

# TUBE ME UP !....

## Background

There are daily requests for investigation reports to be sent from Department of Diagnostic, Intervention and Imaging Services (DDII) to other parts of the hospital for the continuation of patient's care. Time is of the essence when the workload is heavy and our Patient Transport Assistant (PTA) needs to give priority to moving patient within the hospital and at the same time not to compromise on non-patient centric task such as investigation reports delivery.

## Aim

To reduce the number of non-patient centric delivery items from DDII by tapping on existing services and infrastructure.

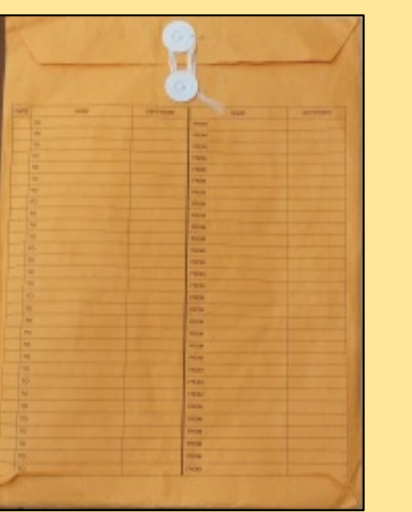
## Methodology

Plan, Do, Check and Improve (PDCI) strategy was adopted in order to meet the objective. This approach embraces a modified concept of Plan, Do, Check and Act.

- Perform data gathering on the number of non-patient centric requests from DDII during the period from April to June 2014.
- To focus on patient request by reducing non-patient centric request, Patient Transport Services Department (PTS) came up with a plan to tap on existing mail room services to deliver the investigation reports instead.

Month	No. of non-patient centric tasks in DDII
Apr 14	798
May 14	822
Jun 14	792
<b>Average</b>	<b>804</b>

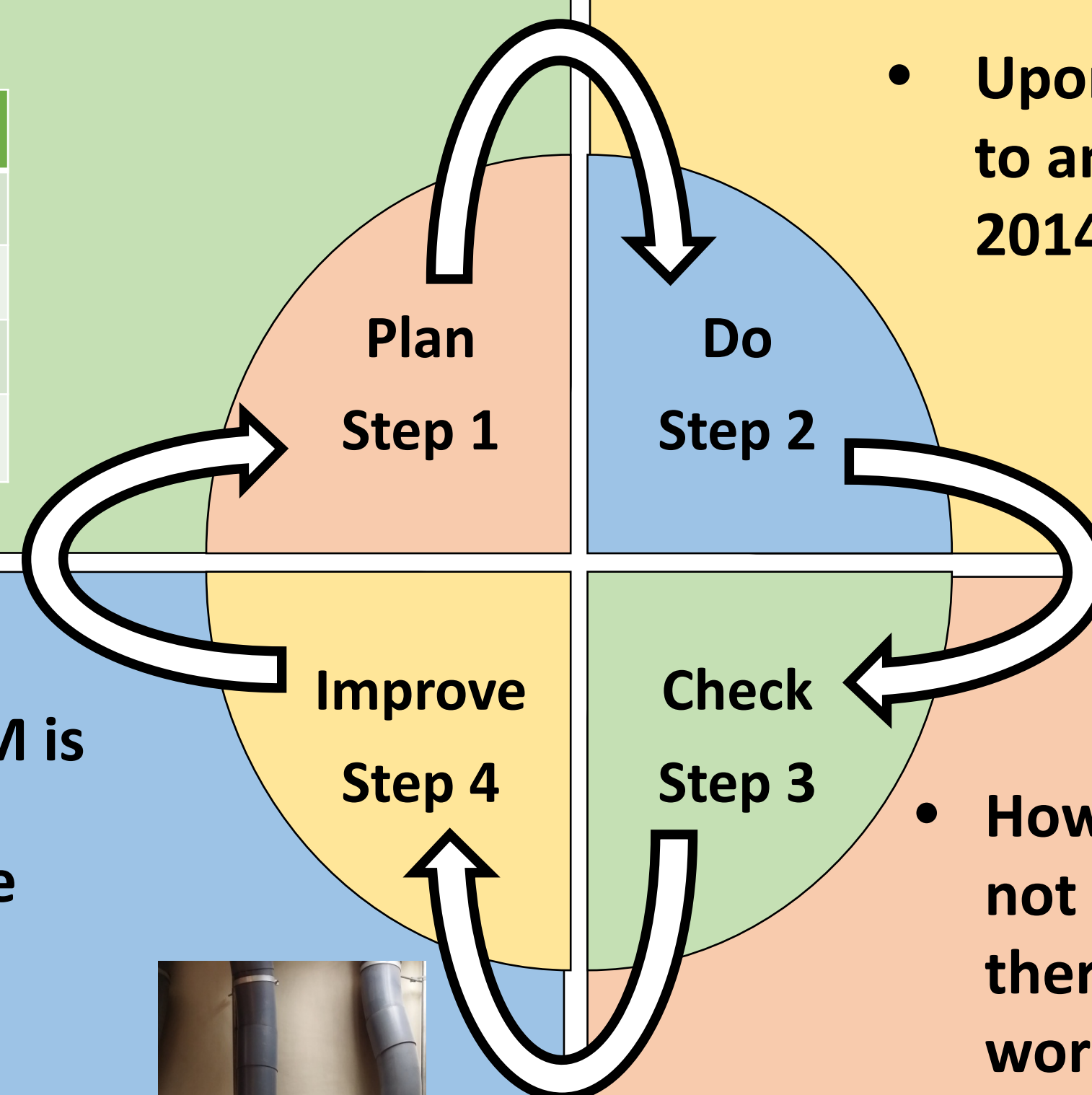
- During the period of July to August 2014, investigation reports from DDII to the wards and clinics were collated, put into yellow envelopes and sent to the various wards via the internal mail, i.e. tapping on the existing internal mail room services.
- Upon implementation, the number of delivery tasks dropped to an average 500 per month (↓38%) from July - August 2014.



- As the recently upgraded pneumatic system in DPLM is now more extensively connected to the rest of the hospital, it was agreed that DDII reports will then be sent out from DPLM with effect from 1<sup>st</sup> September 2014.
- This improved mode of delivery using existing infrastructure helped to further reduce the number of non-patient centric delivery items to an average of 109 per month (↓78%) during September - November 2014.

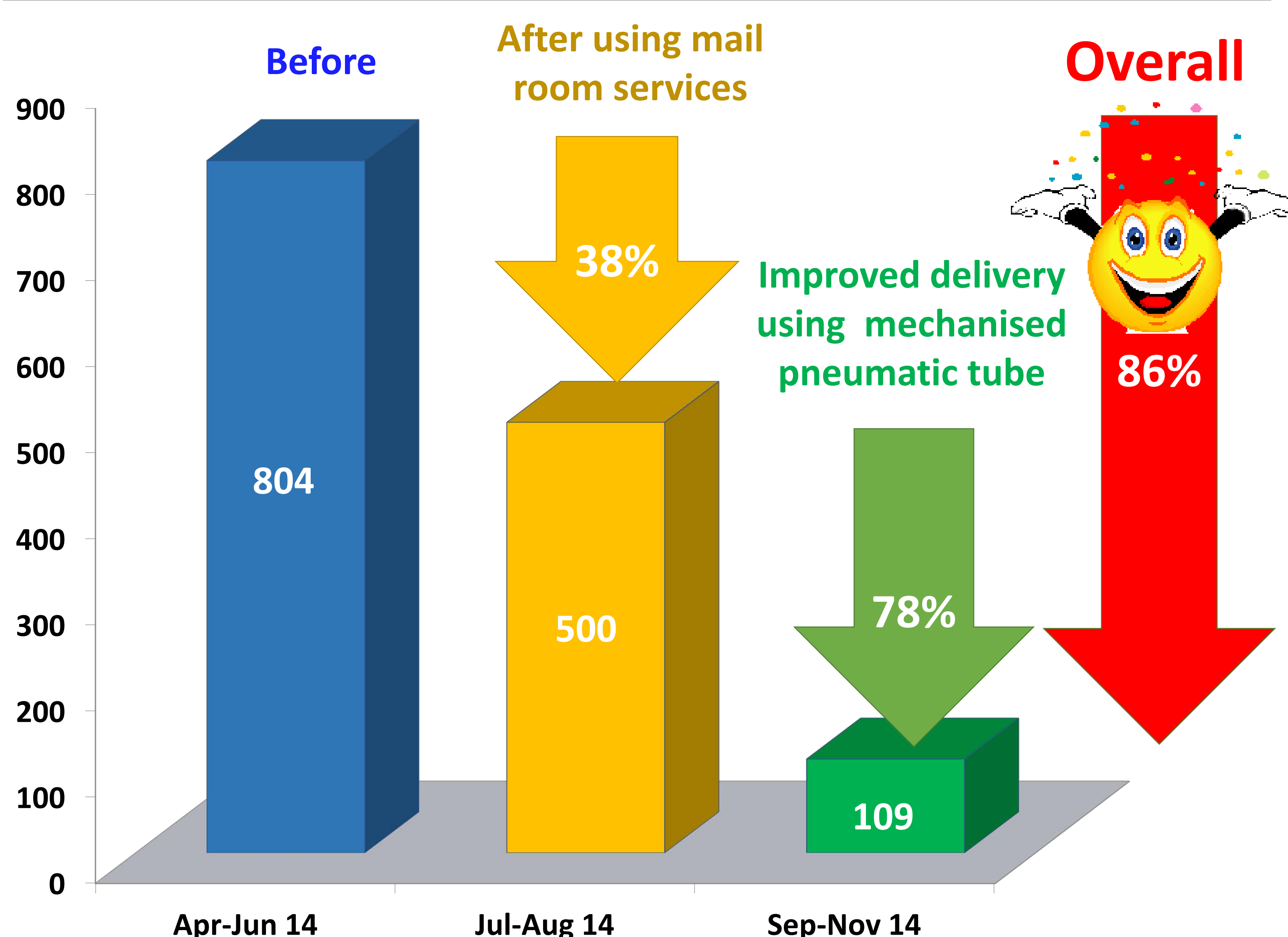


- However, there were concerns that the report will not reach the clinics and wards on the same day therefore, the team re-iterated and reviewed the workflow with collaboration from DDII, Division of Nursing (DN) and Department of Pathology and Laboratory Medicine (DPLM).



## Results

### Average monthly number of non-patient centric items delivery from DDII



## Conclusion

1. PTS, DDII, DPLM and DN, collaborated with the new workflow of investigation reports delivery using the pneumatic tube without compromising patient's safety and confidentiality. Overall, the number of non-patient centric delivery items from DDII was reduced from an average of 804 to 109 per month (↓86%).
2. By leveraging on existing services and infrastructure, PTS is able to reduce the number of delivery tasks and thereby free up the time to serve patient faster and also not compromising on the timely care given to patient.
3. To save resources and also being eco-friendly, there are plans to move away from paper based investigation report and acknowledgement to electronic endorsement on the softcopy.