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To improve the work process of the nurses handling pre and post-op calls



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INTRODUCTION

Nurses at the Major Operating Theatre (MOT) and Day Surgery Centre (DSC) make pre-op calls one working day before the patient comes for surgery. Likewise, post-operatively, nurses will do a follow-up call to find out how patients are recovering at home after their discharge.

The nurses need to spend time to prepare necessary paperwork, which includes printing and retrieval of information from the electronic systems before calls can be made.

Similarly, post operatively, paperwork has to be done before the staff can start calling the patients.

AIM

To reduce the preparation time taken and improve work process in making pre and post-op calls.

METHODS

- Meetings with stakeholders to understand AS IS process as listed below:
 Print the surgery listing from OT Scheduling (OTS)
- Print the pre-anaesthesia checklist from the OT system (OTSYS)
- Record on the pre-anaesthesia checklist after the call is made - date, time, number called and name of person whom the staff have spoken to.
 Handover to the next shift for follow up action on calls that are outstanding

Similarly, post-operatively :

- Staff needs to print out the list of patients from OT system
- Record on the list on the time and date of call, patient is well, remarks ,queries answered and follow up actions, if any.
 The records of the calls made are kept in files.

The work processes were reviewed and the team harnessed the technology and the existing information that is readily available in OTSYS to provide relevant and essential information for continual patient care.

RESULTS

Table 1: Pre-op call information in one-page format in OTSYS

Table 2: Post op call information

Table 3: Dashboard display on the status of calls

Admit Type	Call Log Status	Post Op Call Status
Day Surgery	Completed	Completed
Day Surgery	Completed	Completed
Day Surgery	Completed	Completed
Day Surgery	Uncontactable	
Day Surgery	Completed	Completed
Day Surgery	Completed	Completed

Update on the calls made are readily available on the dashboard to all staff online. Information retrieval is instantaneous.

CONCLUSION

In harnessing IT and enhancing the OTSYS, we have successfully improved the nurses' work process by:

- Removing the manual process of printing and saved the nurses one hour daily.
- Enabling the nurses to respond to patient's queries effectively with relevant online information to their surgery pre and post-operatively, thus providing better patient care.
- Removing the time taken to retrieve and file manual records.

The department has also derived cost savings in the reduction of paper usage and storage space for files.

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