



Improvement on the Workflow for Neonatal Jaundice Investigation

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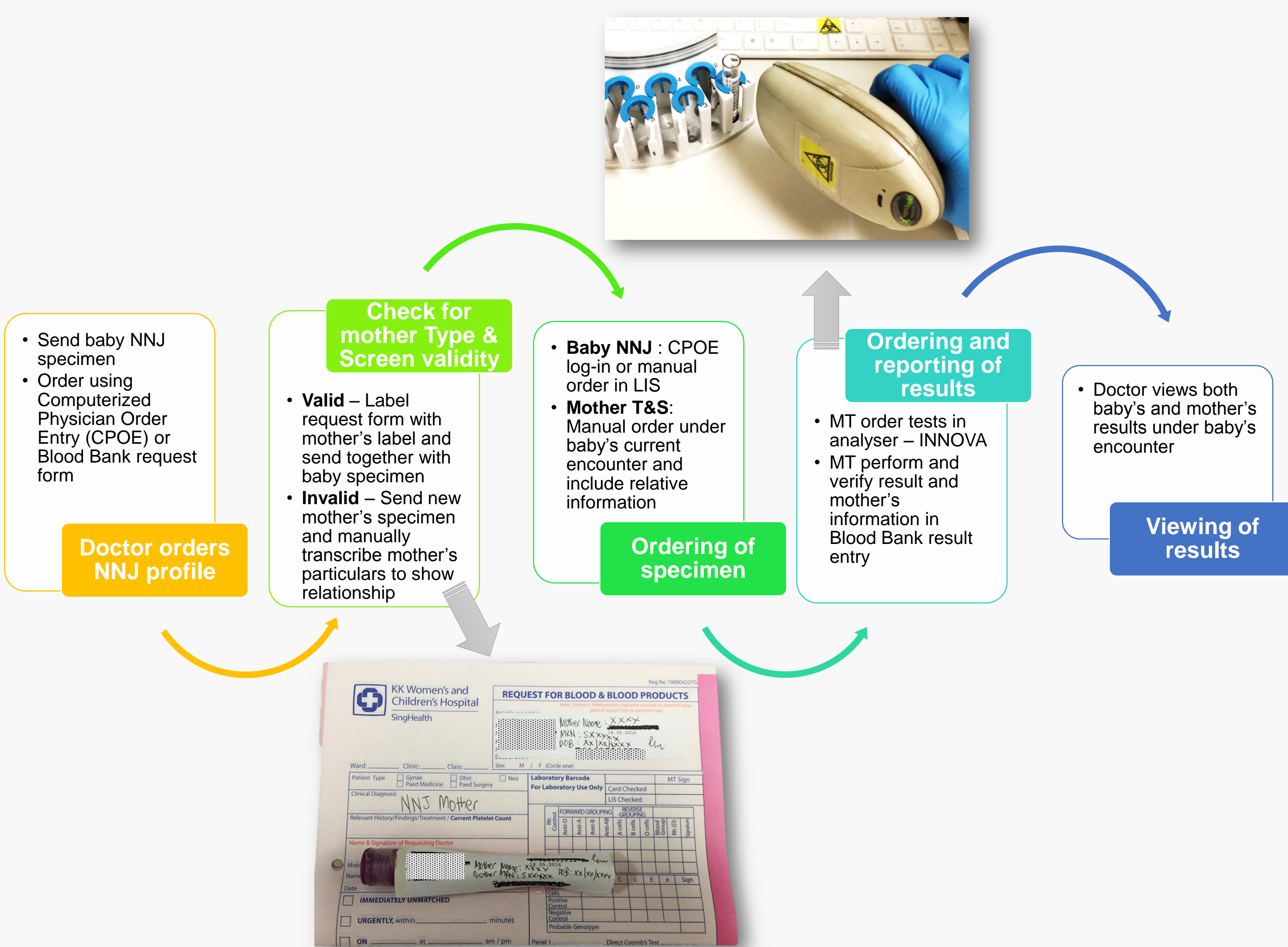
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INTRODUCTION

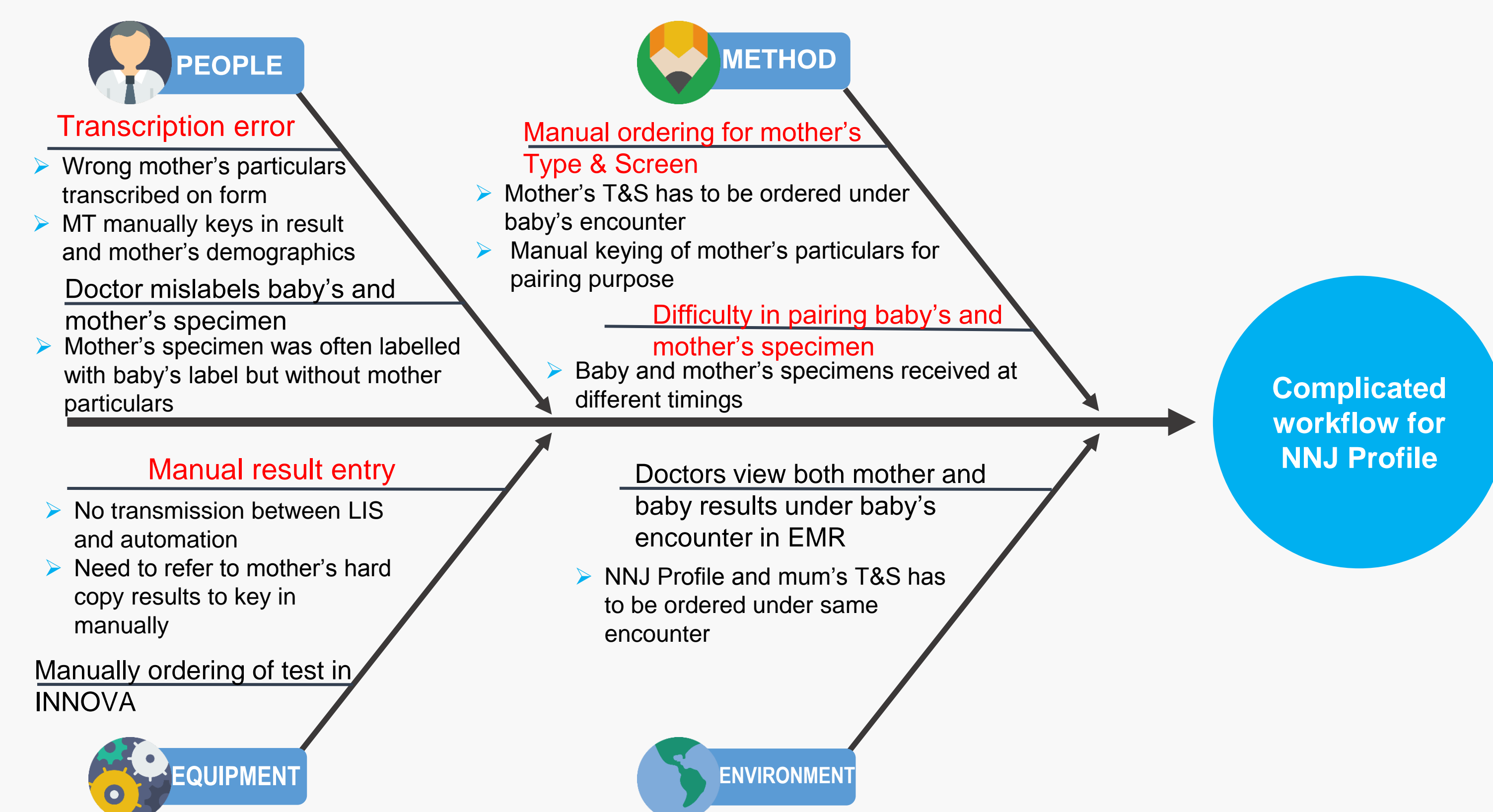
Haemolytic Disease of Newborn (HDN) is a common cause of neonatal jaundice. To establish the diagnosis of HDN, Mother's and baby's blood are routinely sent to Blood Bank as Neonatal Jaundice panel testing (NNJ profile). The initial workflow as shown below:



The process of ordering and reporting NNJ profile is complicating, incurring more transcription errors. We aim to improve the overall workflow of NNJ Profile.

METHODOLOGY

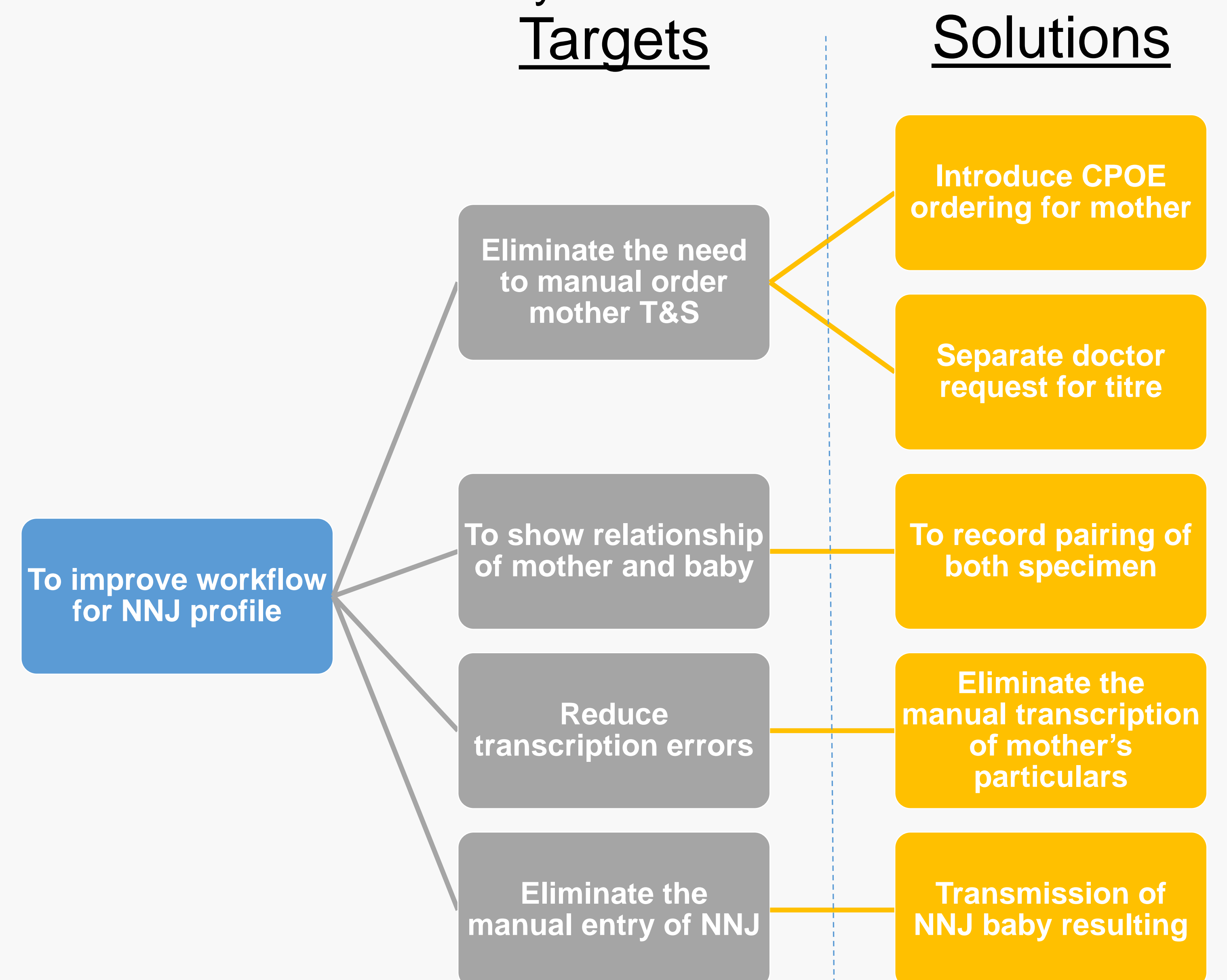
Fishbone diagram was used to study and identify the root causes of the problem.



After identifying the possible root causes, a few important issues (highlighted in red) are addressed.

RESULTS

Based on the main issues identified, targets are set to make improvements on. We propose possible solutions and consider its feasibility.



With the help from Information Technology team, a new CPOE orderable test for the mother's specimen was created. Transmission of NNJ results between LIS and INNOVA was also implemented.

After collaborating with the Department of Paediatric Medicine, a physical yellow form was created to record the pairing of both specimens. This introduction omits transcription and was well received by staff.

CONCLUSION

The process of ordering and reporting NNJ profile is simplified by removing manual procedures and allowing automated transmission, leading to less transcription error. It is important to educate and emphasize staff to ensure compliance on the new workflow.