KK Women's and Children's Hospital
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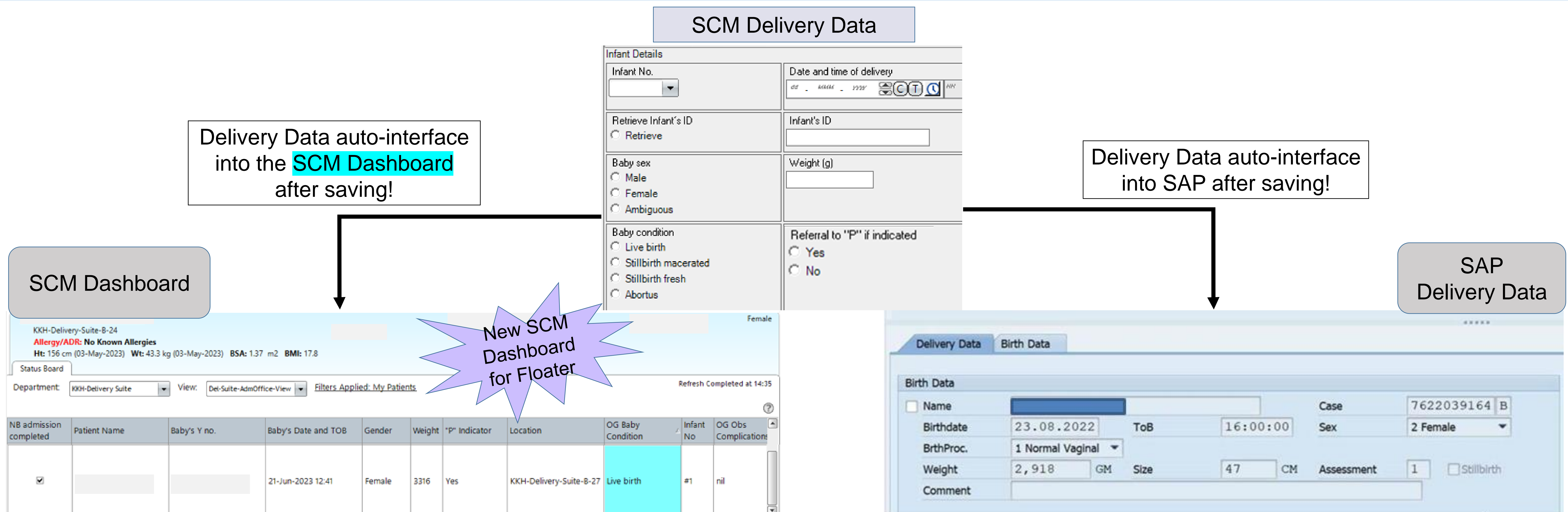# Interface of Delivery Data from SCM to SAP

1. BACKGROUND

In 2019, feedback was given collectively from Admissions Team in Delivery Suite on improve the workflow for Newborn Admission. The team faced considerable challenges as there were too many manual interventions and miscommunications in handling a newborn admissions case. Thus, a workgroup was formed to look into enhancing efficiency and improving communication for the newborn admissions workflow.

2. AIMS

1. To have an automated process riding on ready infrastructure
2. A cost-effective solution to reduce the number of transactions required for Nurses and Floater for newborn admission
3. To reduce waiting time for nurses to receive newborn admission items and shorten turnaround time for newborn admissions
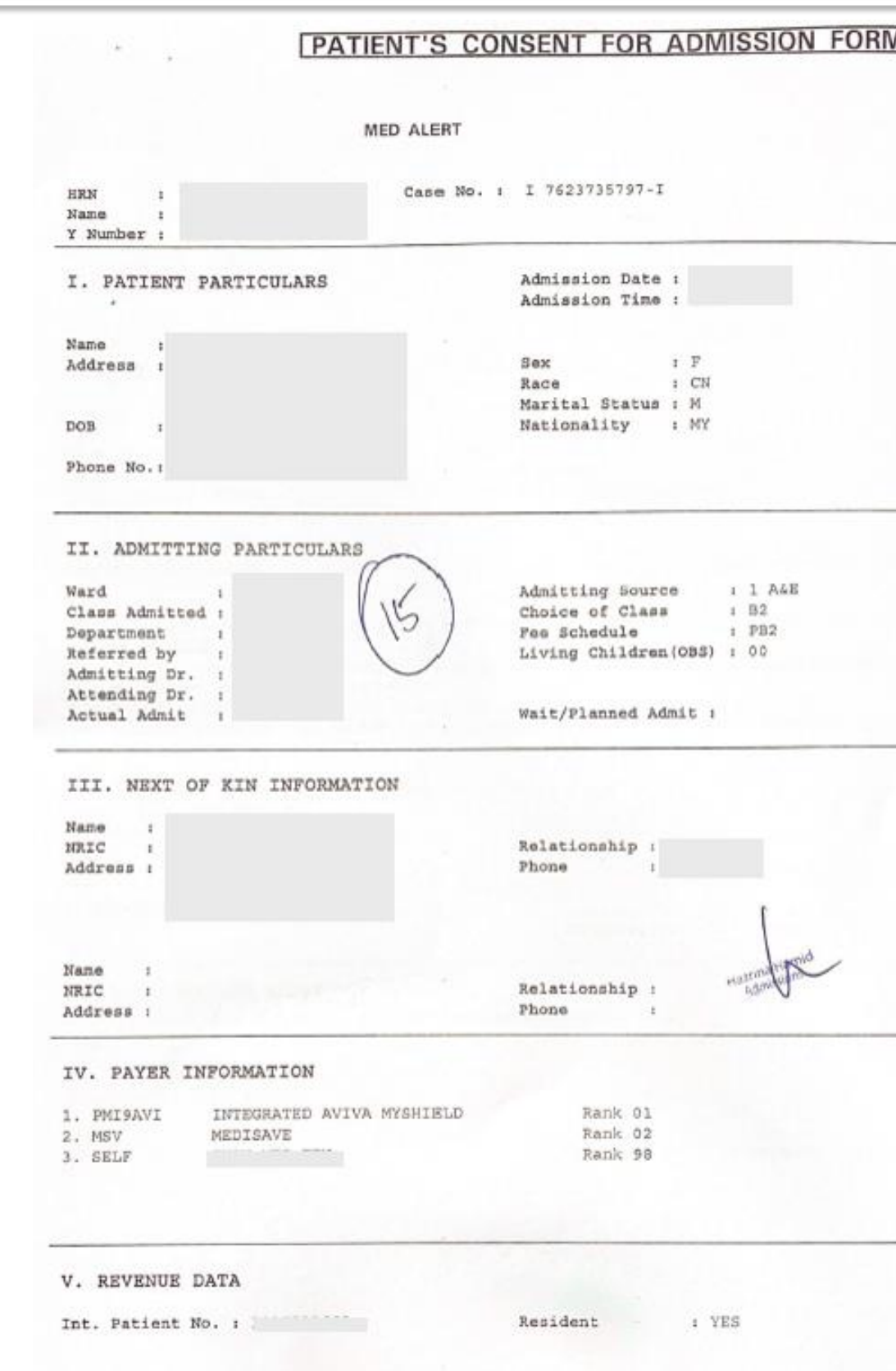4. Better focus for nurses to care for mother and baby

3. METHODOLOGY

With full support from various stakeholders such as Delivery Suite Nursing Team, Nursing Informatics team, iHIS, Chief Medical Informatics Officer (CMIO) and Admissions Team, many discussions were held to identify the issues and gaps and to transform the work process digitally. Two systems were identified for enhancement project namely Sunrise Clinical Manager (SCM) and System Analysis Program (SAP).

SCM Delivery Data

Delivery Data auto-interface into the SCM Dashboard after saving!

Delivery Data auto-interface into SAP after saving!

New SCM Dashboard for Floater

SCM Dashboard

SAP Delivery Data

4. RESULTS & BENEFITS

1. The SCM Dashboard is a more instantaneously and accurate way to transmit delivery data from Nurses to Floater

2. Nurses receive newborn admission items timely

3. Prompt in transferring mother and baby to Ward

4. Eliminate redundant traveling time of 8 mins and transcription errors for Floaters

5. Admission Form and Sticky Label readily available for Ward Nurses when newborn admission process is completed

6. Total time taken to do newborn admission has reduced by **59%** from **27mins** to **11 mins**

Old Workflow required 8 steps to do in 27 mins
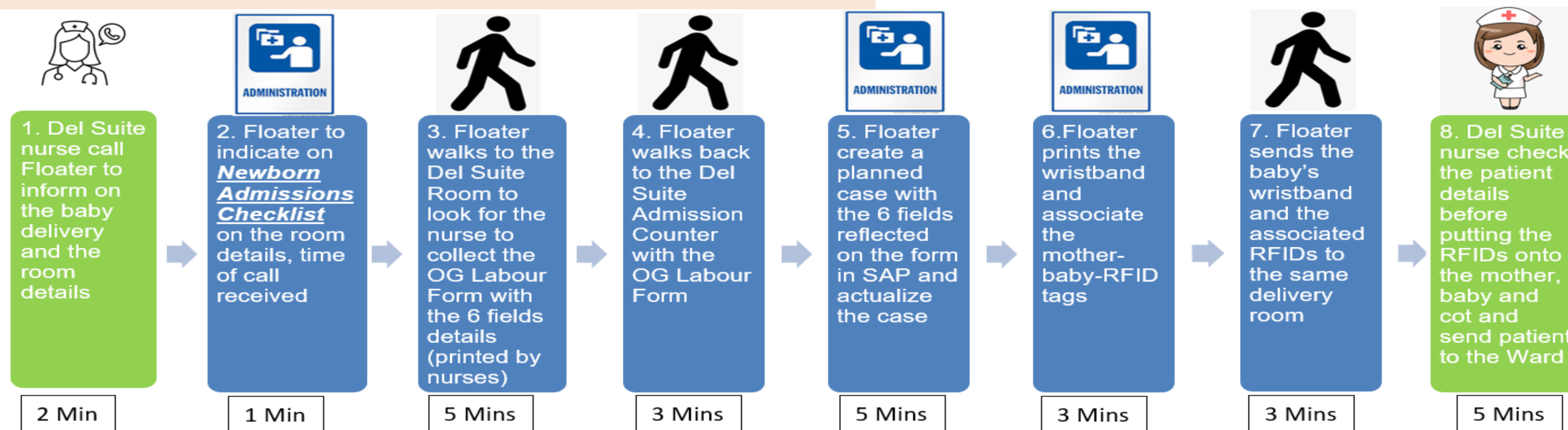
Total time taken: 27mins per case.

New Workflow reduced to 4 steps in 11 mins!

Total time taken: From 27mins to 11mins per case
Improved efficiency by 59%

Add printing of baby's admission form & baby's sticky labels for nurses

Admission Form (left)
Sticky Label (below)

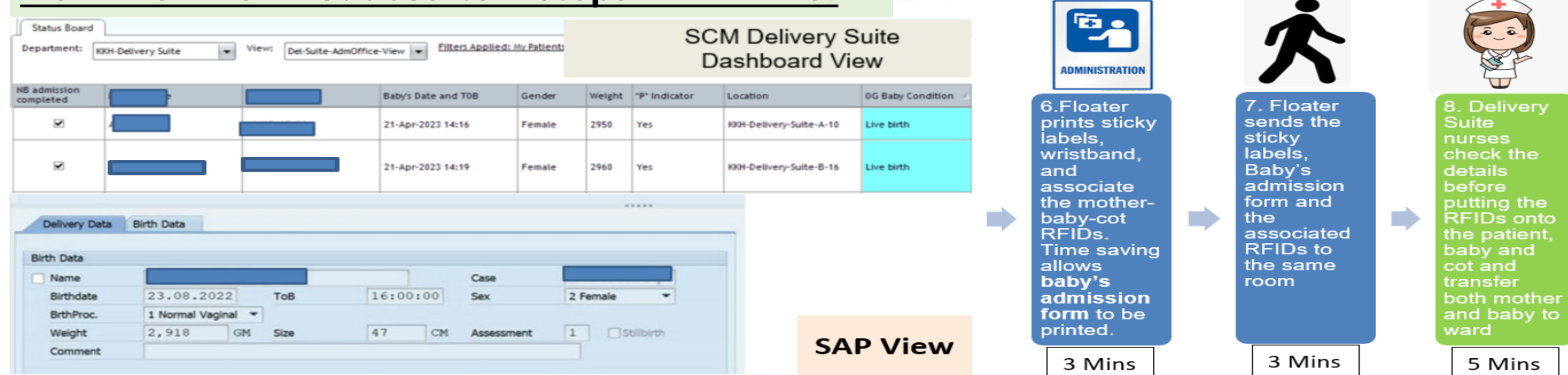## 5. CONCLUSION

1. By eliminating transcription errors, it has achieved our target of ZERO HARM.

2. Floater can retrieve delivery data accurately from one source of truth through the new SCM Dashboard.

3. By utilizing current systems and resources, it has improved efficiency by streamlining our workflow and assisted in cost savings.

4. This project is spinning-off to other areas. We will onboard Operating Theatre, Neonatal ICU and Special Care Neonatal for this new enhancement.

5. This implementation has allowed nurses to focus better on patient and newborn care through time saving and auto-interface.

6. This enhancement creates "Joy@Work" while upholding PATIENTS. AT THE HEART OF ALL WE DO.