

Introduction

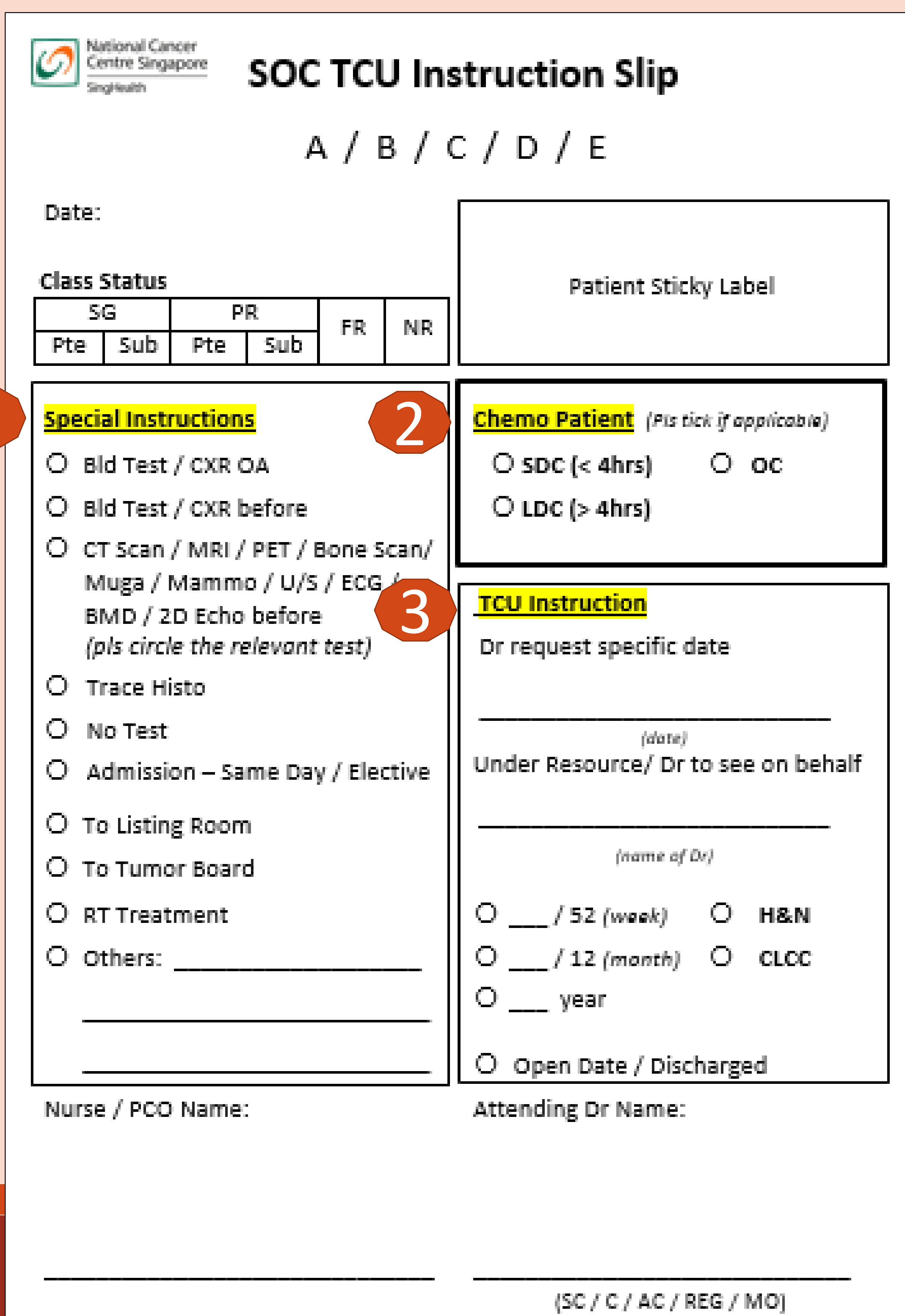
After consultation with the physicians, the nurses at the SOC would write the patient's next appointment information and instruction on the appointment card. The front counter staff would book the next appointment accordingly to what is written on the card.

There were times that confusion arose when the nurses scribbled the instruction on the card and front counter staff were unable to read the nurses' illegible handwriting. The front counter staff had to walk to and fro to the consult room to clarify with the nurses. When this happened, patient would be held at the counter and thus prolonged the service time.

Implementation

The Instruction Slip was **segregated into 3 sections**.

The most common appointment durations and investigation instructions were listed under each section. The nurse would only tick accordingly to the required duration and instruction.



SOC TCU Instruction Slip
A / B / C / D / E

Date: _____

Class Status

SG		PR		FR	NR
Pte	Sub	Pte	Sub		

Patient Sticky Label

1 Special Instructions

Bld Test / CXR OA

Bld Test / CXR before

CT Scan / MRI / PET / Bone Scan / Muga / Mammo / U/S / ECG / BMD / 2D Echo before (pls circle the relevant test)

Trace Histo

No Test

Admission – Same Day / Elective

To Listing Room

To Tumor Board

RT Treatment

Others: _____

2 Chemo Patient (Pls tick if applicable)

SDC (< 4hrs) OC

LDC (> 4hrs)

3 TCU Instruction

Dr request specific date _____ (date)

Under Resource/ Dr to see on behalf _____ (name of Dr)

___ / 52 (week) H&N

___ / 12 (month) CLCC

___ year

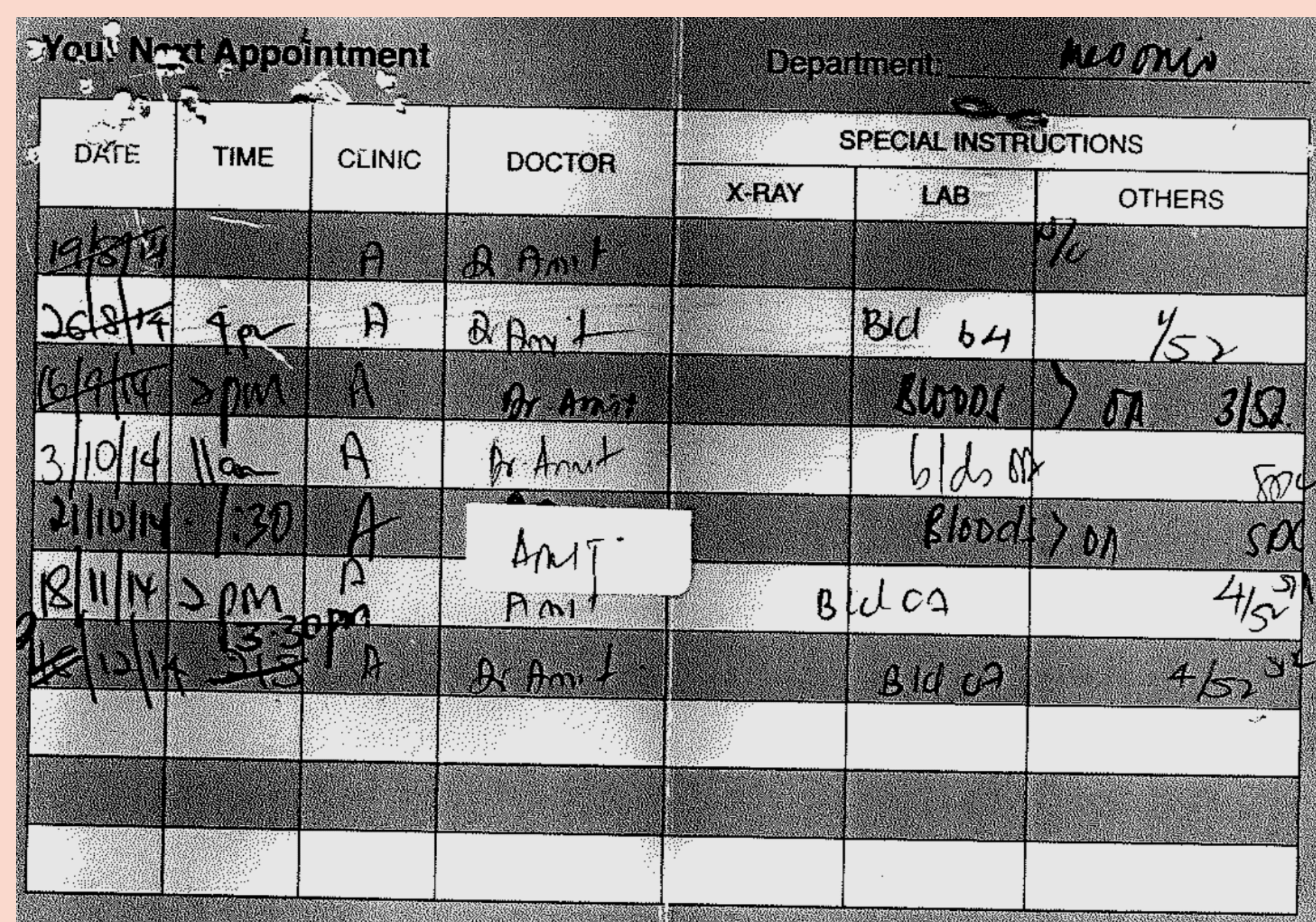
Open Date / Discharged

Nurse / PCO Name: _____ Attending Dr Name: _____

(SC / C / AC / REG / MO)

Methodology

A team consists of the SOC ancillary and nursing staff was formed to look into the issue. From the users gathering, the below problems were identified.



Your Next Appointment				Department: <i>ALD ONA</i>		
DATE	TIME	CLINIC	DOCTOR	SPECIAL INSTRUCTIONS		
				X-RAY	LAB	OTHERS
<i>19/10/14</i>		<i>A</i>	<i>Dr Amrit</i>			<i>1/1</i>
<i>26/10/14</i>	<i>9am</i>	<i>A</i>	<i>Dr Amrit</i>		<i>Bld 64</i>	<i>1/52</i>
<i>6/11/14</i>	<i>11am</i>	<i>A</i>	<i>Dr Amrit</i>		<i>Bloods</i>	<i>> OA 3/12</i>
<i>3/10/14</i>	<i>11am</i>	<i>A</i>	<i>Dr Amrit</i>		<i>bld 64</i>	<i>500</i>
<i>2/11/14</i>	<i>1:30</i>	<i>A</i>	<i>Amrit</i>		<i>Bloods</i>	<i>> OA 500</i>
<i>18/11/14</i>	<i>11am</i>	<i>A</i>	<i>Amrit</i>		<i>Bld 64</i>	<i>4/52</i>
<i>10/11/14</i>	<i>11am</i>	<i>A</i>	<i>Dr Amrit</i>		<i>Bld 64</i>	<i>4/52</i>

- ❖ Illegible handwriting
- ❖ Wrong transcription
- ❖ Limited writing area
- ❖ Multiple/lengthy instructions

A Instruction Slip was thus developed to minimize such problems.

Results

480 hours
Average time saving per year

\$57,600
Average manpower cost saving per year

Increased Efficiency and Productivity.
Nurse tick on required field.

Increased Staff and Patient Satisfaction.
User Friendly.

More Accurate Information communicated

No More Transcription.
Less Writing.
Neat and Tidy.

Conclusion

The SOC TCU Instruction Slip has been well received by all staff at the SOC and further improvements were made after collating feedback from the staff to make it more efficient and effective. The handling time was greatly reduced with a cost saving of 480 hours per year, leading to increased staff and patient satisfaction.