



Singapore Healthcare Management 2024

Driving Efficiency: Enhancing Competency Workflow

Phua Yu Ling Elizabeth^{1,2}, Fang Lai Mei², Chitra Vallei D/O Govindasamy¹, Branda Lim Chee San¹

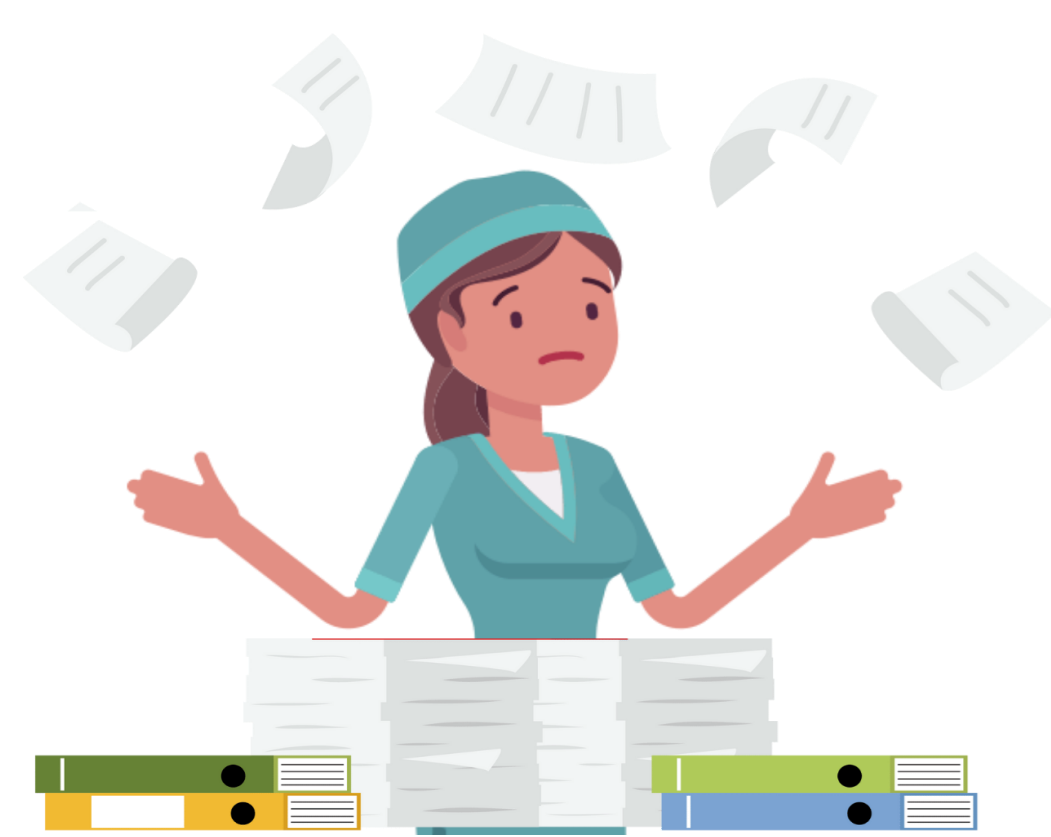
1. Nursing Administration Department 2. Operating Theatre



Background

Singapore National Eye Centre (SNEC) is a specialized institution with about 350 nurses employed in the nursing domain to provide quality ophthalmic patient care. The nursing domain covers services ranging from outpatient clinics, pre-surgery services, dayward and peri-operative services. With our high patient workload and fast patient turnover, it is essential for nurses to be competent in delivering safe ophthalmic care to the patients. Annual nursing competency assessment will be carried out to ensure all nurses are able to perform the required nursing skills competently.

Each nurses will require to complete a series of competency yearly and checklists to be printed out as a record of upon completion of assessment. Huge amount of preparation work and resources were used during the annual nursing competency assessment. To enhance the competency workflow towards efficiency of quality utilization of nurse's roles.



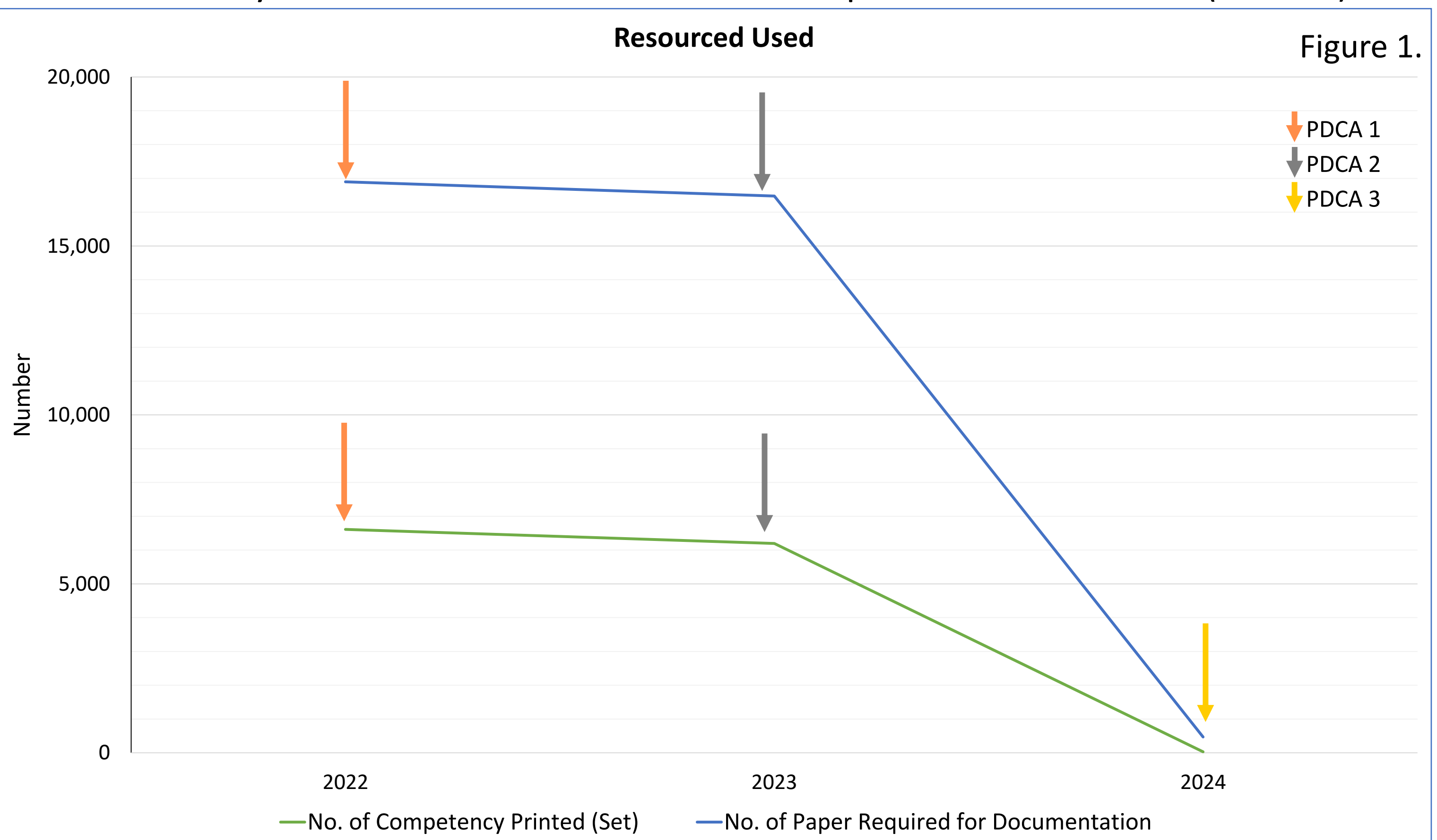
Aim

To streamline tracking process of competency completion.

To enhance cost efficiency by reducing competency checklist preparation time and utilization of resources with transition to digital workflow.

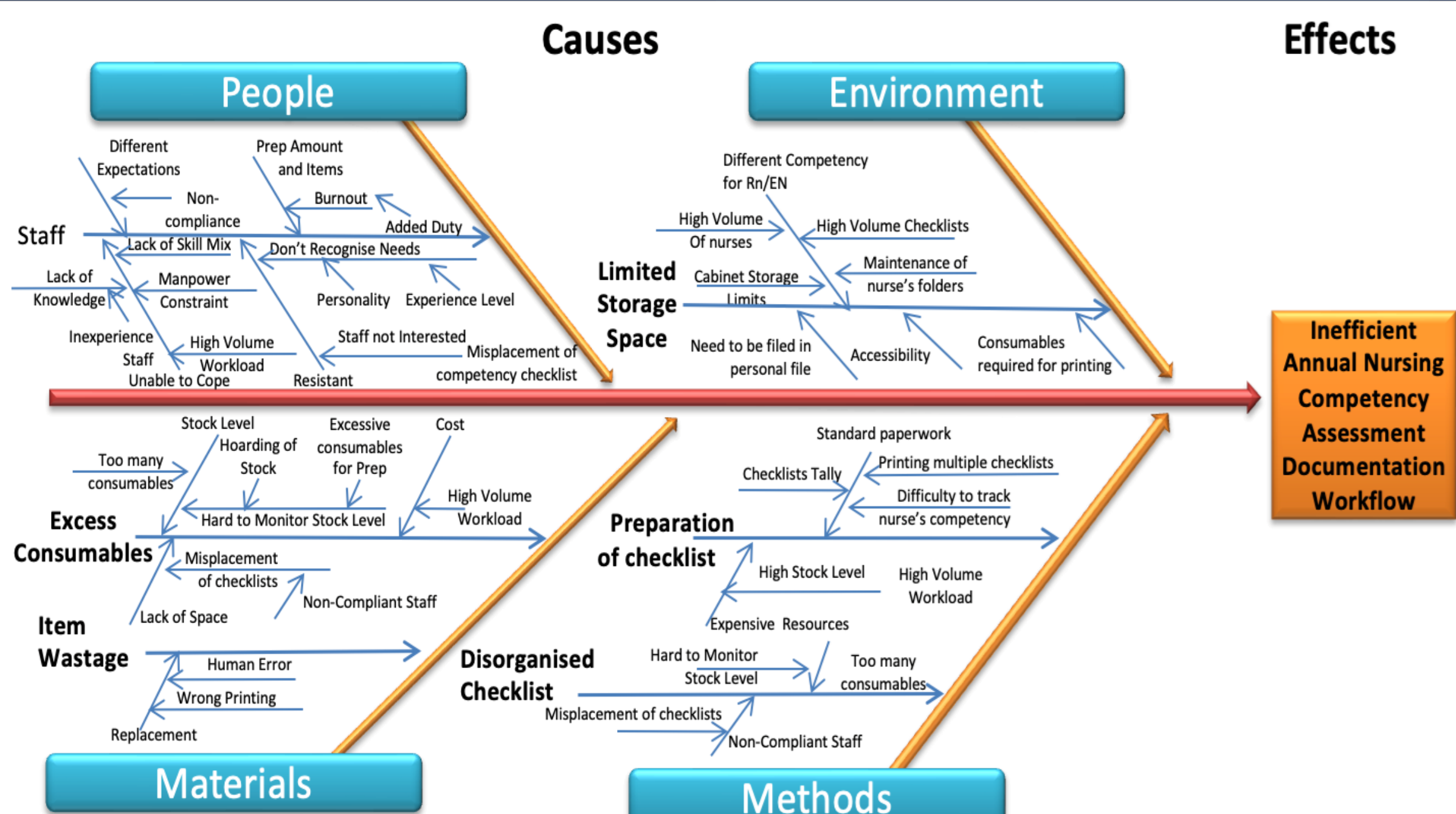
Results

Nurses were able to monitor and complete the annual competency assessments listed in the summary record sheet with the streamlined process in OT in 2022 (PDCA 1).



Methodology

Plan-Do-Check-Act (PDCA) methodology was adopted to streamline the competency checklist documentation process.



PDCA 1 Streamline competency records

Pilot in OT

Implemented competency summary record sheet for operating theatre (OT) nursing in 2022 to organise and track nurse's completed competency assessment checklists.

PDCA 2 Promote the use of digital workflow

Eliminated printing of competency checklists in OT

Pilot in OT

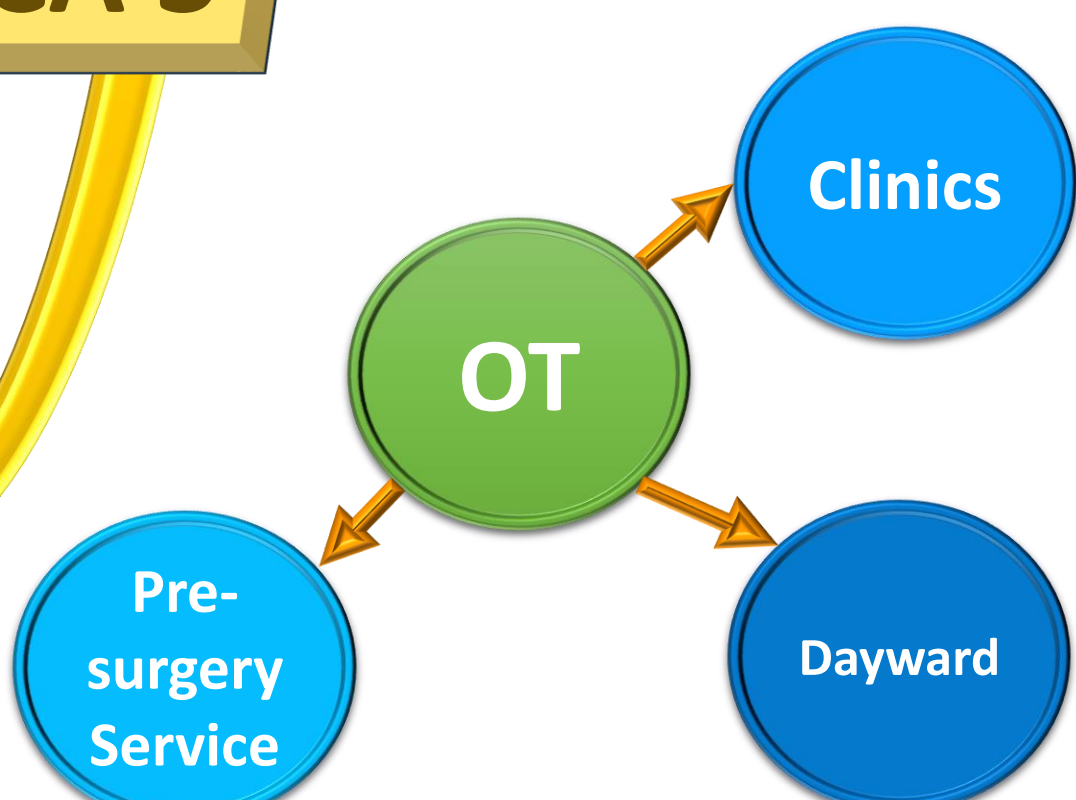
Document on competency summary record sheet upon assessment completion



Access checklists from SNEC Docupedia during competency assessment

PDCA 3 Scale-up to all SNEC Nursing Departments

Eliminated hardcopy checklist printing preparation and resources usage at a larger scale.

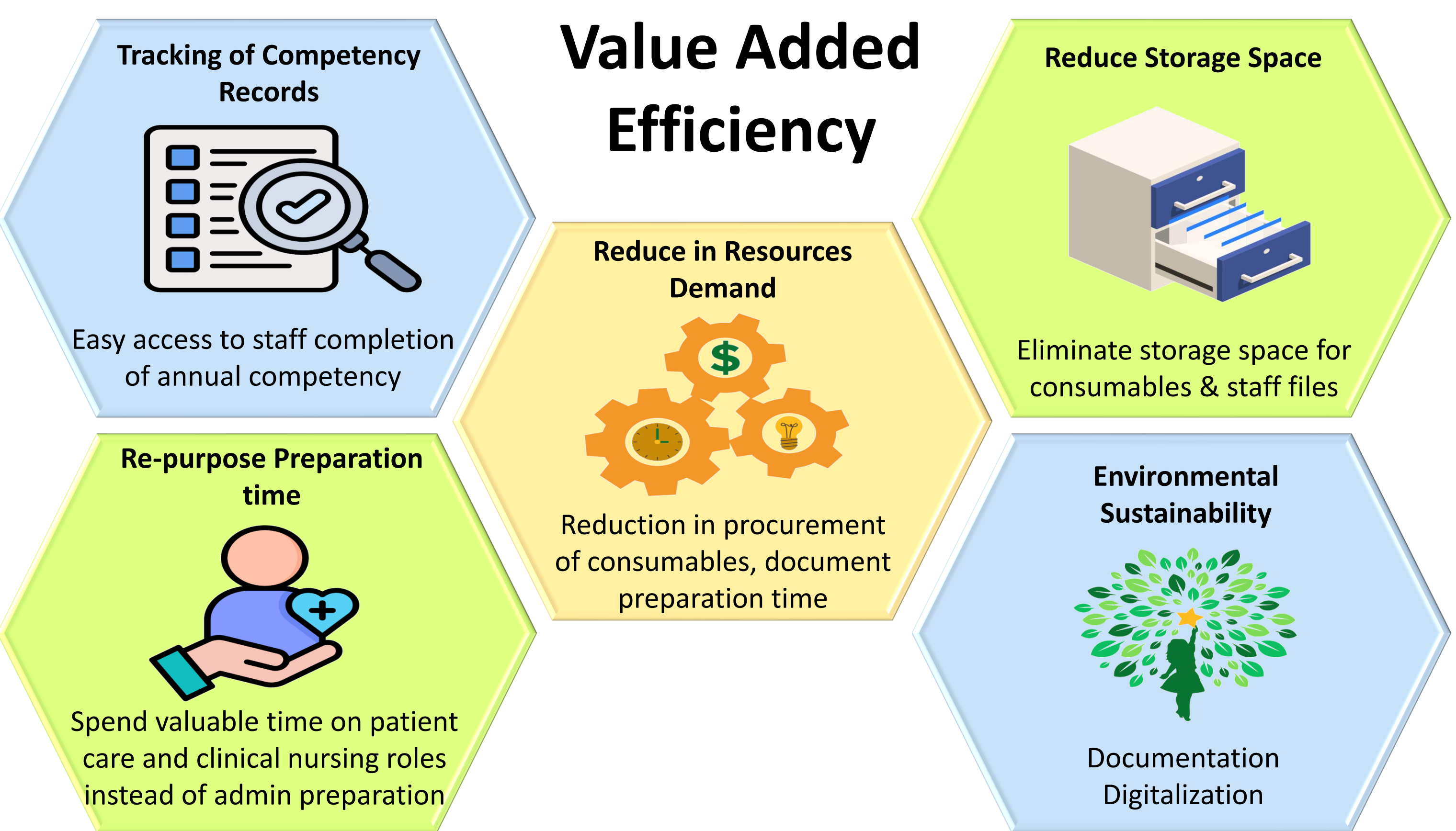


All nursing departments in SNEC adopted implementation in 2024.



With the transition to digital workflow, reductions of consumables (Figure 1), documents preparation time, and manpower cost saving were measured with the implementation to all 350 nurses in SNEC nursing departments (Table 1).

| No. of competency sets | 6614 Sets (Total) | |
|-----------------------------------|-------------------------|----------------------------|
| Consumable | Resources Saved | Cost Saving a Year |
| • Sheet of paper | 16, 548 Sheets of Paper | \$496.44 |
| • Toner (Printing Pages) | 29, 682 Pages | \$563.96 |
| Time for printing & bundling | Time Saved | Cost Saving a Year |
| *Exclude hole punching and filing | 340.4hours | \$22, 125.69 manpower cost |
| | | Total Amount Saved: |
| | | \$23, 186.09 per year |



Conclusion

The competency summary provided an overview to allow nurses to monitor the completeness of the required competencies. The success in competency checklist transition to digital workflow, with the 340.4 manhours saved, nurses can better focus in providing quality patient care in the clinical areas. This initiative also saved a total amount of \$23, 186.09 annually. With environmental sustainability, it is essential to streamline processes to enhance operational efficiency with technology, reduce unnecessary consumption of resources and manpower cost.