

Project Title

One-Time Visitor Pass For External Admission

Project Lead and Members

Project lead: Ms. Nur Amalina Binte Hairi

Project members: Ms. Thanaletchumi S, Ms. Shepherdson Gwendolyn

Organisation(s) Involved

Jurong Community Hospital

Aims

To streamline the current process and reduce the registration time to 5 minutes or lesser

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

Streamlining the process enhances patient experience and reduces the stress on the lobby staff

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Keywords

Ng Teng Fong General Hospital, Service Design, Quality Improvement, Improvement Tools, Value Stream Mapping, Visitor Pass

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ONE-TIME VISITOR PASS FOR EXTERNAL ADMISSION

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

MEMBERS: MS. NUR AMALINA BINTE HAIRI, MS. THANALETCHUMI S & MS. SHEPHERDSON GWENDOLYN

Define Problem/Set Aim

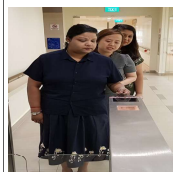
Problem Statement

The process of registering accompanying Next-Of-Kin (NOK) from external admission into Visitor Management System (VMS) was time consuming. Approximately 15 minutes was spend on registering each NOK.

Problems Faced

Patient care: Patient would wait on their trolley bed in JCH main lobby while their NOK registers. This compromised patient's safety and dignity.

Service experience: During the registration process, most ambulance crew were unwilling to wait for NOK to complete registration and insisted to send patient to ward without their NOK. However, most NOKs preferred to accompany patient to their bed. Thus, the registration and wait time was perceived to be longer.



Frustrated NOKs: Although verbal instructions was given on how to exit the visitor gantry, most NOKs faced difficulties as they could not recall the instructions given. As a result, they were always trapped at the exit gantry.

AIM

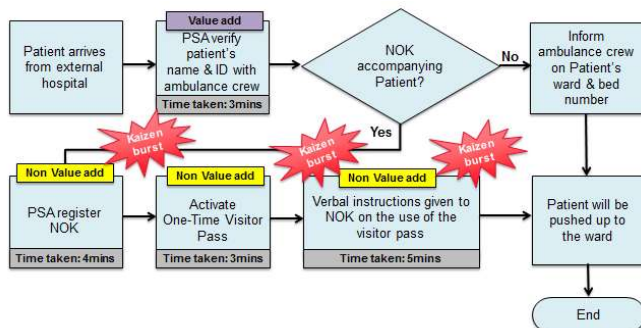
This project aimed to streamline the current process and reduce the registration time to 5 minutes or lesser

Establish Measures

A study was conducted between August to October 2017 with a sample size of 60 NOKs. During this period, the average registration time taken per NOK was 15 mins.

Analyse Problem

The current process was mapped out and value stream mapping was used to analyse and streamline the current process (AS- IS)



| Total Time Taken for NOK to be issued with Visitor Pass |
|---|
| 15 MINS |

After the AS- IS process was mapped out, three non-value added steps were identified

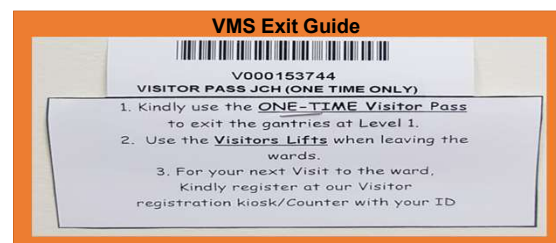
Select Changes

The identified non-value added steps were studied and the following changes were proposed

Reduce turnaround time: Instead of performing a full registration, a one-time visitor pass was activated D-1 and issued to accompanying NOK on the day of patients arrival

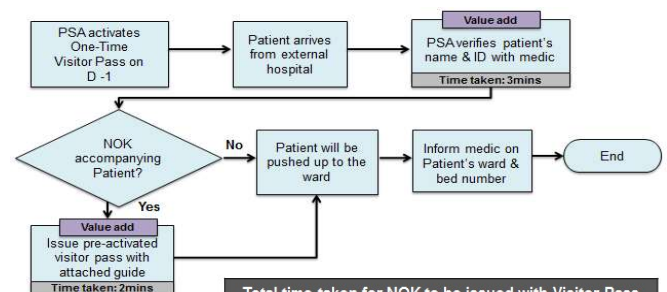
VMS registration: NOKs could choose to register at the kiosk or lobby counter during their next visit or after their visitation on the same day

VMS exit guide: As NOKs are in a rush and might not fully received the information given, a simple guide was created and stapled onto the one-time visitor pass. Visitor can refer to it upon leaving the ward.



Test & Implement Changes

Post implementation, value stream mapping tool was used to assess the new process (TO-BE)



| Total time taken for NOK to be issued with Visitor Pass | |
|---|--------|
| BEFORE | AFTER |
| 15 MINS | 5 MINS |

- A total of 12 minutes non-value added steps were removed while a 2 minutes value added step was added
- The processing time for each NOK reduced from 15 mins to 5 minutes
- It was also observed that none of the NOKs were trapped behind the gantry
- After exiting the ward, all NOKs proceeded to either the counter or kiosk for full VMS registration

Spread Change/ Learning Points

By streamlining the process, it enhances patient experience and reduces stress for the lobby staff