



Singapore Healthcare Management 2023

No More Missing tcU



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BACKGROUND

Based on 2022 statistics, a total of 29,342 appointments were made for ED referrals to SKH SOC (excluding appointments booked for ED lodgers, and appointments to external institutions). The existing process involved manual transcribing of TCU details by ED nurses to hardcopy OAS (Outpatient Appointment System) slips, which were then passed to the ED PSAs for appointment booking. Apart from non-value added time spent on transcribing of TCU details, other problems encountered included transcribing-related errors and missing OAS slips.



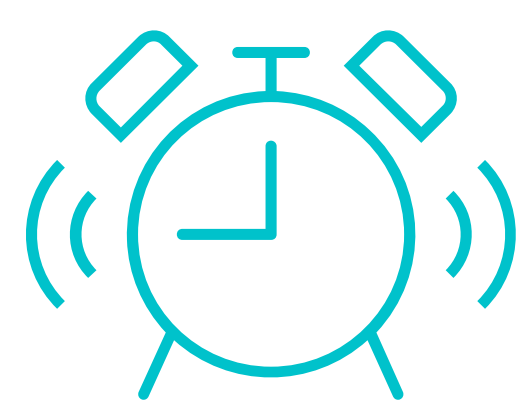
To improve patient safety and experience in relation to timeliness & accuracy of outpatient appointments booked by eliminating missing OAS slips

RESULTS*



100% elimination of missed-out TCUs

- No more patient emails to complain about not getting an appointment (elimination of ~10 complaints per week x 52 = 520 complaints/yr)



2.4 FTE or 4,890 nursing man-hrs savings

- No need for nurses to check SCM and transcribe appointments on OAS slips for each patient (elimination of 29,342 x 10min = 4,890 man-hrs/yr)



117 reams of A4-paper savings

- Elimination of (29,342 x 2 OAS slips per appt = 58,684 papers)

*Based on 2022 yearly statistics



METHODOLOGY

Using the 5 Why's, the team looked into how to reduce missing TCUs and eventually adopted the Digital initiative.

The outcome was to enhance the existing SCM system to create a TCU worklist, which is populated real-time.

The '5 Whys' method was used to determine the root cause of the problem

Patients feedback they were not given TCU after discharge from ED

Why?

ED PSAs were not aware and hence did not book TCU for patients

Why?

ED PSAs did not receive OAS slip containing TCU instructions

Why?

Hardcopy OAS slips were misplaced or missing

Why?

ED nurses had to manually transcribe TCU instructions onto hardcopy OAS slips, and could have missed this due to their high clinical workload

The TCU worklist captures all TCUs ordered by the doctors. ED PSAs can refer to this directly when making outpatient appointments for discharged patients, hence eliminating OAS slip related transcribing errors. The worklist also eliminates non valued added time taken by nurses to transcribe and photocopy the OAS slips for patients.

CONCLUSION

Patients' **Safety and Experience** is enhanced as patients get their TCUs timely as recommended by clinicians, eliminating ~520 complaint emails from frustrated patients chasing for appointment details. At the same time, the TCU worklist helps to **Reduce Nursing Admin Load**, so that they can focus more on delivering better care to patients. Lastly, the initiative also helped in SKH's **Go-Green efforts** as there is a substantial reduction in the use of papers.

