



Singapore Healthcare Management 2015

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Transformation and Redesign of Quality Service Resource Team (QSRT) Functionality to Achieve Department's Goals more Efficiently

Background

Doctors and Nurses frequently have difficulty in viewing their projected patient workload and this in turn affects their ability to give an urgent force-in date. The manual process of raising 'force-in' requests (at 3,000 slips per month) also created disruptions to daily operation and administratively taxing on QS Resource Team (QSRT).

Objective

- 1) To Redesign core functionality of Resource Management
- 2) Enabling Transformation for the betterment of Resource Optimization



Team Members

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Methodology

- 1) Applying Design Thinking and leveraging on LEAN methodology tools to brainstorm the team's ideas in conducting Rapid Improvement Experiments (RIEs).
- 2) Pre- and post-implementation data were collated to portray the difference in improvement for staff.
- 3) Surveys were solicited from stakeholders and doctors to seek their 'Happiness Index' in determining the success of this project.

Benefits

- 1) More streamlined processes
- 2) From manual to Electronical platforms (E-diary Calender)
- 3) Active Monitoring (Alarm triggers when threshold hit)
- 4) Reduce rework, reduce waste = Increased Productivity
- 5) Happier staff translate to happier patients. 😊😊😊

Reminders in Consult Rm (Placards)

| | |
|---|--|
| Dr XXXXXXX XXX | |
| As of Today: | |
| 1) Your current TCU WT > 8 weeks (17 Aug 2015) | |
| 2) Do not give TCU < 8 weeks unless urgent = FORCED-INS | |
| DRS MO6 | |
| As of Today: | |
| 1) Your current TCU WT > 30 weeks (21 Dec 2015) | |
| 2) Do not give TCU < 30 weeks unless urgent = FORCED-INS | |



Pre - Intervention

"No worklife balance" Over-whelming work "and some clinic ends very late."

"Risk of patient safety/ Wrong diagnosis"

"Longer working hours"

"Negative emotions & frustration exasperation"

"Limited visibility of workload"

What our doctors' say :

"I can still see 10 walk-in pts at 5pm, no problem"

"I finally have access to my e-diary, it was not working for the first 2 mth of the year which made it hard to track my clinics..."

"I didn't realise my e-diary had problems, I can finally see my load projections..."

Most of them were happy with the initiative and responded positively to the block.

"...more doctors were asking for their electronic diary"