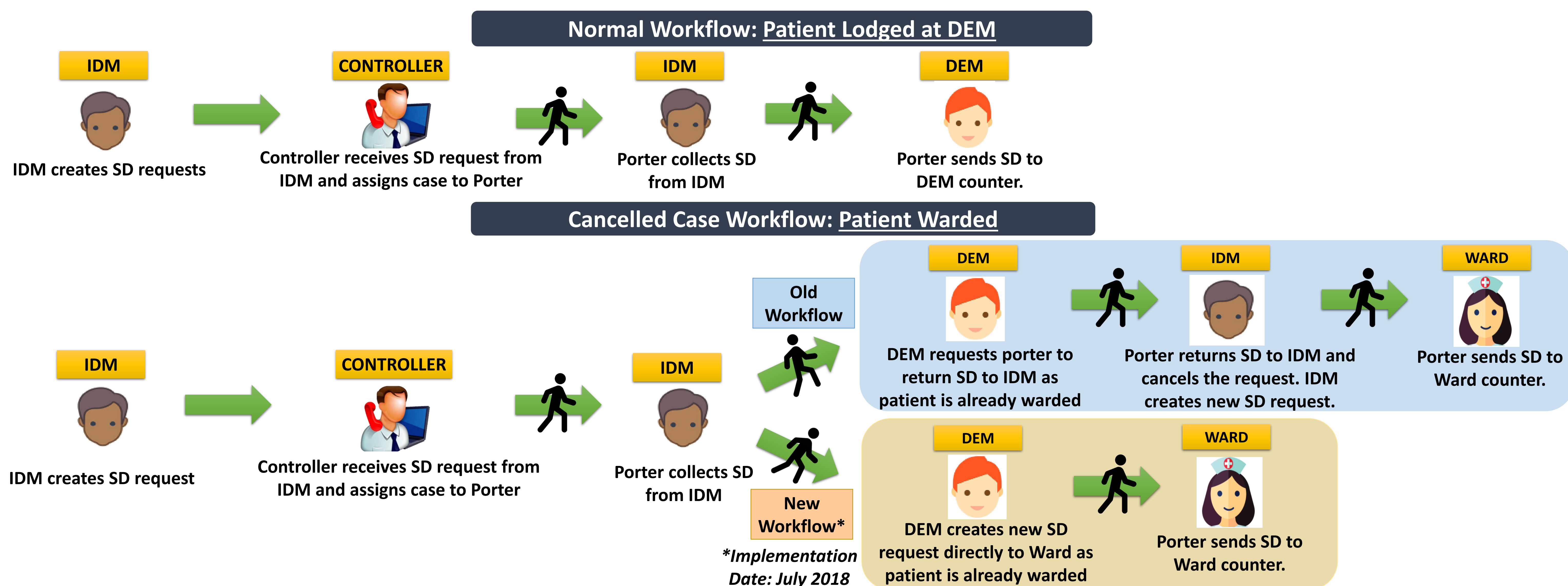
To reduce the average Total Duration of cancelled SD despatch by 20% within the next 6 months.

Methodology

The Business Process Re-engineering methodology was utilized to redesign the core processes.

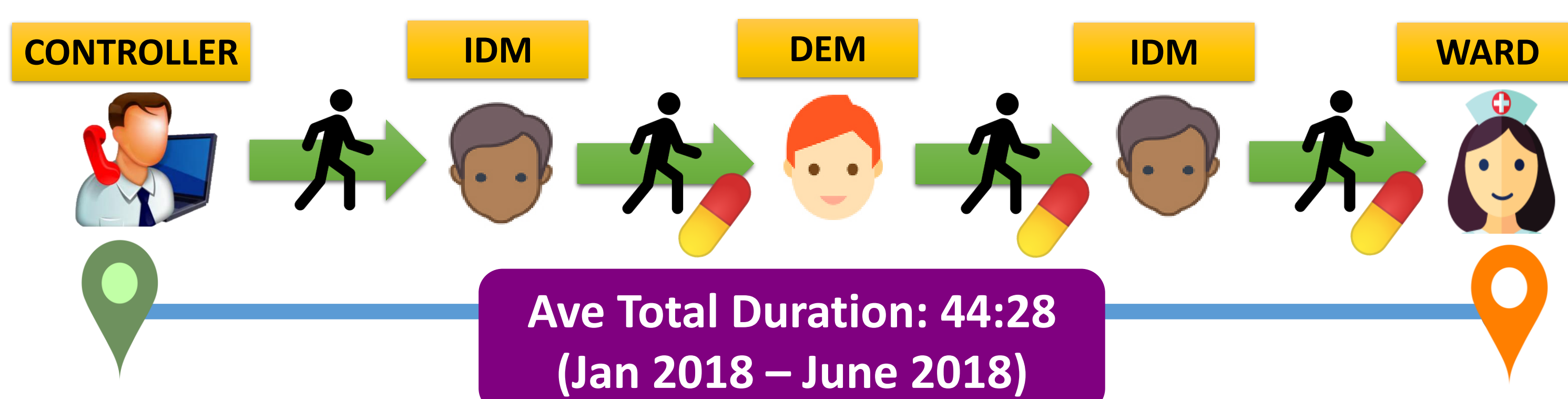


Intervention

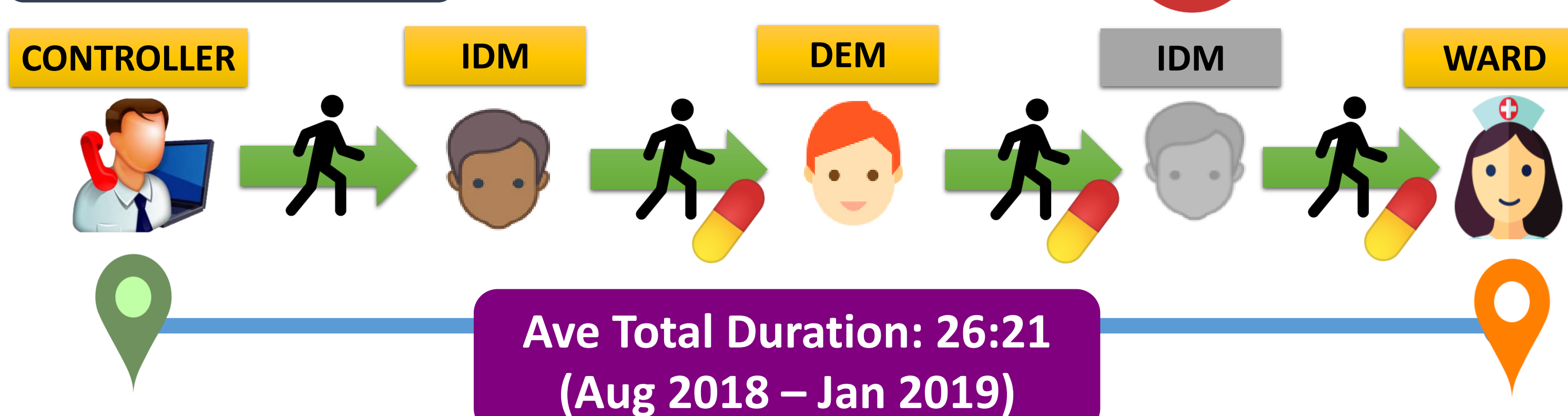


Results

Old Workflow



New Workflow



Improvement
by 40.7%

Conclusion

The streamlined workflow ensures that the SD can reach the patients within the shortest possible time. Understanding the importance of SD to the patients, the porters feel more fulfilled and are motivated to go the extra mile in supporting the patients' treatment process.

This project is applicable for similar cancelled medication cases transported from IDM to DEM. Future research directions target the identification of real-time patient location in the backend systemic processes so that SD and other cases can be transported to the correct destination locations.