



Let's go "E"-online for Change of Ward Type (Higher/Lower Ward)

Singapore Healthcare Management 2023

Nur Hidaya Binte Abdul Rasheed¹, Ong Mei Ling¹, Tan Soon Hock², Maureen Ang Meiyun², Sabrina Shanthi Paul², Esther Low Su Yen¹, Ho Foong Yee¹, Ryan Tng Wei Xiang¹, Claris Yang Yingyan¹, Monika Kristianto¹, Alden Tan Yuan Siang¹, Latifah Bte Adam¹

1. Patient Financial Services 2. Nursing

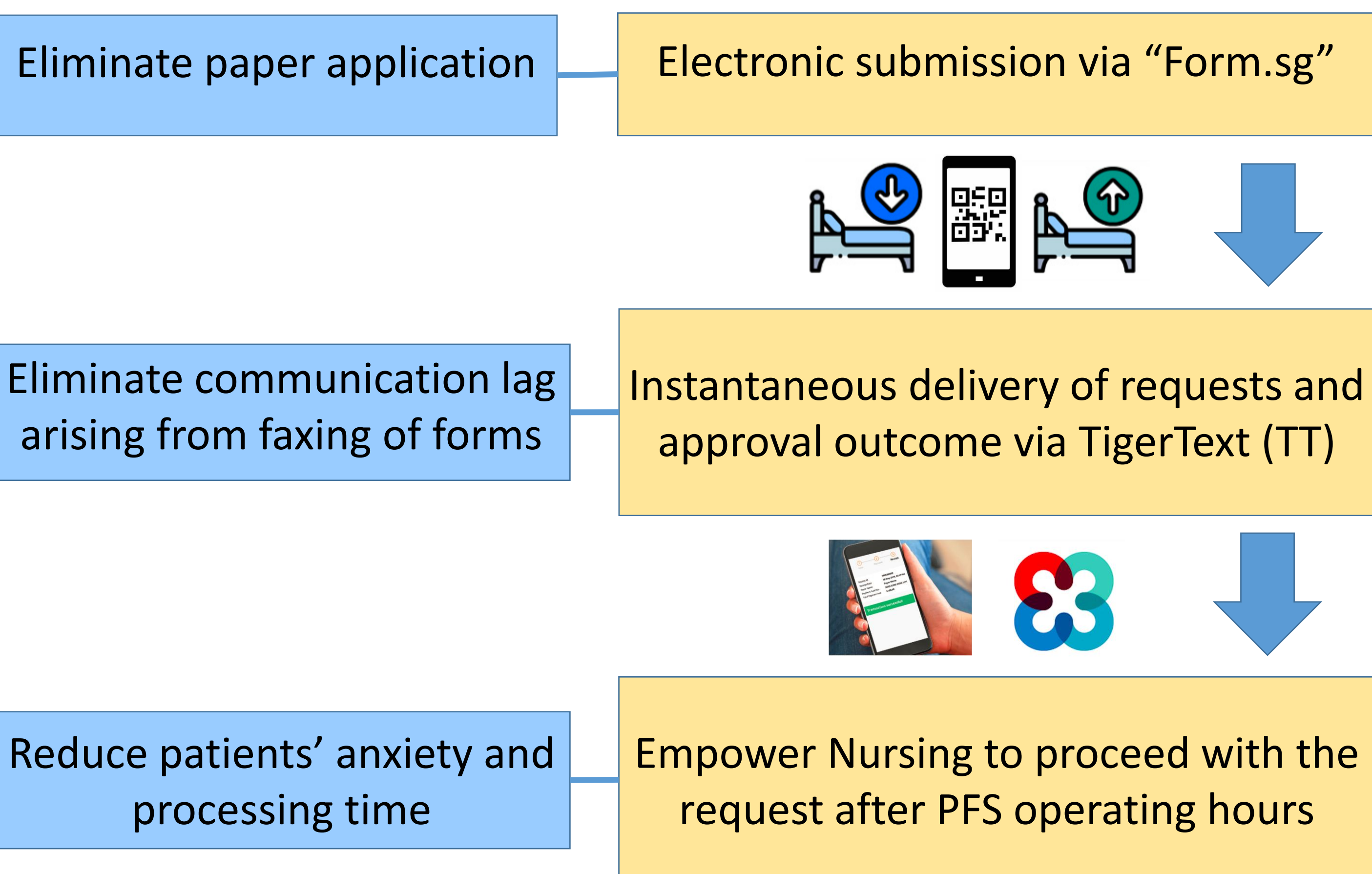
Project background

Patients may request to change to a higher or lower ward type during their hospitalization. The workflow involves the completion of a paper "Application for Change of Ward Type" before it can be faxed over by Nursing to Patient Financial Services (PFS). The problems with the process include missing faxes due to no paper and delay in retrieving/routing and processing the request after office hours. Nursing is unable to fulfil requests on weekends as PFS can only complete the financial assessment on the next working day.

Aim

This project was initiated for better patient experience, Joy At Work and to move towards paperless applications.

Methodology



Remark: For change to lower ward type, patient will require means testing. Hence, PFS will continue to follow up during office hours.



Figure 1 Workshop sessions

Initiatives

- ✓ Paperless / Online applications and ePayment of deposits
- ✓ Group Messaging (TigerText) to capture the outcome for each application.
- ✓ Nursing is empowered to effect the Change of ward type after the patient has completed the online application and ePayment of deposit.
- ✓ Service is made available 24-hours a day and is no longer dependant on the operating hours of PFS.

Revised Workflow & Results

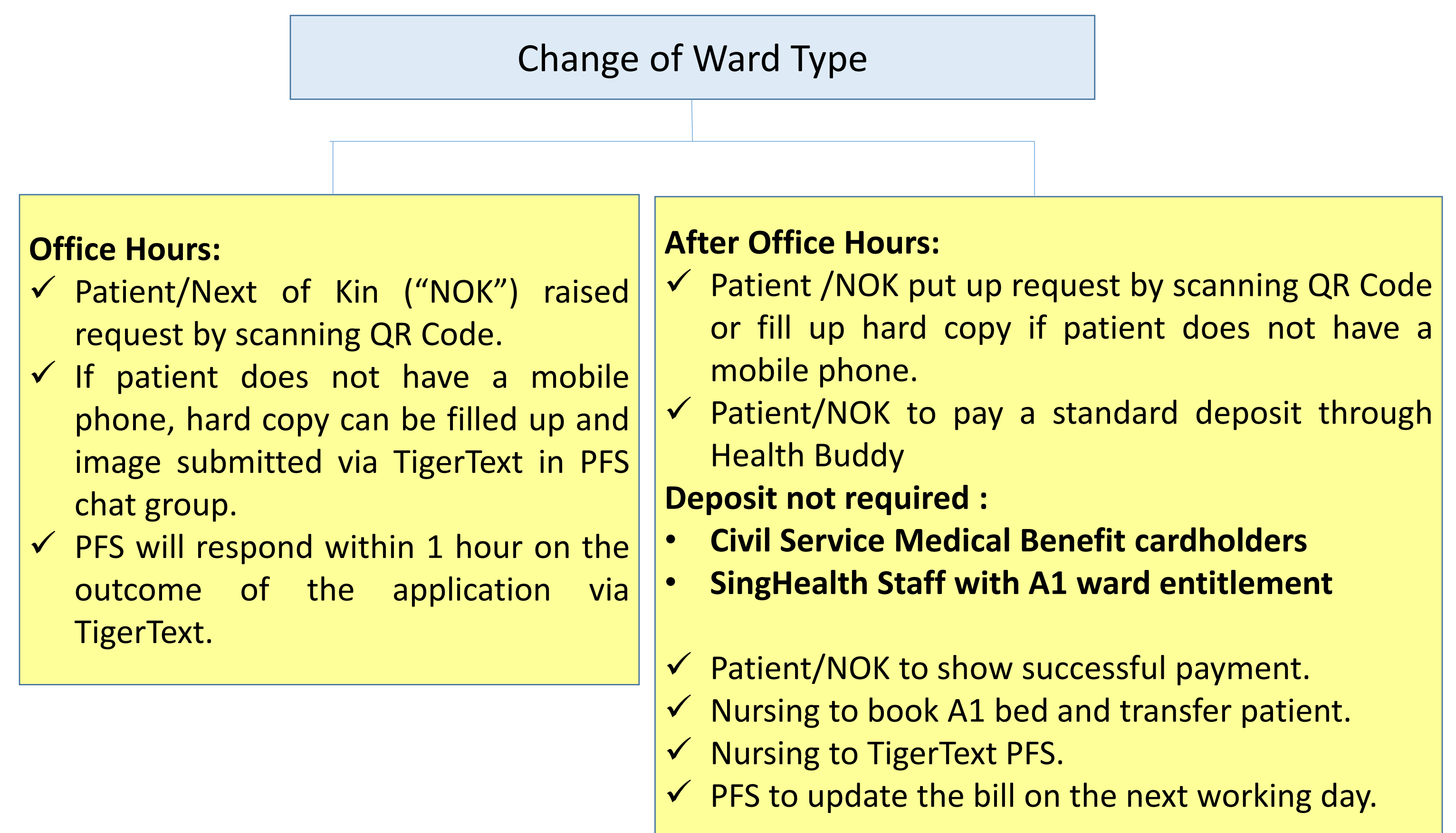
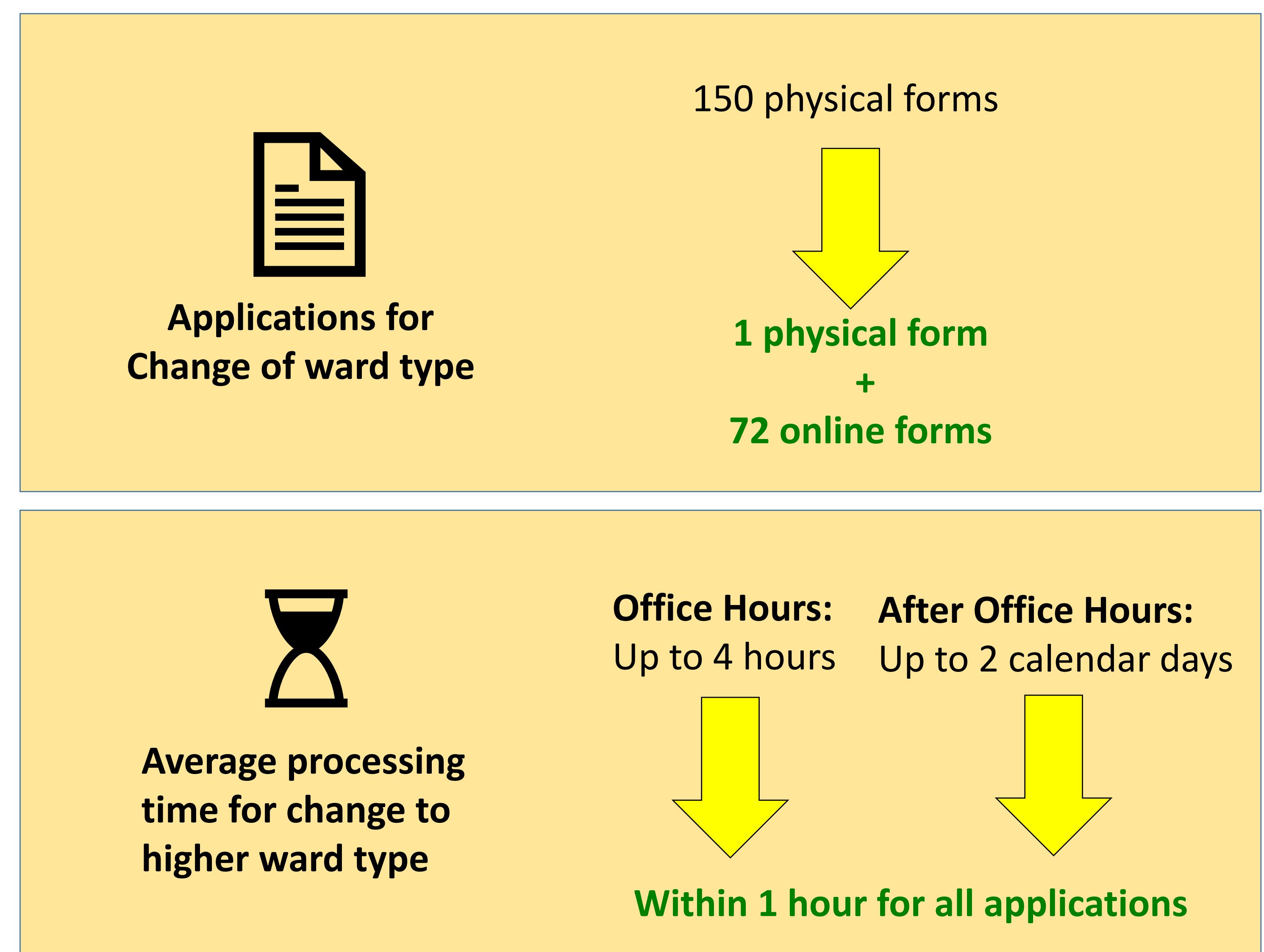


Figure 2 Revised Process Flow



Joy At Work - Post Implementation:

- Based on the survey conducted with 58 nurses @Ward 78;
- ✓ 97% of the nurses are happy with the educational materials shared
 - ✓ 93% of the nurses are more comfortable in this new approach and felt that there is greater flexibility and empowerment
 - ✓ 84% of the patients reacted positively to the new process

Figure 3 Results Achieved

Conclusion

The Change of Ward Type for Ward 78 was implemented successfully on 15 May'22. This has enhanced patient satisfaction, achieved efficiency and Joy at Work by eliminating hard copies/faxing. By empowering nurses, patients' requests can be processed after online application and ePayment has been made. The stakeholders relied solely on existing resources and did not incur additional costs for system enhancements. This initiative is made possible as the stakeholders were passionate and committed to enhance patients' experience and challenge the status quo. Moving forward, we plan to involve Bed Management Team to better match bed availability for optimal bed assignment.