

Project Title

Reducing Paper Usage At The Inpatient Ward Counters In Jurong Community Hospital
(JCH)

Project Lead and Members

Project lead: Calvin Lim

Project members: Noraisah Bte Atmari, Azizah Bte Ali Ahmad

Organisation(s) Involved

Jurong Community Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Patient Service Associates

Project Period

Start date: Feb-2018

Completed date: Mar-2018

Aims

To reduce the amount of paper used at the inpatient counter wards

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

By using appropriate technology aids, paper wastage can be reduced while providing PSAs with the ease of documentation. Documenting through excel files also allows standardisation as the fields can be validated with rules, giving greater transparency.

Conclusion

See poster appended / below

Project Category

Care & Process Redesign, Quality Improvement, Workflow Redesign, Job Effectiveness, Value Based Care, Productivity, Time Saving, Operational Management, Inventory Management, Technology

Keywords

Reduce Paper Usage, Inpatient Ward Counters, Document Management System, Green Initiative, Document Archival, Audit Trail

Name and Email of Project Contact Person(s)

Name: Calvin Lim

Email: calvin_lim@nuhs.edu.sg

REDUCING PAPER USAGE AT THE INPATIENT WARD COUNTERS IN JURONG COMMUNITY HOSPITAL (JCH)

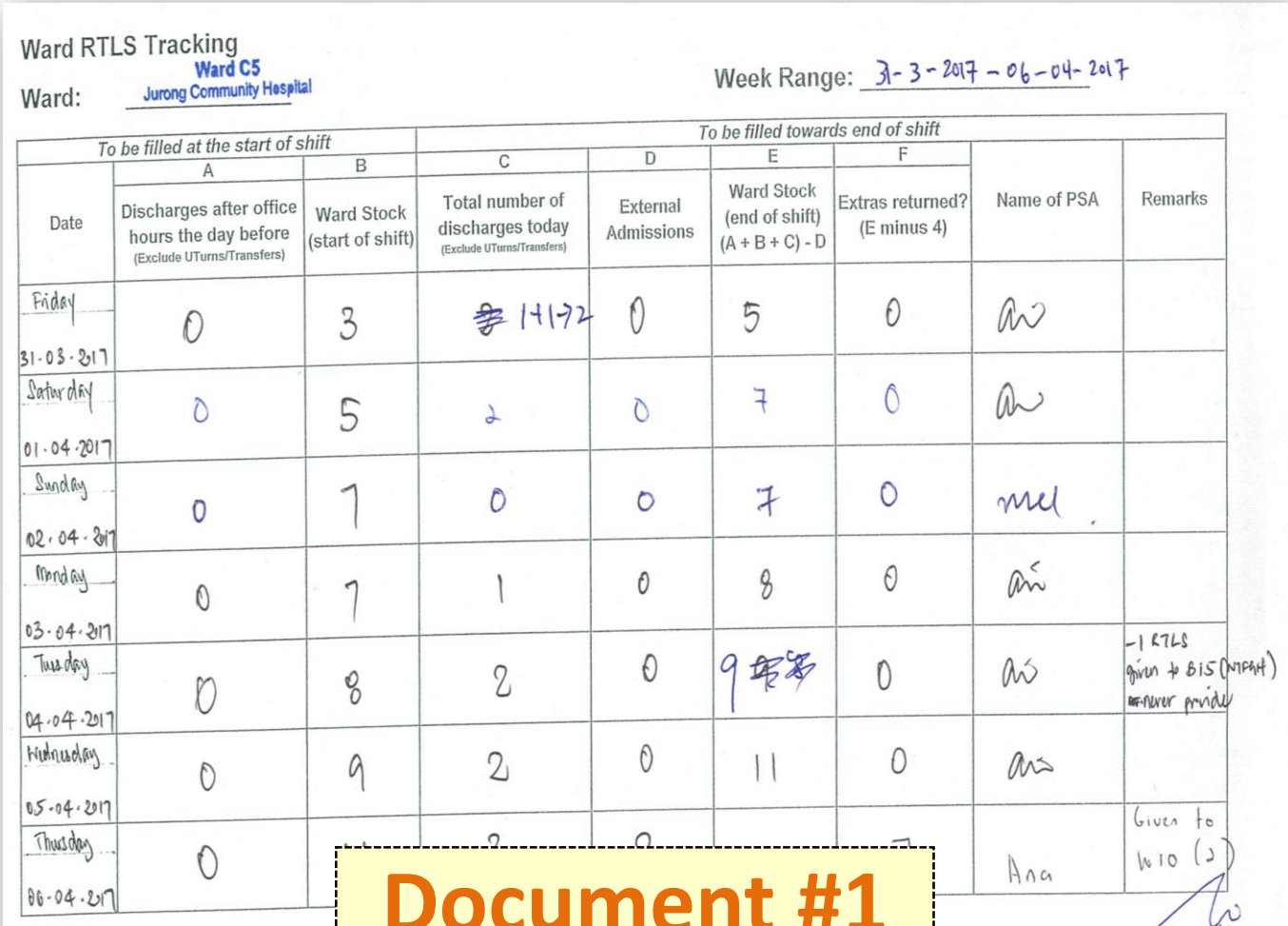
CALVIN LIM, NORAISAH BTE ATMARI, AZIZAH BTE ALI AHMAD

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

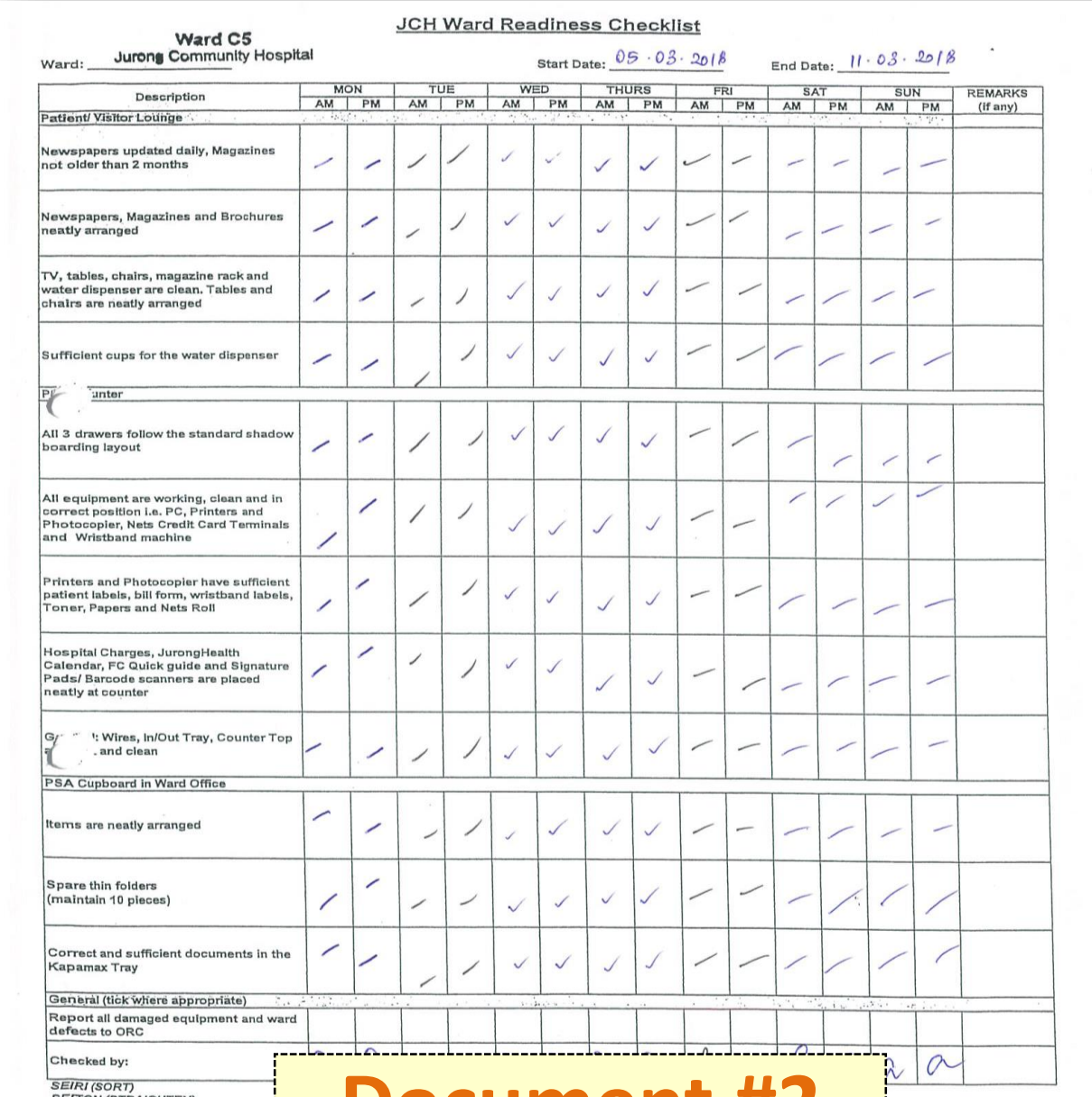
Define Problem, Set Aim

Background

On a daily basis, JCH ward Patient Service Associates (PSAs) manually document information on two hardcopy forms as shown below:



Document #1
Real Time Location System (RTLS) Tag Tracking Sheet – to account for daily tags & stock levels

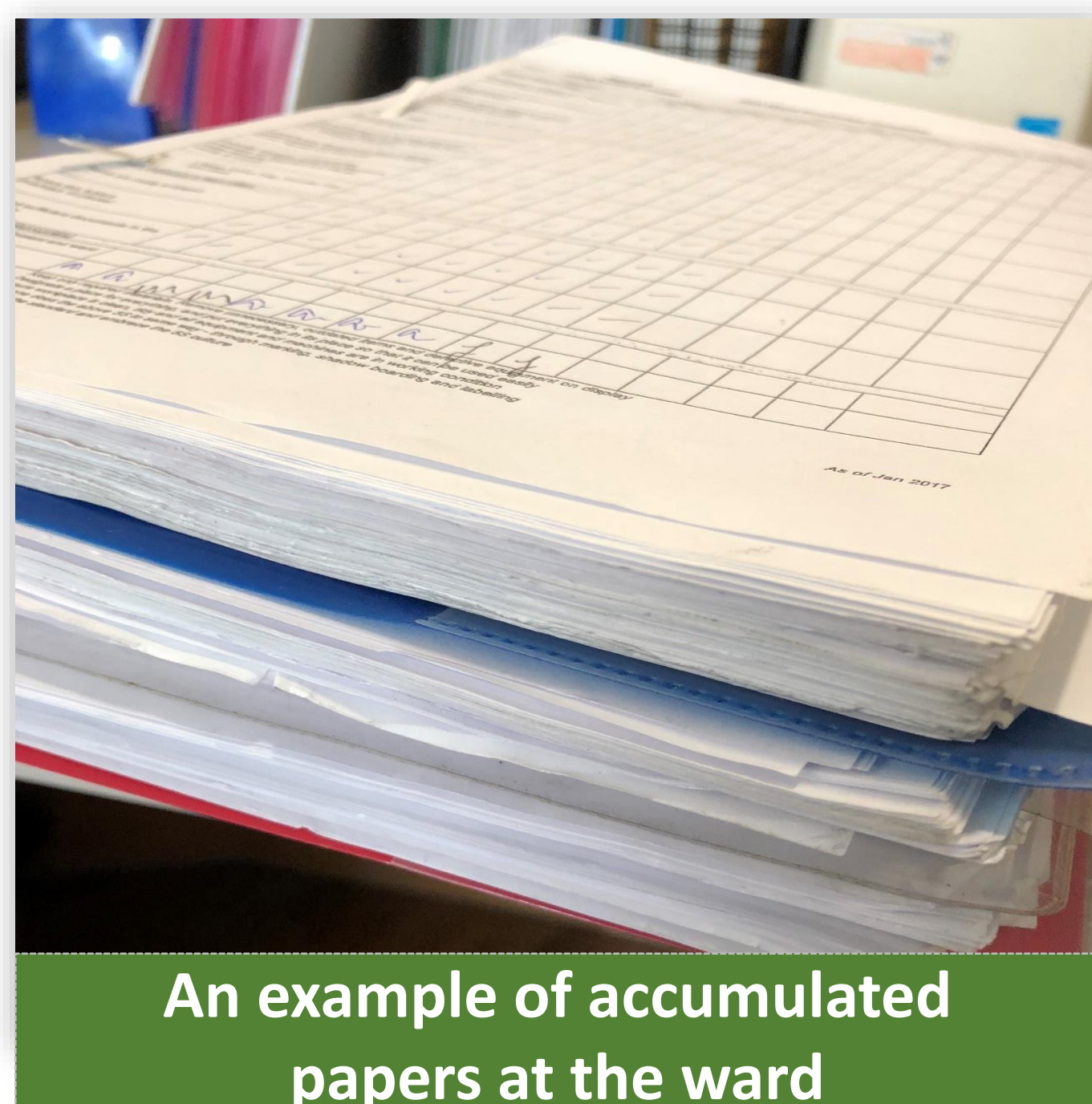


Document #2
5S Checklist – used daily to ensure ward readiness

Opportunity for Improvement

In the year 2017, a total of **768 pieces (or at least 65 pieces per month)** of paper was used by the 8 wards.

These paper was stored at the wards and archived for investigation purposes or for reference. However, this led to an accumulation of paper in the ward.

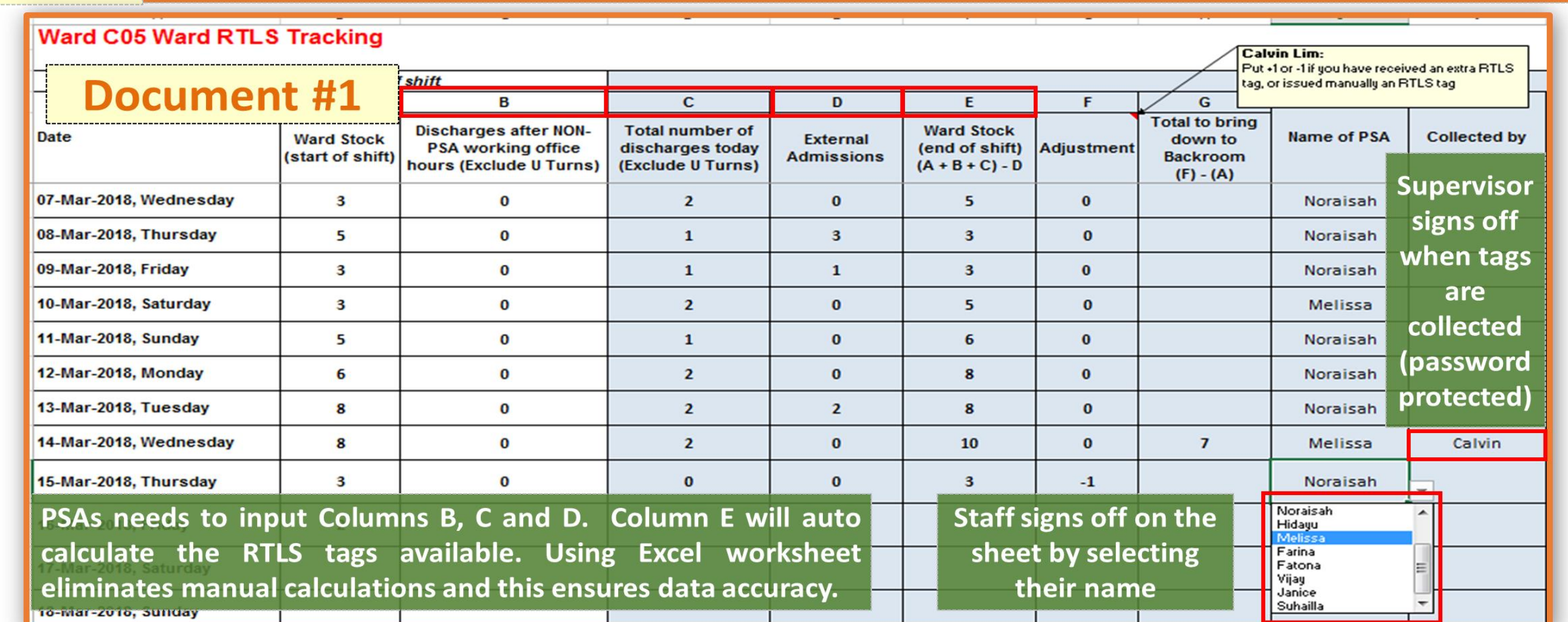


Select Changes

DMS is a web based application which allows staff to upload, edit and share document in a single repository. Excel files, which are named for each ward, contains two document shown below. These files are then stored in a single location in DMS. There are advantages to using DMS:

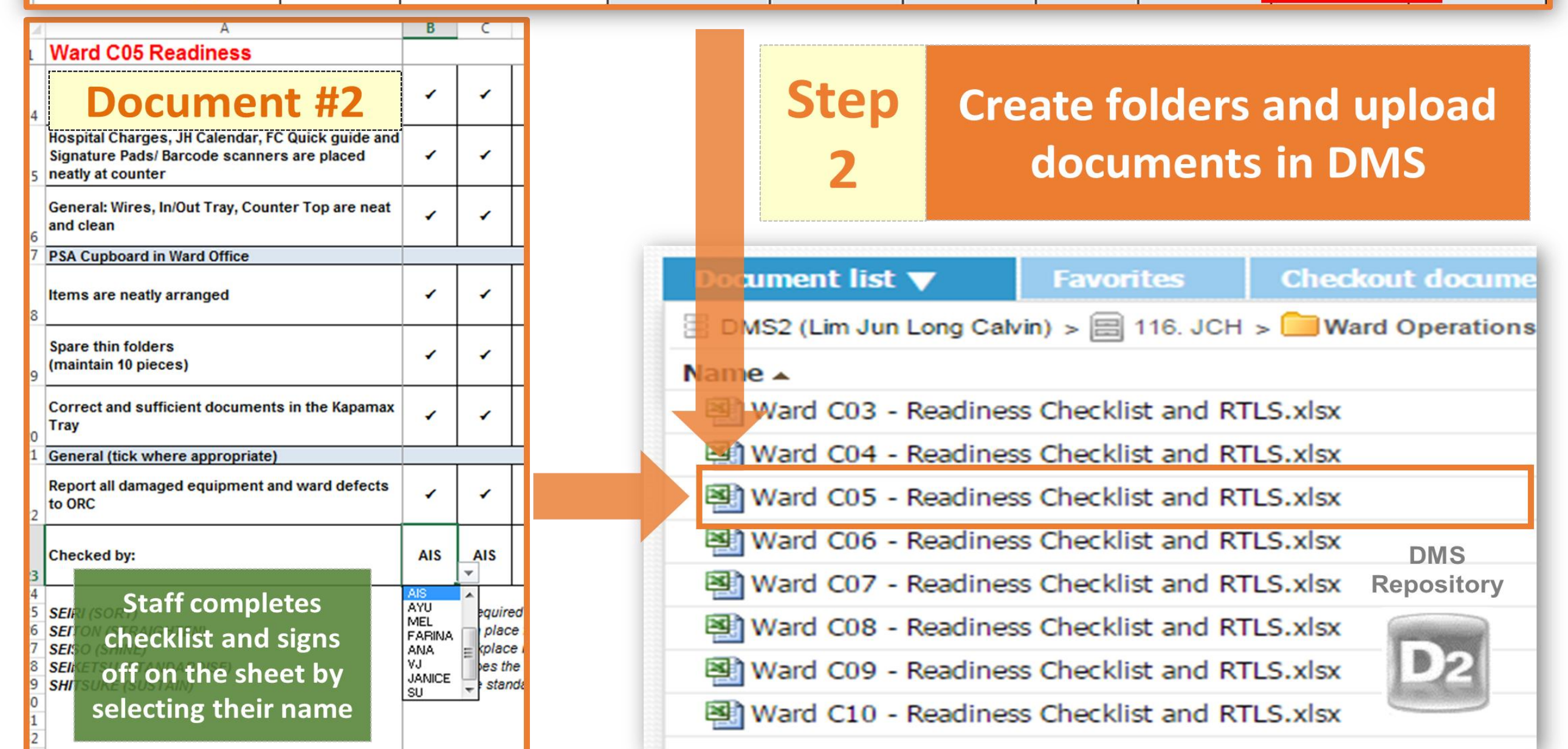
- 1) Eliminates need for hardcopy recording
- 2) A convenient tool as compared to sending data over emails
- 3) DMS is already available in organisation and it is easy to use

Step 1 In February 2018 – The team designs and creates digital forms containing validations and formulas using Microsoft Excel



Staff signs off on the sheet by selecting their name

Step 2 Create folders and upload documents in DMS

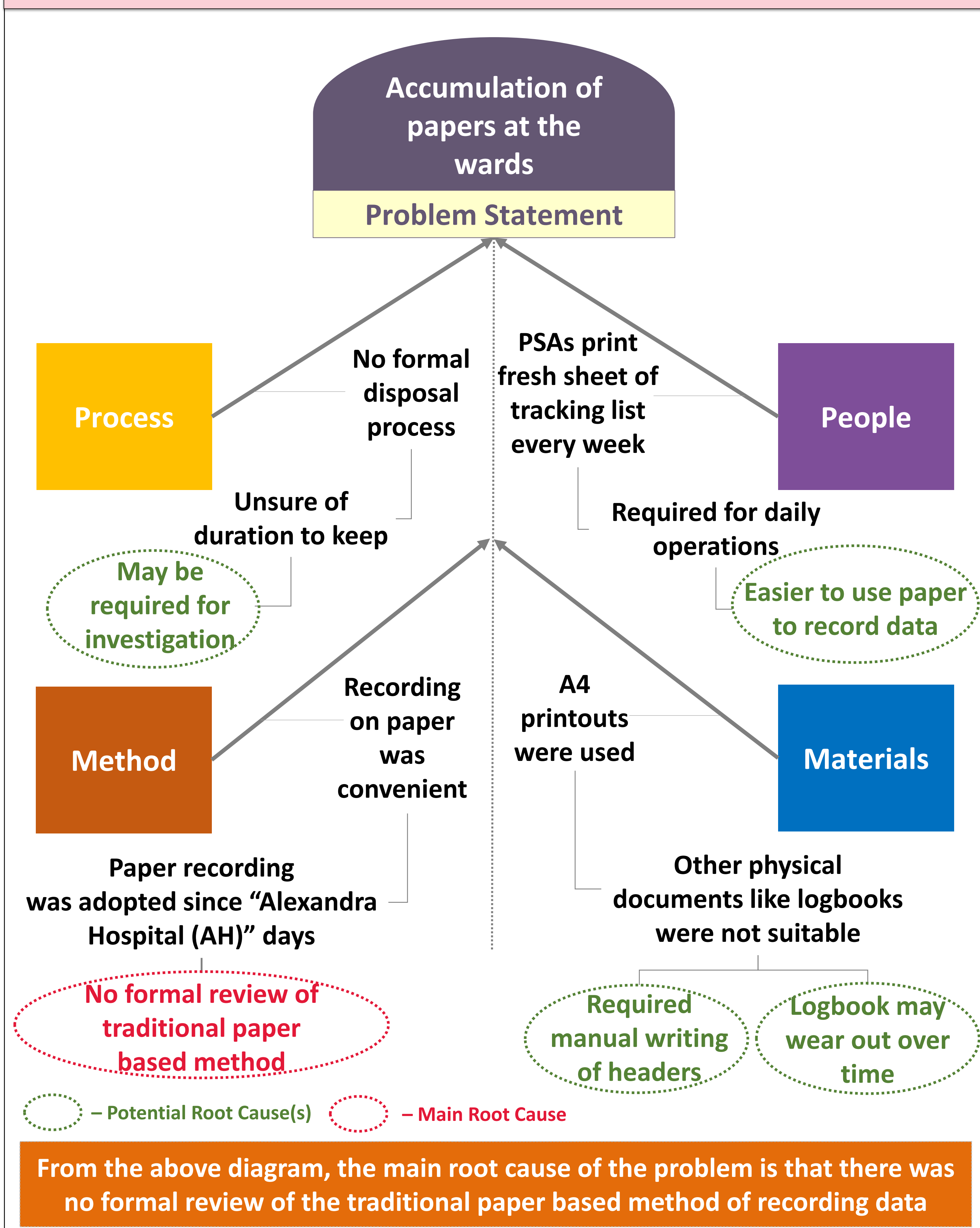


Staff completes checklist and signs off on the sheet by selecting their name

Step 3 Obtain access rights for PSAs to log into DMS and conduct system training with PSAs

Step 4 In March 2018 – PSAs can access and checkout the files from any of the ward location

Analyse Problem



Test & Implement Changes

- 1) **Increased productivity:** PSAs can conveniently update and retrieve those document in DMS from any ward PC. This is especially useful when they cross-cover different wards.
- 2) **Increased quality:** Data is standardised and validated in Excel spreadsheets, translating to greater accuracy over manual recording. Also, DMS allows proper document archival and audit trail. (see image below)
- 3) **Value for the organisation and environment:** Eliminates the use of about 832 papers used per year[^], and is an excellent green initiative.

Version	Revisions	Relations	Workflows	Audit	Modified By
1.5					Wong Ying Ming
1.6					Wong Ying Ming
1.7					Wong Ying Ming
1.8					Wong Ying Ming
1.9					Noraisah Binte Atmari
1.10					Noraisah Binte Atmari
1.11, CURRENT					Noraisah Binte Atmari

[^]Savings: 832 papers used per year = 2 tracking copies per ward X 8 operational wards X 52 weeks

Learning Points

- 1) **Appropriate use of technology aids** to reduce paper wastage and provides PSAs with the ease of documentation
- 2) **Allows standardisation** as excel fields can be validated with rules, which gives greater transparency