

Redesigning The Process To Prevent Missing Patient Information For Orthognathic Surgery Form



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Introduction

The current process flow of managing 'Patient Information for Orthognathic Surgery' form is to keep the form in an orange folder after it has been signed by both surgeon and patient. This form will be sent to Central Records Office (CRO) for scanning and archiving and could be used as an important piece of evidence for potential medico-legal cases. Every year, there are approximately 100 Orthognathic cases, with **12-24 'near misses' cases** (12%-14%) per year. Good record keeping will assist clinicians in identifying potential problem areas prior to surgery as well as preventing potential disputes between doctors and patients.

Objective

To achieve zero case of missing 'Patient Information for Orthognathic Surgery' Form in 3 months.

Methodology

The team adopted flow-charting to map out the current process, identifying potential gaps as illustrated in Figure 1:

1. Oral Maxillofacial Surgeons (OMS) and nurses are not aware of the use of orange folder
2. OMS forget to bring the orange folder from operating theater to CRO
3. No designated time for DSA to send down the orange folder to CRO

The team identified that the root cause of the problem is that the current process rely on people and NDCS keeps only 1 copy of 'Patient Information for Orthognathic Surgery' form which has been signed by Patient and Doctor.

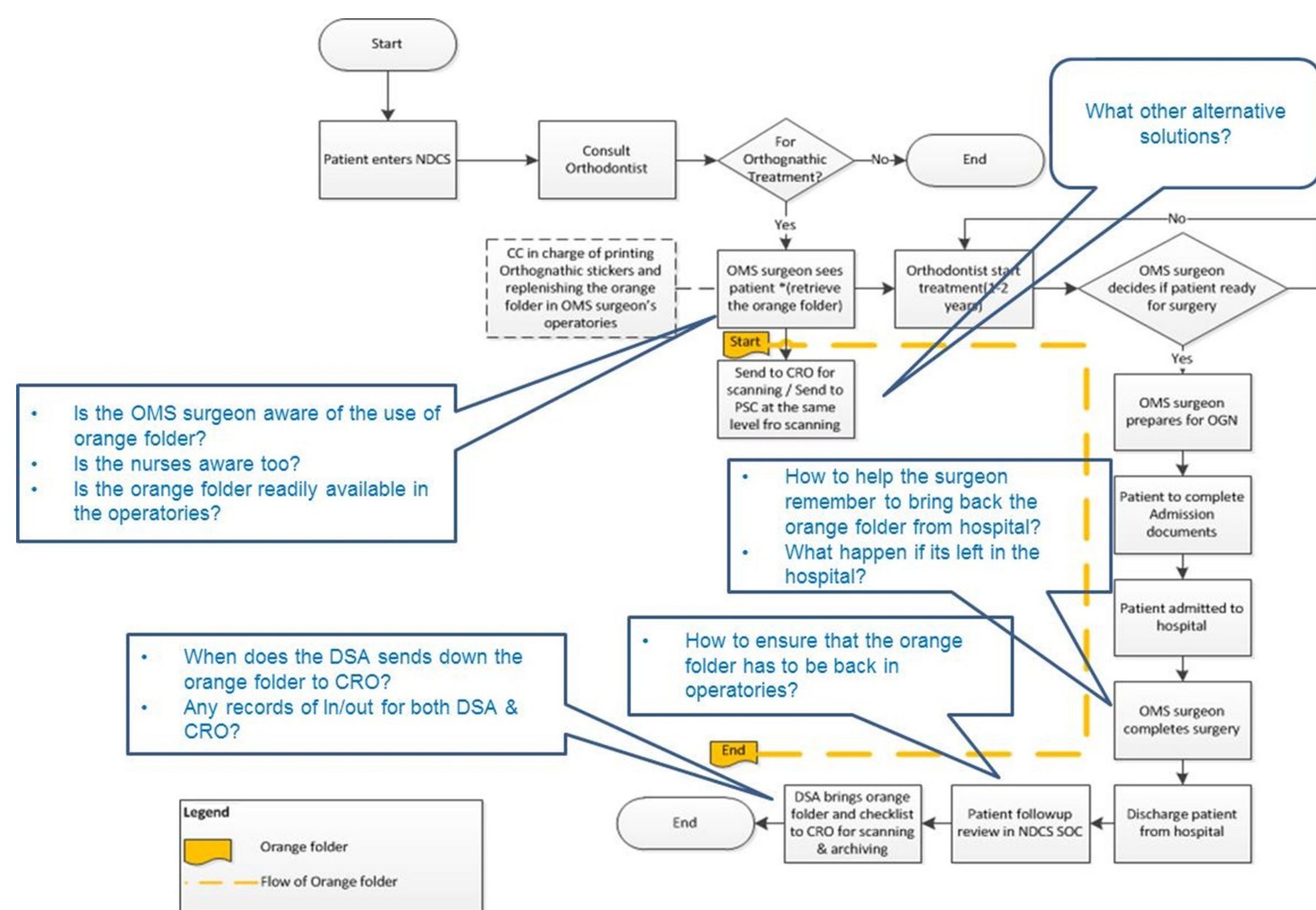


Figure 1

New Process Flow

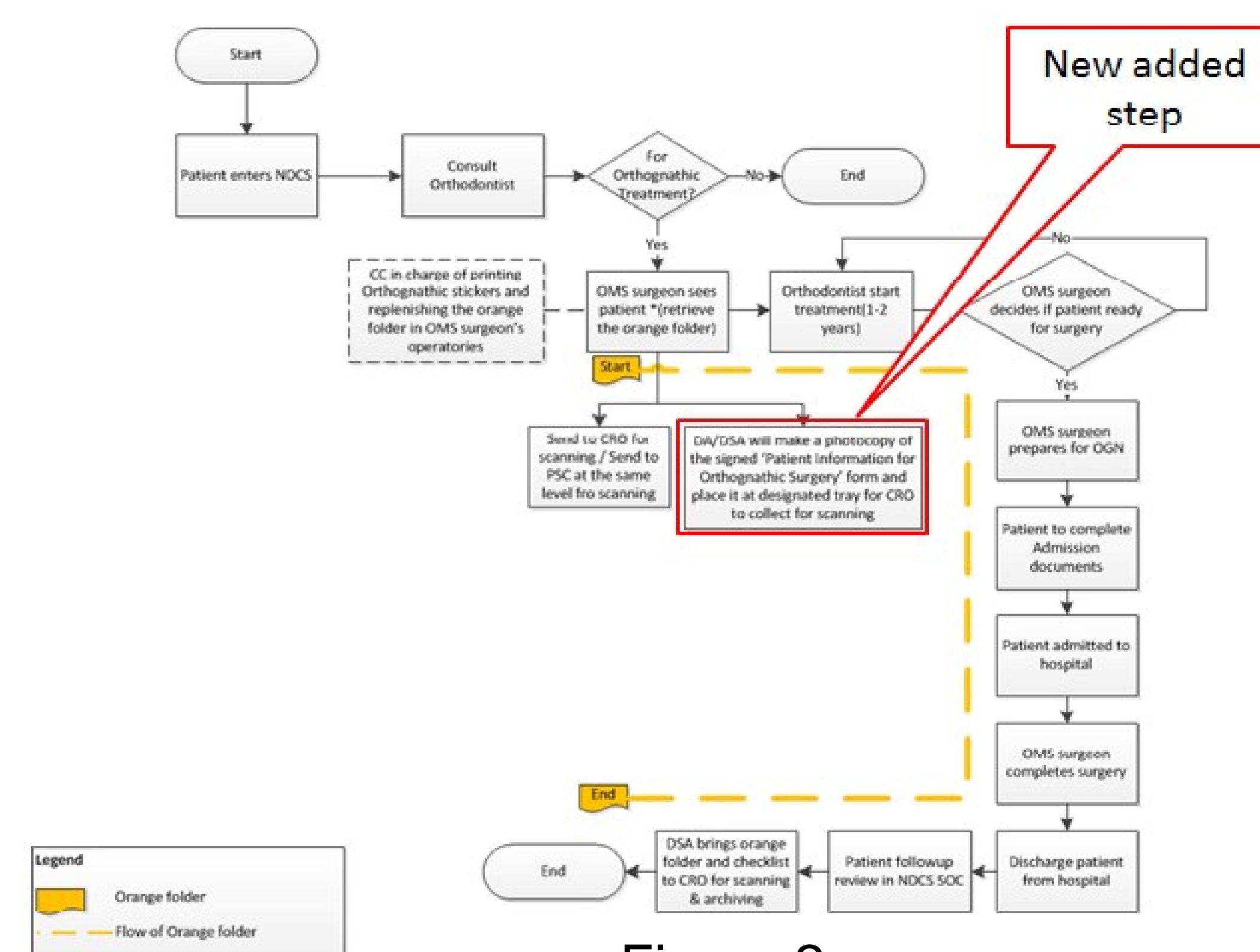


Figure 2

Interventions

The team redesign the process of sending the folder/ form for scanning:

- Before – Different doctors will send the 'Patient Information for Orthognathic Surgery' form to CRO for scanning.
- After – Whenever there is a new Orthognathic case, the Dental Assistant will photocopy the signed 'Patient Information for Consent of Orthognathic Surgery' form and place it in designated trays. CRO staff will collect from the tray during daily rounds in the clinics. Assigned staff to do audit to check the compliance rate-refer to Figure 2.

Results

Since implementation on 03 November 2014, the process has been followed through and CRO has scanned all the forms and saved in Electronic Dental Records.

The team has achieved **ZERO** case of missing 'Patient Information for Orthognathic Surgery' Form.

Benefits

External Stakeholder	Internal Stakeholder
Patient	Organisation
<ul style="list-style-type: none"> • Patient's health & safety will not be compromised as forms will be always available in EDR system for Doctor's reference. 	<ul style="list-style-type: none"> • Time saving for CRO staff to search for missing forms. • Prevent potential disputes between doctors and patients should there be a loss of documentary proof.

Strategies for Sustaining

HOD to have constant communication with the department on the importance of avoiding the lost of Surgery Form and to follow the new workflow.