

Project Title

Reduction in Missed X-ray Orders for Repeat Visit Patients in Clinic B1A

Project Lead and Members

Project lead: Ms Bavani Deyvi Periasamy

Project members:

- Adj A/Prof Lee Keng Thiam
- Mr Surender Naini Reddy
- Mr Jeffrey Lai Siu Piew
- Chan Man Nok
- Ms Liu Tingting
- Mr Chong Chun Meng
- Ms Ng Guat Keow

Organisation(s) Involved

Tan Tock Seng Hospital

Healthcare Family Group(s) Involved in this Project

Medical, Allied Health, Ancillary Care

Applicable Specialty or Discipline

Orthopaedic Surgery, Radiography Service, Ward Management

Project Period

Start date: 01 May 2019

Completed date: 31 March 2022

Aims

To reduce the percentage of missed X-ray orders in CCOE for Orthopaedic Repeat Visit Patients from 13% to 0% in 6 months in Clinic B1A.

Project Attachment

See poster attached/below

Background

See poster attached/below

Methods

See poster attached/below

Results

See poster attached/below

Lessons Learnt

See poster attached/below

Conclusion

See poster attached/below

Additional Information

Accorded the NHG Quality Day 2022 (Category C: Developing a Flexible & Sustainable Workforce) Best Award

Project Category

Care & Process Redesign

Productivity, Time Saving

Keywords

X-Ray Order, Computerised Clinical Order Entries

Name and Email of Project Contact Person(s)

Name: Ms Bavani Deyvi Periasamy

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Ms Bavani Deyvi Periasamy Clinic B1A

Mission Statement

To reduce the percentage of missed X-ray orders in CCOE for Orthopaedic Repeat Visit Patients from 13% to 0% in 6 months in Clinic B1A

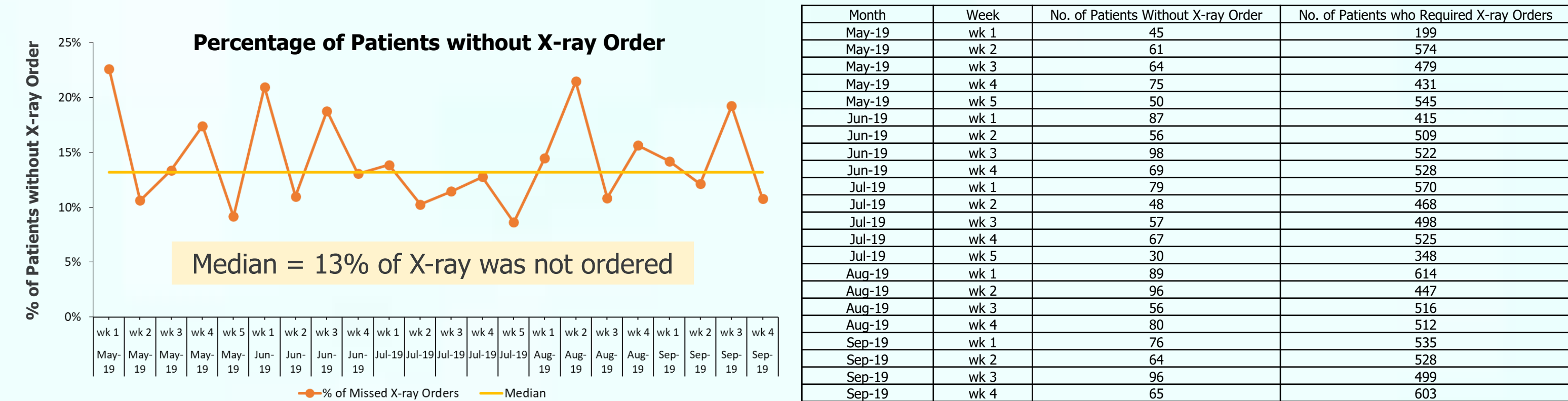
Team Members

Table listing team members with columns for Name, Designation, and Department. Includes Ms Bavani Deyvi Periasamy as Team Leader and various clinical staff.

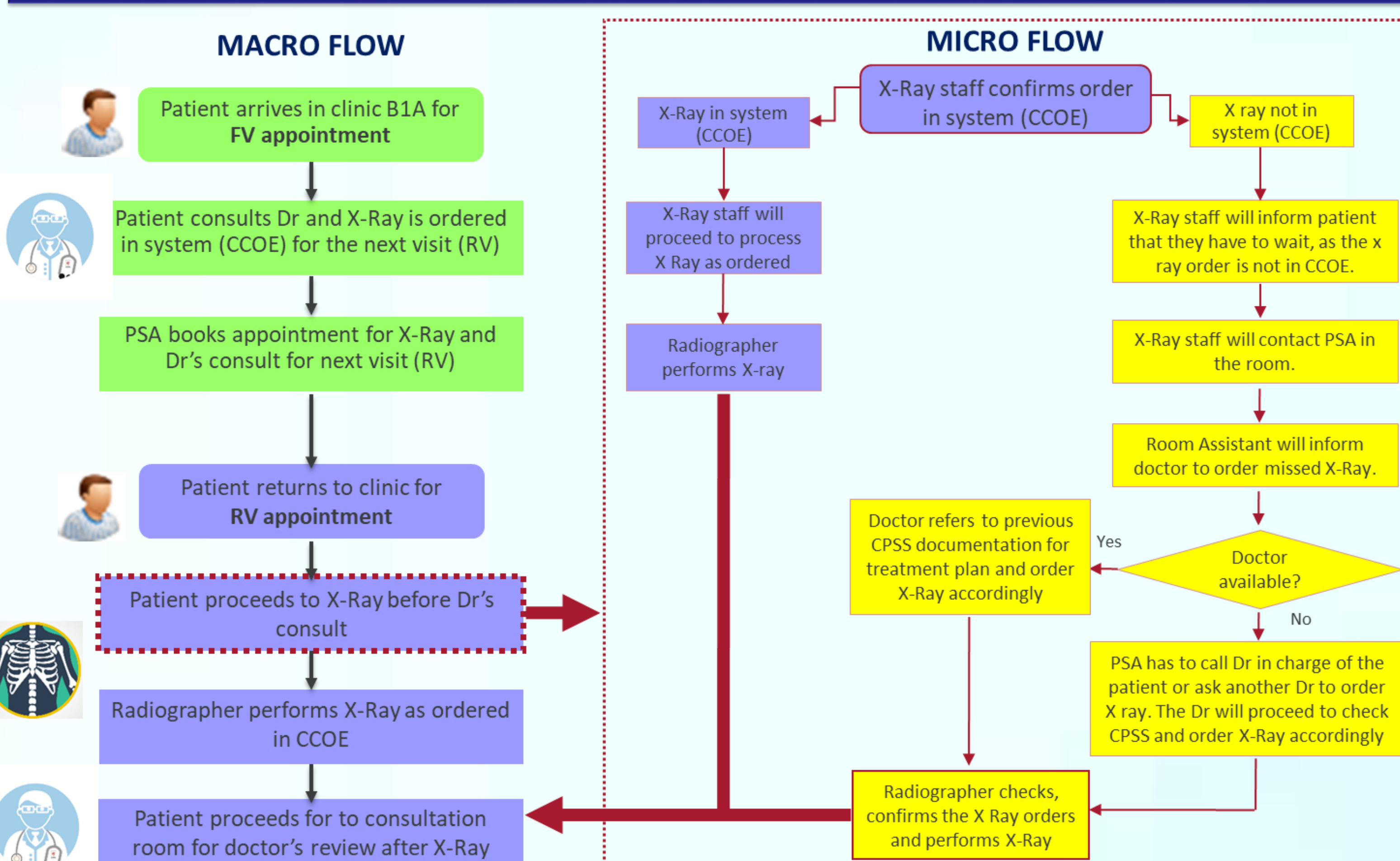
Evidence for a Problem Worth Solving

During a patient's First Visit appointment in the clinic, doctors may need to order an X-ray for the subsequent visits to determine treatment plan for the patients. In a duration of 6 months, the team found a total number of 1,796 Repeat Visit patients' X-rays were not ordered by doctors during their previous visits in the clinic.

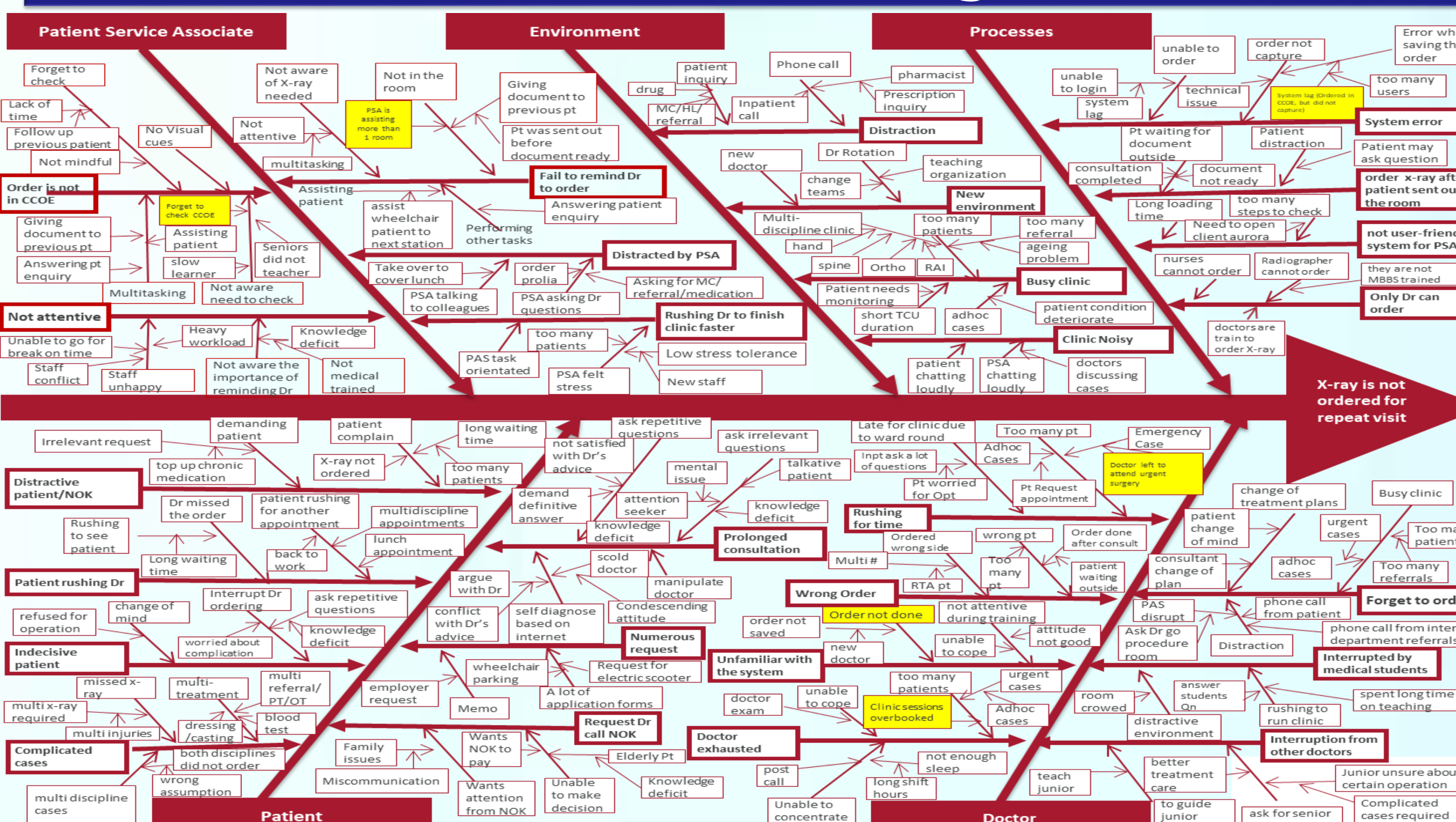
When these orders are not ordered in the Aurora, patient's consultation is delayed due to the missed X-ray orders and resulted in a delay in diagnosing and rendering treatment in a timely manner for the patients.



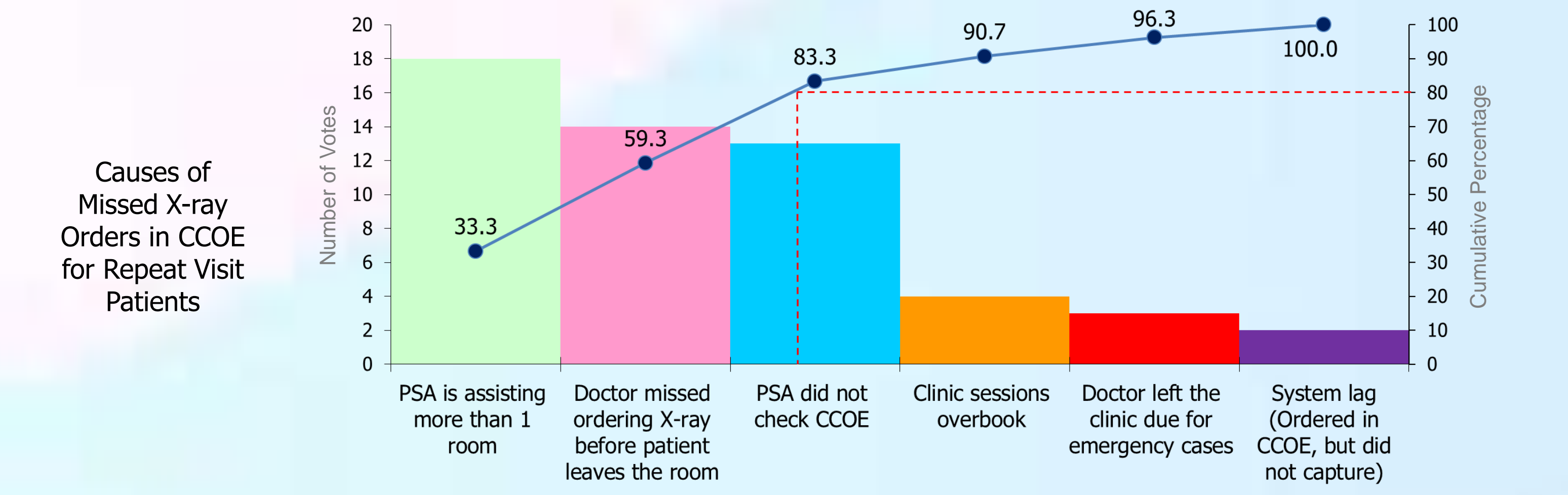
Flow Chart of Process



Cause and Effect Diagram



Pareto Chart

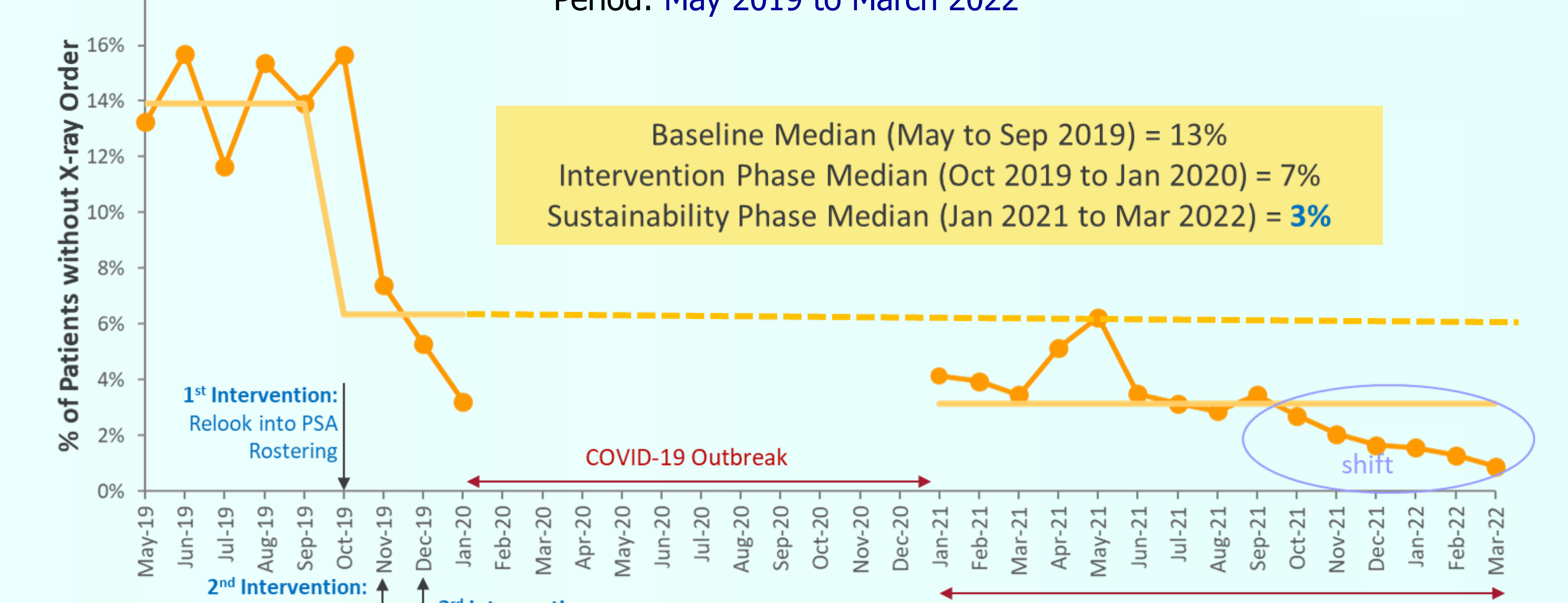


Implementation

Implementation table with columns: Root Cause, Intervention, and Implementation Date. Lists three causes and their corresponding interventions and dates.

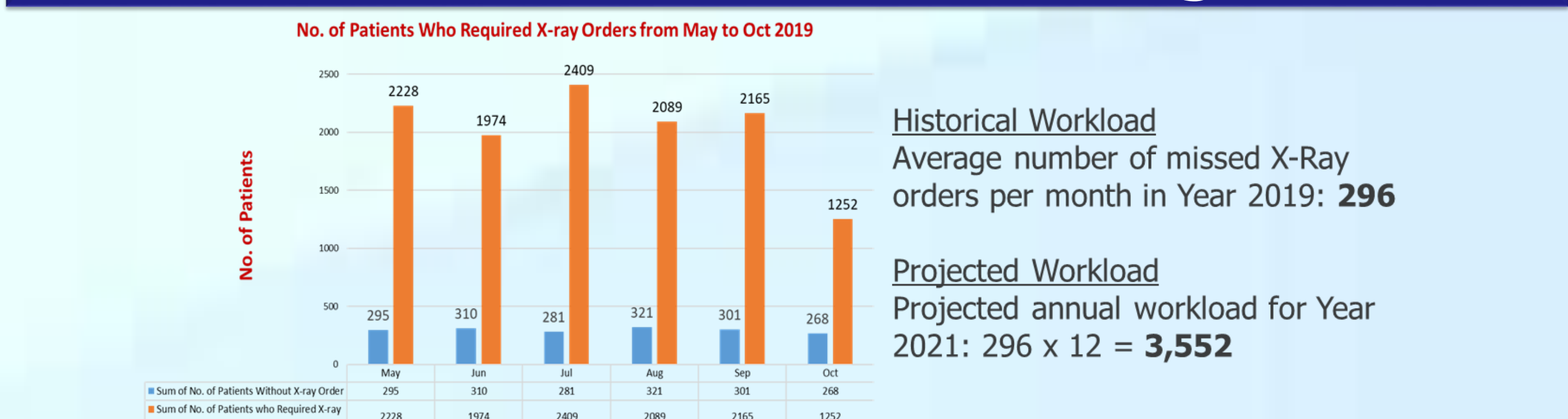
Results

Percentage of Patients without X-ray Order (Monthly Runchart)



Summary table of X-ray order statistics showing the number of patients without X-ray orders and required X-ray orders from May 2019 to March 2022.

Cost Avoidance & Cost Savings



Upon Implementation of Nurses Re-ordering of Missing X-Rays:

Table detailing manpower FTE and costs saved. Radiographer costs avoided: \$6,000. Doctor costs saved: \$18,000.

Lessons Learnt

- 1. Get the Buy-In and work with multi-team stakeholders
2. Multi-team effort
3. Practice No Blame Culture
4. Be a Motivator to keep the project alive and going
5. Avoid Finger Pointing

Strategies to Sustain

- 1. Ensure roster is well planned at all times
2. Train nurses and lead PSAs to monitor missed X-Rays
3. Flag out if any team members refused to cooperate (Nurse and Lead PSAs to be my eyes and ears)