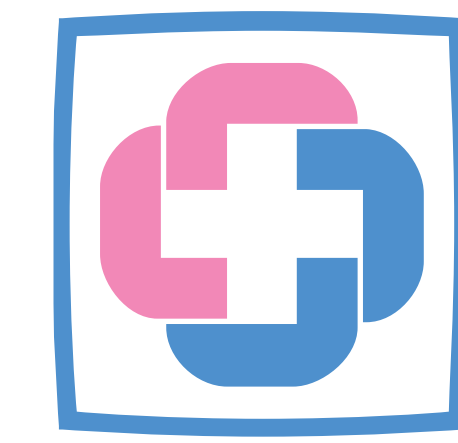


# Establish a Seamless Workflow for Paediatric Patients on the Same-Day Admission (SDA)



**Singapore Healthcare Management 2024**

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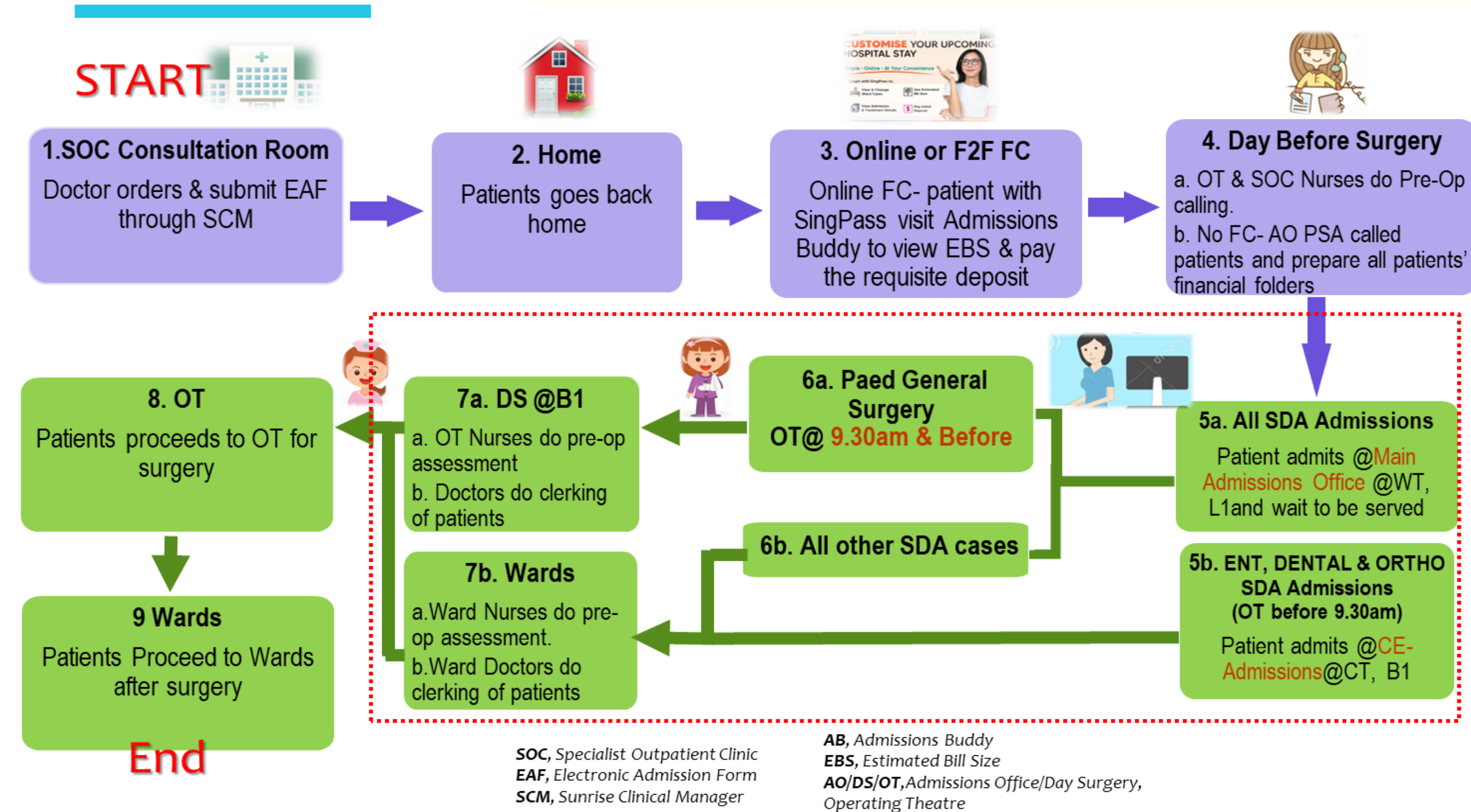
**KK Women's and Children's Hospital**  
SingHealth

## Background

### Paeds' SDA Process Journey

Currently KKH admit about 100 SDA patients per month, average 5 patients a day. Patients are required to go multiple stops before being admitted to OT for elective surgery, and as a result of:

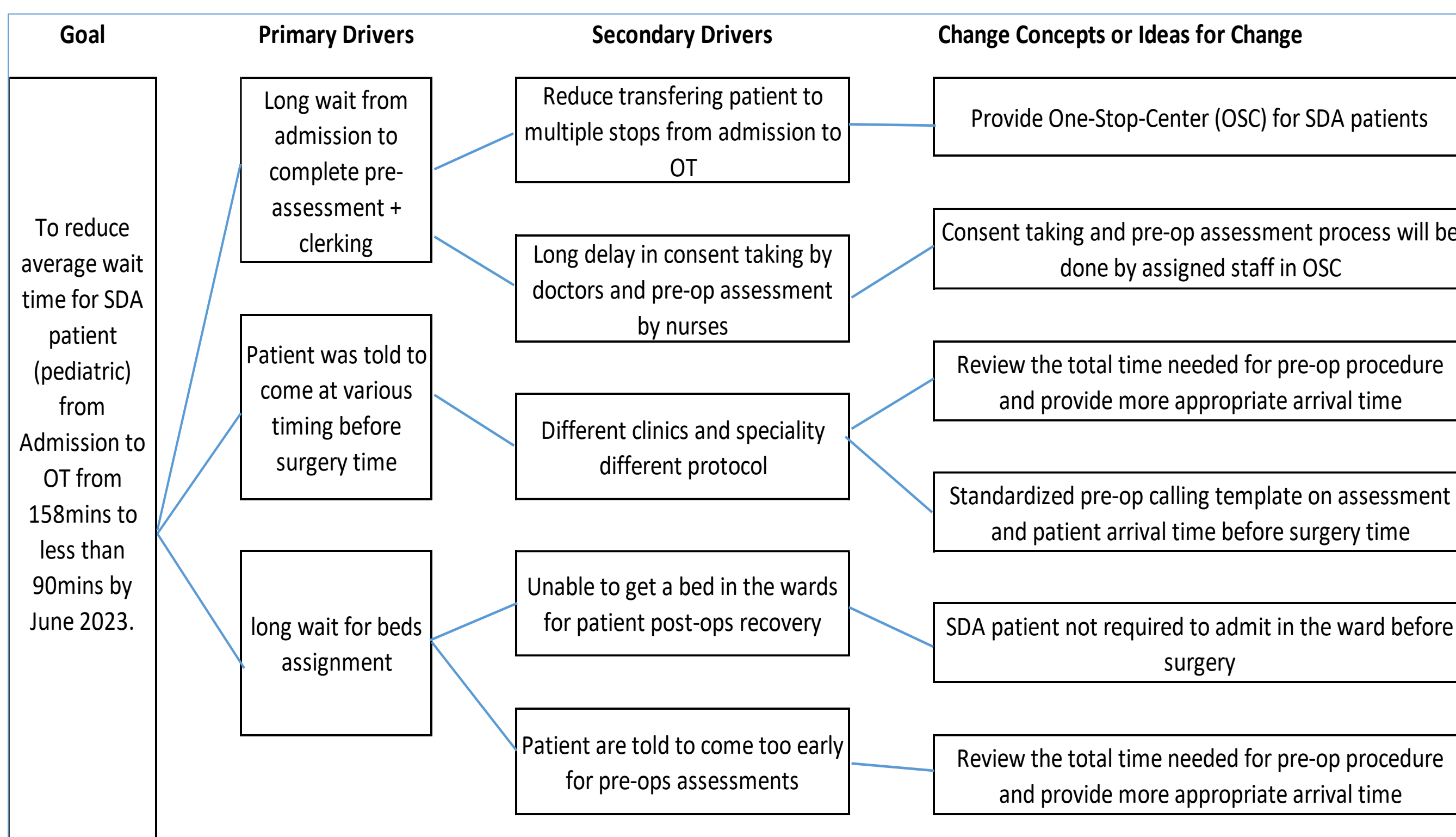
1. No standardization of admission process for SDA
2. Long waiting for beds assignment in the wards
3. Long delay in consent taking by doctors and pre-op assessment by nurses



## Aim

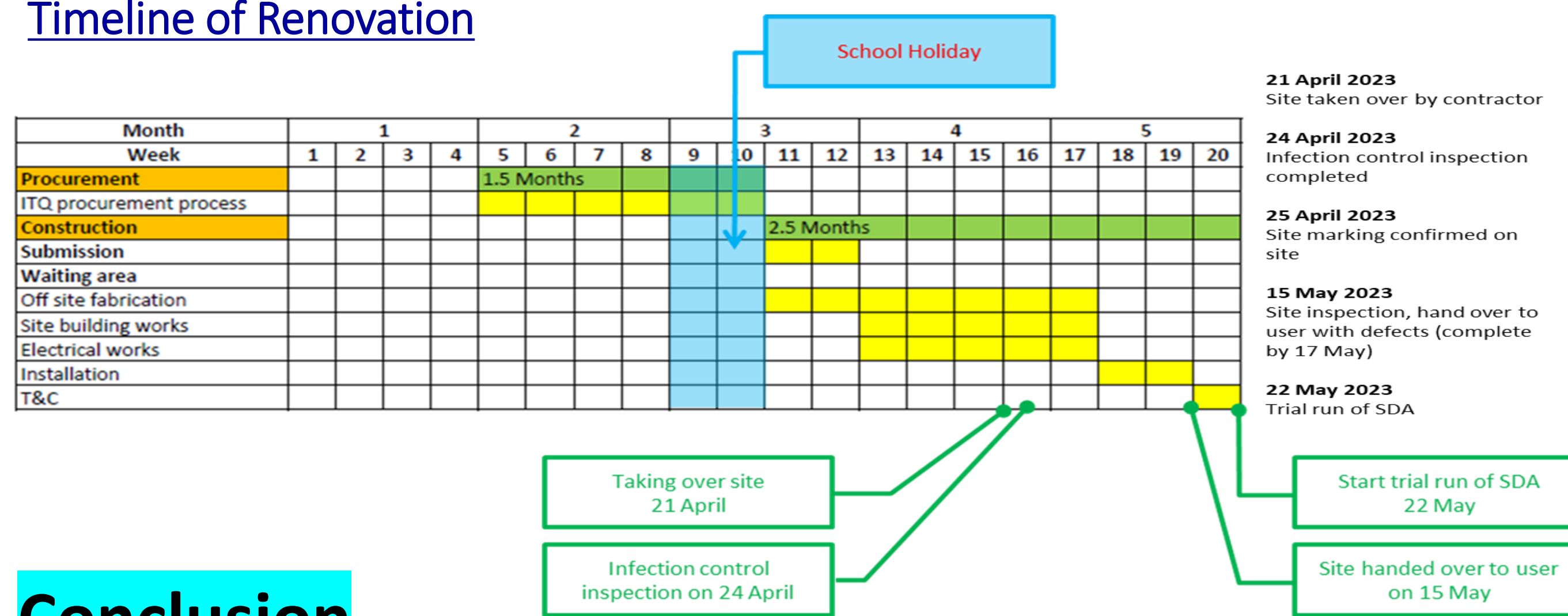
- To reduce the average wait time for Same Day Admission (SDA) pediatric patient from Admission to OT from 158mins to > 90mins by Sept 2023
- To review the total time needed for pre-op procedures so to provide more appropriate arrival time which currently >3hrs

## Methodology



Driver diagram was used to identify the primary and secondary causes as well as the change concepts to address the gaps identified. Gantt chart was used to track progress of renovation as well as 5 PDSA cycles were carried out and planned experimentation for each intervention were studied.

### Timeline of Renovation



## Conclusion

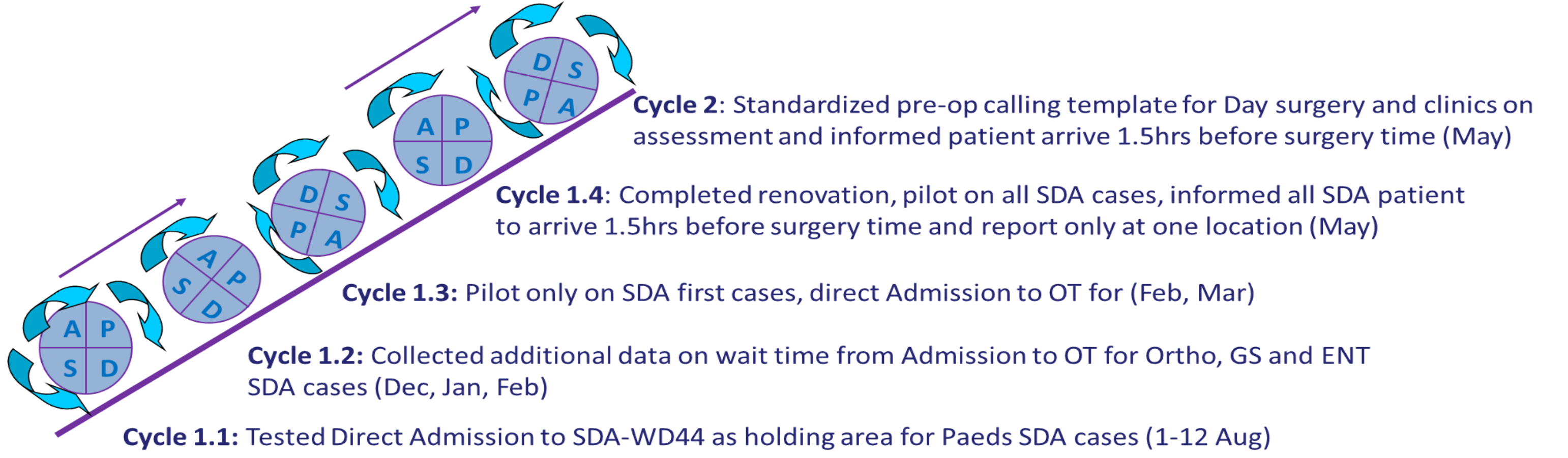
With the improved facilities and new workflow, it has provided the team opportunity to explore converting more elective cases to SDA, the committee has analyzed the existing data for the 3 specialties (ENT, GS, Ortho) which 27% of the cases could have converted into SDA instead of admitted the day before. This new workflow and converting of cases will also be implemented for other specialties in phases.

Both tangible and intangible saving were observed in the improvement, as the cycle times have reduced significantly, staff do not require to constantly attend to the patients to provide updates, doctors do not need to travel far to review patient and consent taking, beds utilization has improved and more importantly, enhanced the staff and patient experience which provide good reputation and align with KKH mission "To lead in excellent, holistic and compassionate care for Women & Children."

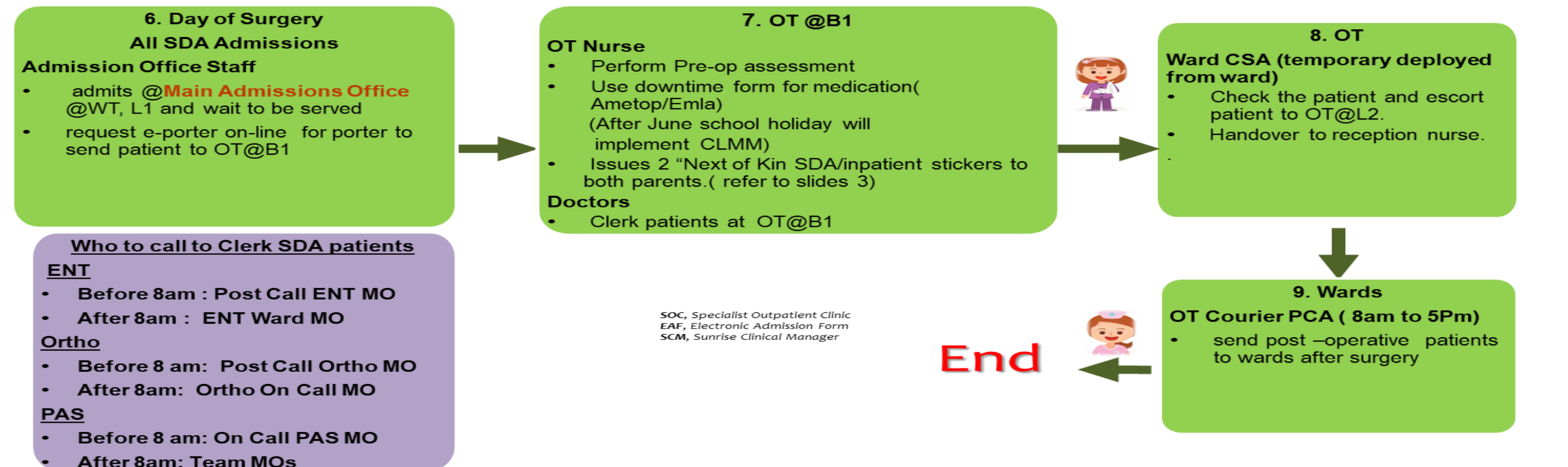
## Intervention

### Ramp Change Idea

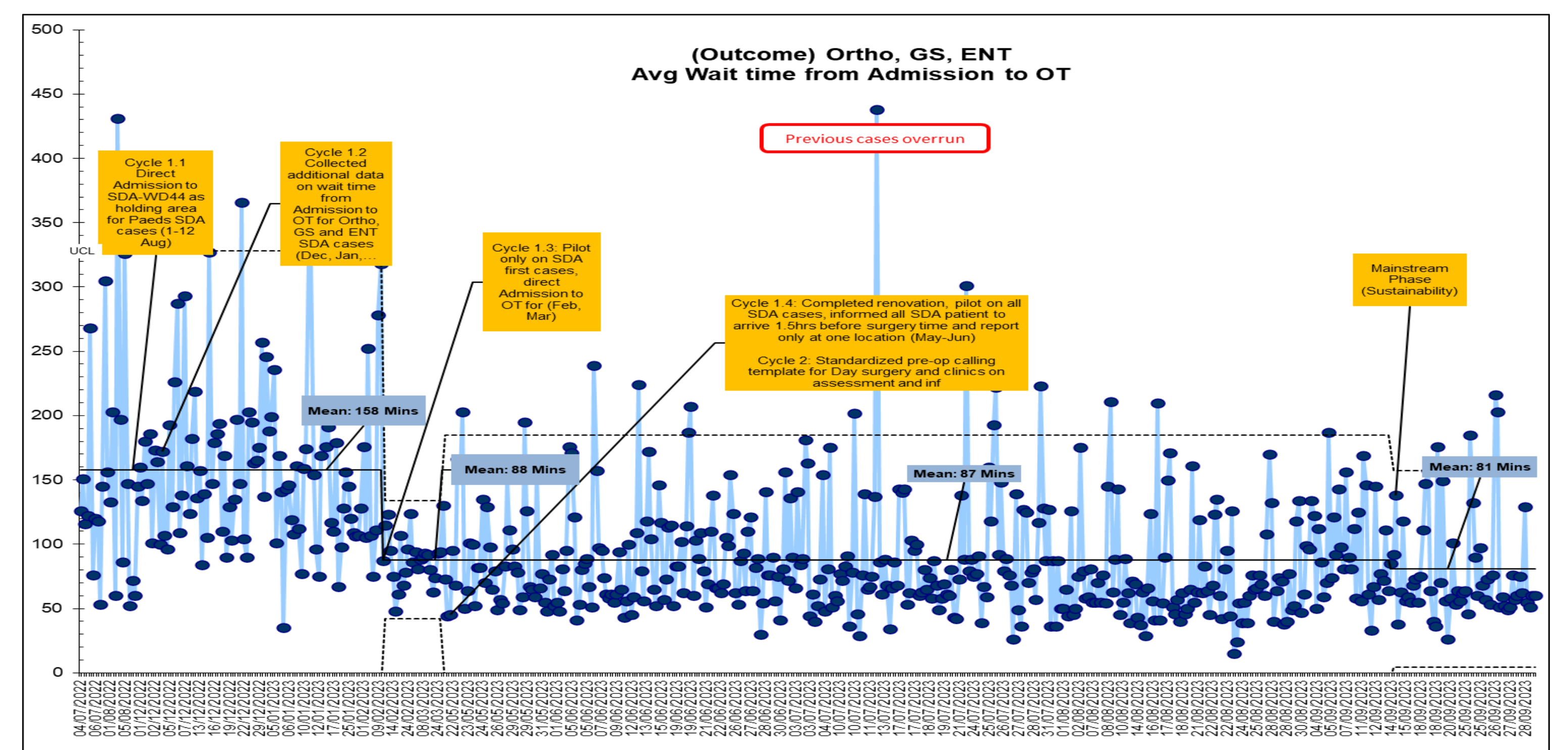
Provide a OSC with all services can be done at one venue to cut down motion and transportation wastes, standardized pre-op assessment and time of reporting for admission.



### (NEW) Paeds' SDA Process Journey wef 22 May 2023



## Results



Ortho, GS, and ENT cases saw a 49% reduction in admission to OT wait time (158mins to 81mins). Process improvements: registration time reduced from 17mins to 16mins, transfer time from admission cut from 34mins to 13mins, clerking and pre-assessment time dropped from 79mins to 31mins. SDA cancellation maintained at 12%. Lastly, with no longer needed to assign bed before surgery, patient need not wait at admission office for long time and better utilized the bed capacity.

PERIOD & SAMPLE SIZE		4 to 8 Jul 2022 n=10 (WS1)	4 Jul 22 to 9 Feb 23 n=122	1 Feb to 24 Mar 23 n=24	22 May to 13 Sept 23 n=270	14 Sep to 28 Sept 23 n=59
SN	CONTACT POINTS	Median	Mean	Mean	Mean	Mean
1	Wait Time@AO	17 mins	17 mins	(Baseline) Wait time from Admission to OT	Wait time from Admission to OT (Pilot on ALL case)	Wait time from Admission to OT (Implementation on ALL case)
2	Wait time to Assigned Wards	28 mins	34 mins	(Baseline) Wait time from Admission to OT	Wait time from Admission to OT (Pilot on FIRST case only)	Wait time from Admission to OT (Implementation on ALL case)
3	Pre-Assessment + Clerking In the ward/DS	82 mins	79 mins	(Baseline) Wait time from Admission to OT	Wait time from Admission to OT (Pilot on FIRST case only)	Wait time from Admission to OT (Implementation on ALL case)
<b>Total</b>		<b>121 mins</b>	<b>130 mins</b>	<b>158 mins</b>	<b>88 mins</b>	<b>81 mins</b>