



Singapore Healthcare Management 2024

TO REDUCE TIME SPENT ON PATIENT CALLS FOR D-1 PRE-OPERATIVE INSTRUCTIONS



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Background of the problem

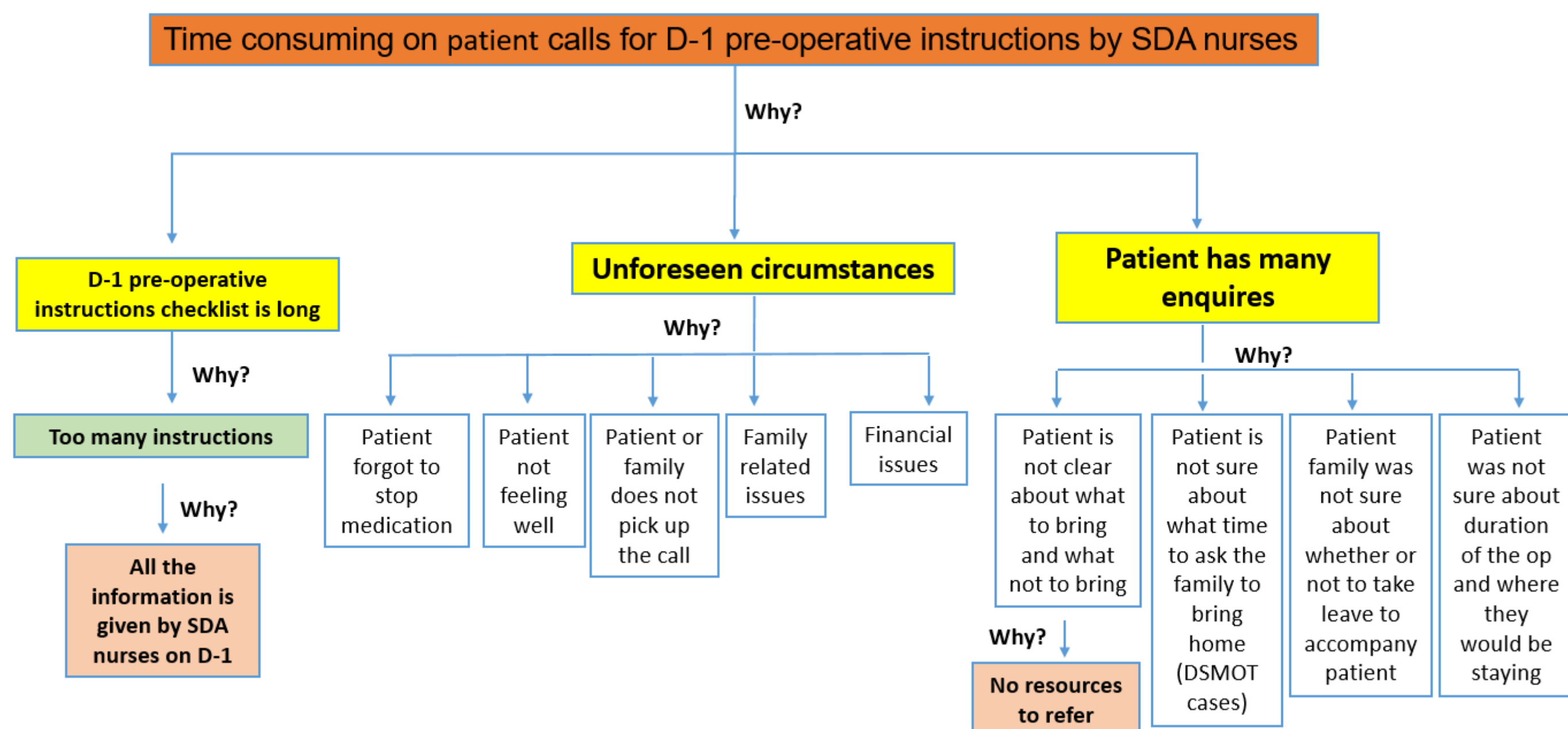
- SDA Centre receives an average of 60 patients per day going for elective surgery on the same day
- On the eve of the surgery, the nurse calls all the patients to give them the pre-operative instructions which includes:
 - reporting time
 - fasting instruction
 - special/or medication instructions from Anesthetist
 - Things to bring on the day of surgery
- The phone calls would take an approximate of 11 minutes, which is time consuming and frustrating for the other patients in the queue waiting for the phone call
- The team intend to review the workflow and to reduce the time spent on the patient calls, with no compromise on the information needed for the surgery.

Mission Statement

To reduce time spent on patient calls for D-1 pre-operative instructions by SDA nurses from 11 minutes to 8 minutes by 12 months.

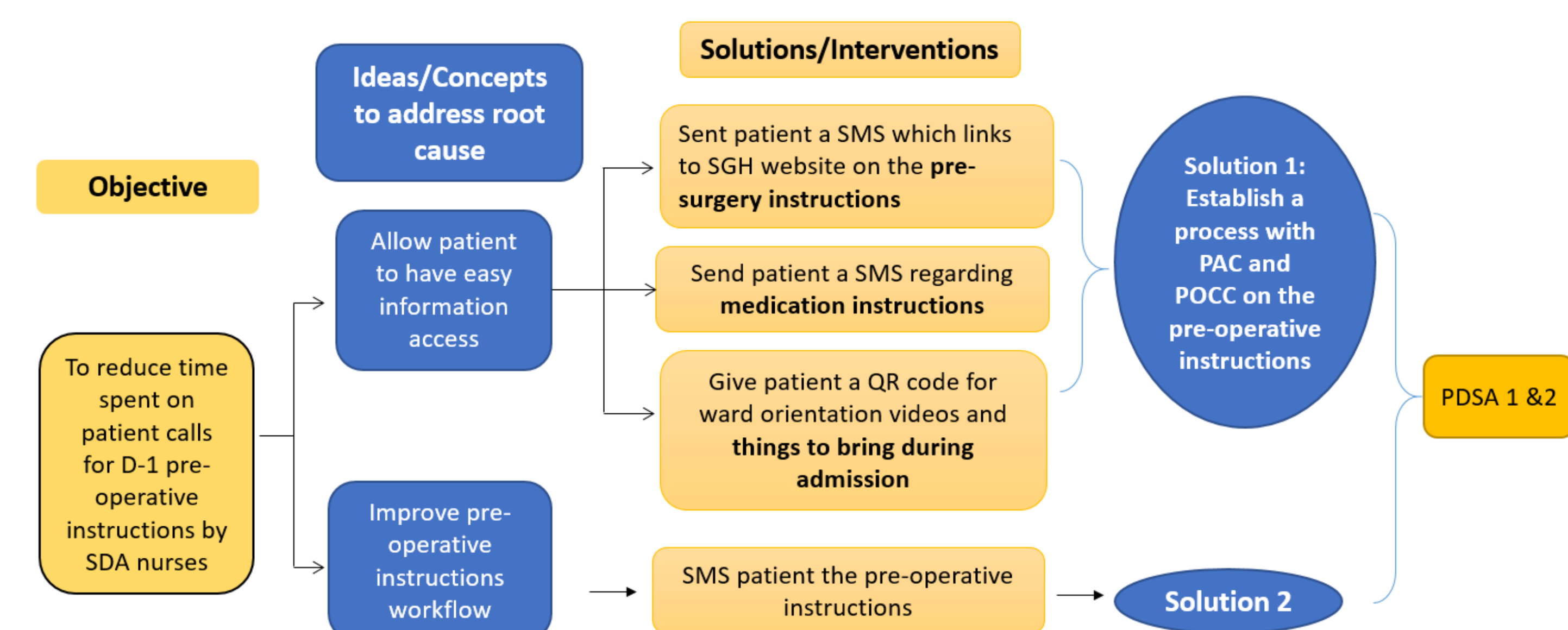
Analysis of problem

Five Whys technique was used to determine the root cause of time consuming in giving pre-operative instructions.



Solutions

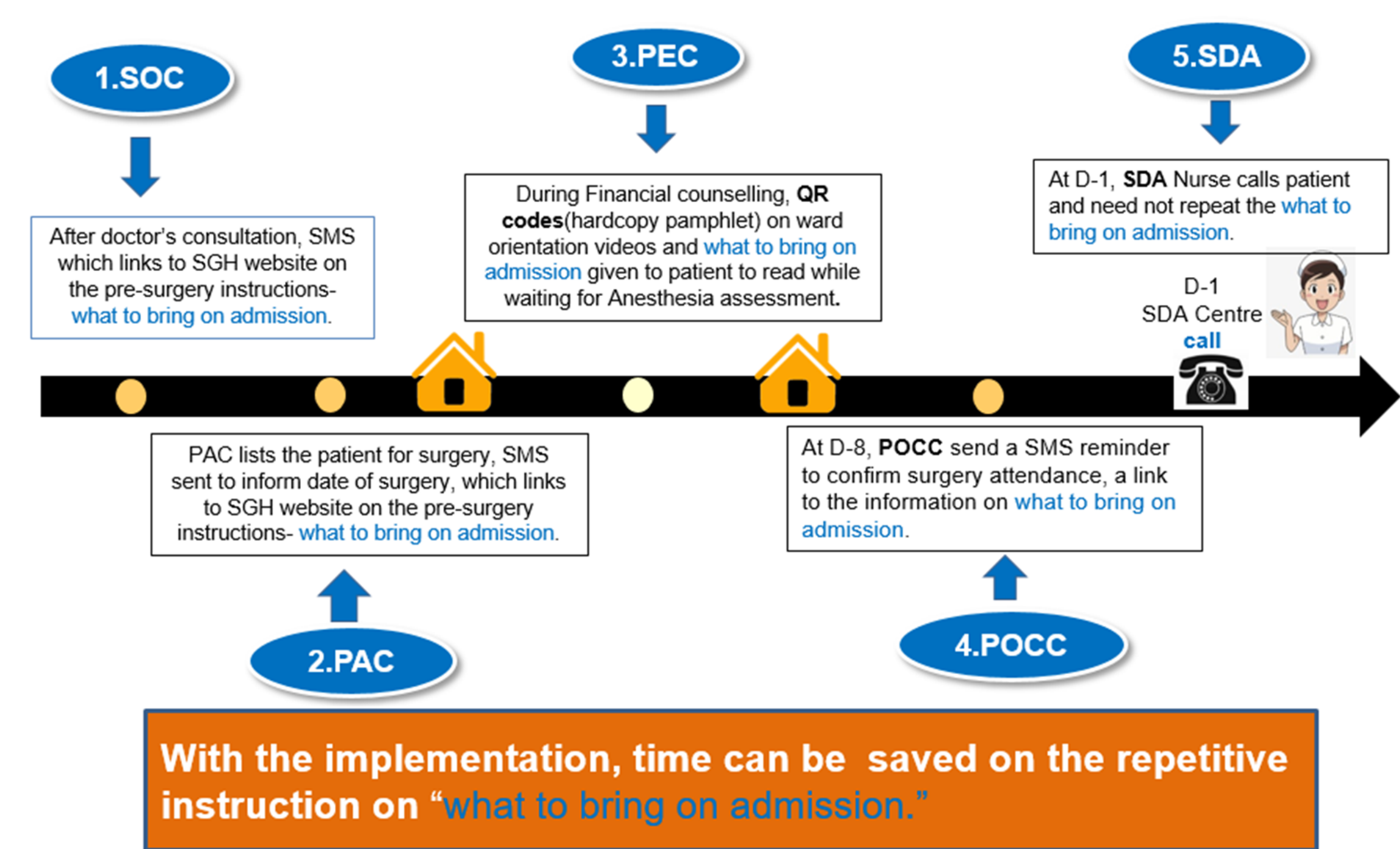
Driver Diagram was utilized by the team to develop solutions.



Interventions / Initiatives

SDA nurses gathered a team of staff from Pre-Admission Centre (PAC) and Pre-operative Coordination Centre (POCC) and Pre Evaluation Clinic (PEC) to discuss on the root cause of issues and has implemented the following interventions using the Plan, Do, Study, Act (PDSA) methodology to streamline the workflow of pre-operative instructions. The team has carried out two PDSAs to identify areas for improvement:

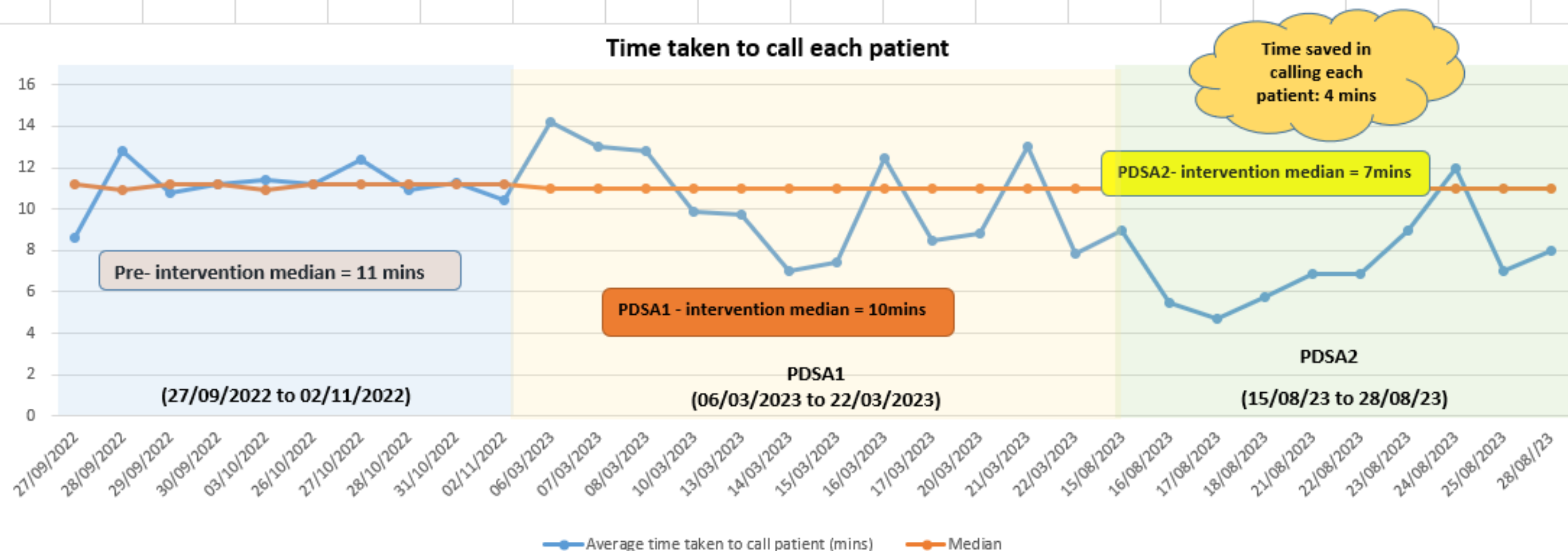
PDSA 1



PDSA 2

We tapped on the At PEC, Anesthetist reviews patient and input medication instructions in SCM (under the 'Info for patient' column) on the pre-surgery instructions. This information is sent to patient via SMS. SDA nurses were informed to refer to the revised template of D-1 pre-operative instructions checklist during calling. With this implementation, time is saved on medication instructions.

Results



- In PDSA1, there is no significant time saved, the median time spent for pre-operative instructions only reduced from 11 minutes (pre) to 10 minutes (PDSA1), because the nurses were still repeating the same instructions.
- In PDSA 2, the team discussed and re-educated the staff, the median time spent for pre-operative instructions has reduced more significantly from 10 minutes (PDSA1) to 7 minutes (PDSA2). We have reduced the time spent by 36% per patient.
- Based on an annual average of 12,000 cases, man-hours saved translated to cost savings amount to \$36,960 SGD/year.
- With the SMS link and QR code given, patients gain better access to information needed.
- Patient received early call for confirmation of date and reporting time on D-1.
- Patients are well prepared physically and mentally and it helps to reduce their anxiety. This project aligns with our SGH Quality Commitment of (Best outcome, Best experience) and SGH Quality Priorities in Safety, Experience & Efficiency.

Sustainability Plans

This project has established a new workflow for pre-operative instructions. The improved workflow saved time and improved productivity and efficiency. In future, we are planning to only SMS patients on date, time and reporting Centre and fasting instructions.