



Optimisation of Human Resources in ENT Clinic Operations

Background



ENT clinics have a relatively high occurrence of day surgeries within the consultation rooms. This requires room assistants to manage additional duties, instruments and consumables compared to the typical room assistants. These duties are to be completed in a timely and appropriate manner. Hence, effective management of ENT team of room assistants will be required to ensure duties are completed without the need for additional manpower.

Methodology



ENT room assistants are grouped into 3 shift timings, with assigned duties for staff in each shift to manage on a regular basis beyond room assisting:

- Execute First-In-First-Out (FIFO) of ENT instruments;
- Ensure clinic consumables are within shelf life;
- Upload scope images to Scanned Medical Records (SMR);
- Deletion of outdated scope images from scope tower;
- Maintain ENT clinic files; and
- Cover clinics that overrun

Result



The various duties that are required of ENT room assistants are being completed in a timely, appropriate and sustainable manner. Clinic has also done well during environmental audits, in terms of FIFO and consumable management. Overall, staff's morale and attendance have also improved after implementation.

Conclusion



With clear segregation of duties amongst staff, human resources in ENT clinic operations are being optimised without the need for additional manpower. In addition to achieving KPIs set, staff's well-being is not being compromised as well.