



Singapore Healthcare
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IMPROVED TURNAROUND TIME TAKEN TO TRACK A PATIENT'S CASENOTE FOR PENDING ISSUES



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Introduction

In an ambulatory surgical setting, a casenote provides vital source of patient's medical information for the surgical team to manage the patient's surgical procedure. A casenote with all the required pre-operative test results of a surgical patient must be available on the day of surgery.

Objective

The objective of this project was to identify a more simplified process to track the casenotes and with better outcomes by:

1. Enhancing the traceability of casenotes with pending issues.
2. Reducing the time taken to retrieve a case note in the department.
3. Reducing the time taken to assess casenotes with pending issues.
4. Easily differentiate the type of pending issues that requires intervention.

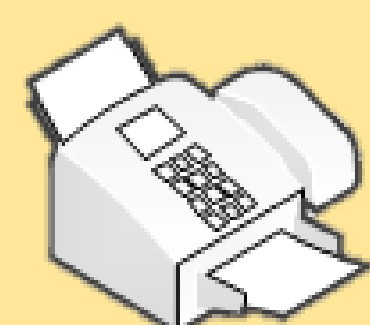
Problem

Problems identified by staff:

1. Too many casenotes to go through daily.
2. Too much time spent on tracking outstanding test results (chest X-ray, ECG, blood) and abnormal test results that need doctors' review.



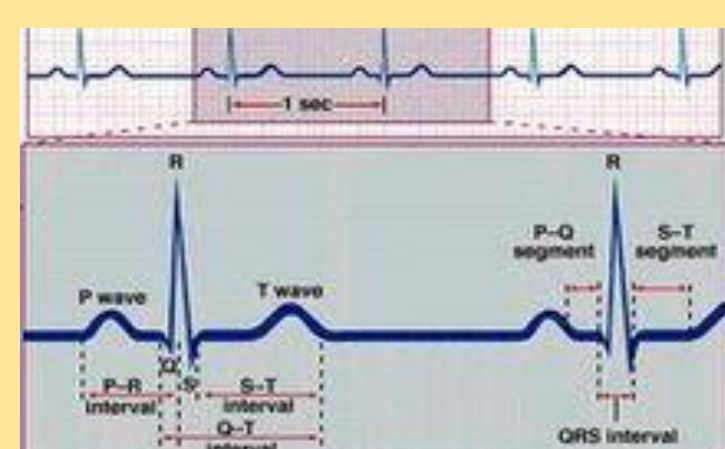
Casenotes



FAX to MRO



X-Ray



ECG



Blood test



Doctors

Before Implementation



Casenotes from MRO

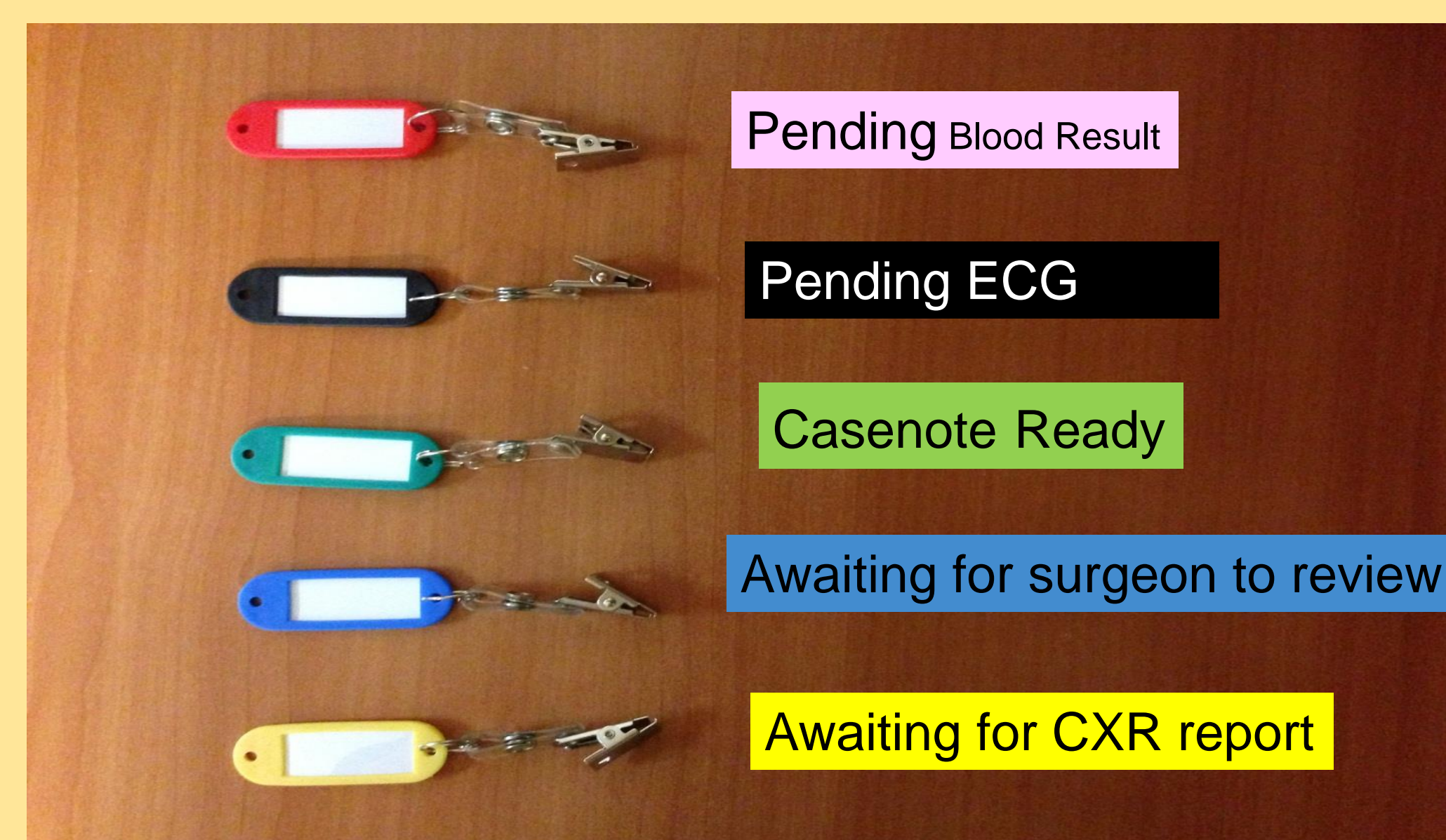


Casenotes allocated by days
of operation

Methodology

The solution was implemented in 21 April 2014 to simplify the process by:

1. Partition the slots for casenotes using a adjustable firm divider for each day in a week.
2. Label each day accordingly.
3. Use colour tags and tag it to the casenote to differentiate its pending issues and also its status of readiness.



After Implementation



Result

The outcomes of the project shows the following:

1. **Time saved to retrieve a casenote**
Per casenote = 5 sec (from 12 sec)
2. **Time saved to track the status of casenotes**
5 days/ week (average 4 casenotes/ surgical day)
= 20 casenotes to track/ daily
Per casenote = 6.25 mins
Per day = 125 mins
Per month (26 days) = 3250 mins or 54.2 hrs
Per Year (12 months) = 650 hours
3. **Improved staff satisfaction**

Time
Saved:

7 sec

650
hours

Conclusion

The implementation of this initiative had improved the staff efficiency in tracking and assessing the status of the casenotes. By reducing the time taken, it allowed the nurses to focus on their core duties including spending more time on patients' related issues and improved their job satisfaction.