

Project Title

Thin folder project

Project Lead and Members

Project lead: Nurimah Ismail

Project members: Rosnah Binte Dahlan, Czarina Gaok Ebarita, Meng Zhiyan,

Vasumathi Naranavananasamy, Maricel Evangelista Masangcay, Flores Mary Jane

Suva, Muhammad Fadhil Bin Suhailis, Angel Chia

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Nursing

Aims

To create new workflow/innovate new processes to prevent loss of patient's thin folder.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

- Awareness of their role was created and effectiveness was timely reviewed with the information gathered.

- Project was continuously reviewed and feedback from stakeholders was gathered to improve implementation results for further changes.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Quality Improvement, Job Effectiveness

Keywords

Thin Folder, Colour Coding, Visual Management

Name and Email of Project Contact Person(s)

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THIN FOLDER PROJECT

MEMBERS: ISMAIL, N, DAHLAN, R., MENG, Z., NARANAVANANASAMY, V., MASANGCAY, M.E., FLORES, M.J.S., EBARITA, C.G., SUHAILIS, M.F., CHIA, C.B.

- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST
- TEAMWORK
- COMMUNICATION

Define Problem, Set Aim

Opportunity for Improvement

On 12th July 2019, team members from various areas came together to discuss regarding the issue of personal data breach incidences arising from patients' missing thin folders. A decision was made to determine the project title and aim. Based on the four criteria which include cost, safety, usage of resources and sustainability, the team embarked on Project Thin Folder.

ADN Jolyn shared personal data breach incidences such as patient discharged to JCH from NTFGH with different patients' thin folder, missing thin folders etc.

Aim

To create new workflow/innovate new processes to prevent loss of patient's thin folder.

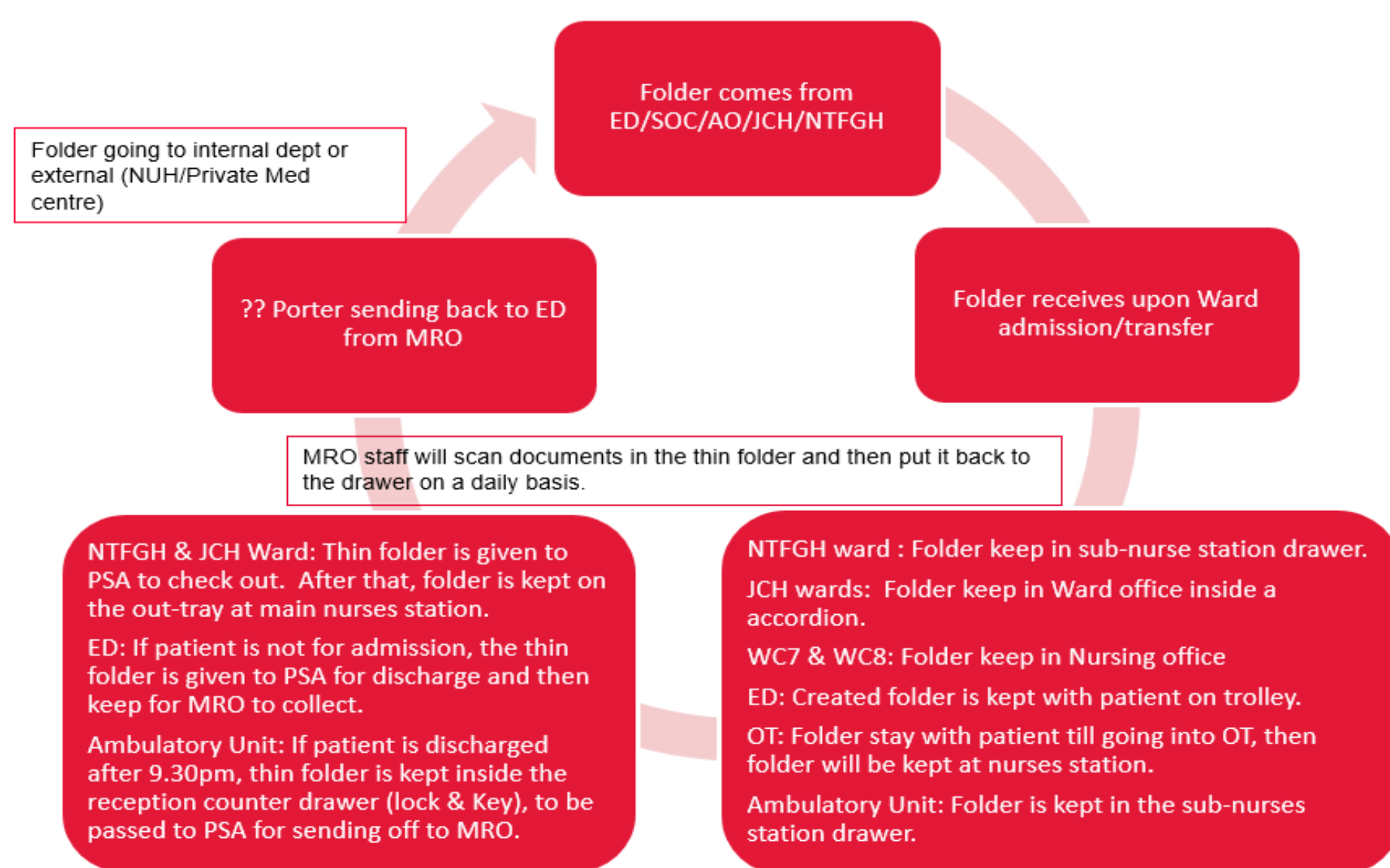
Establish Measures

Outcome Measure

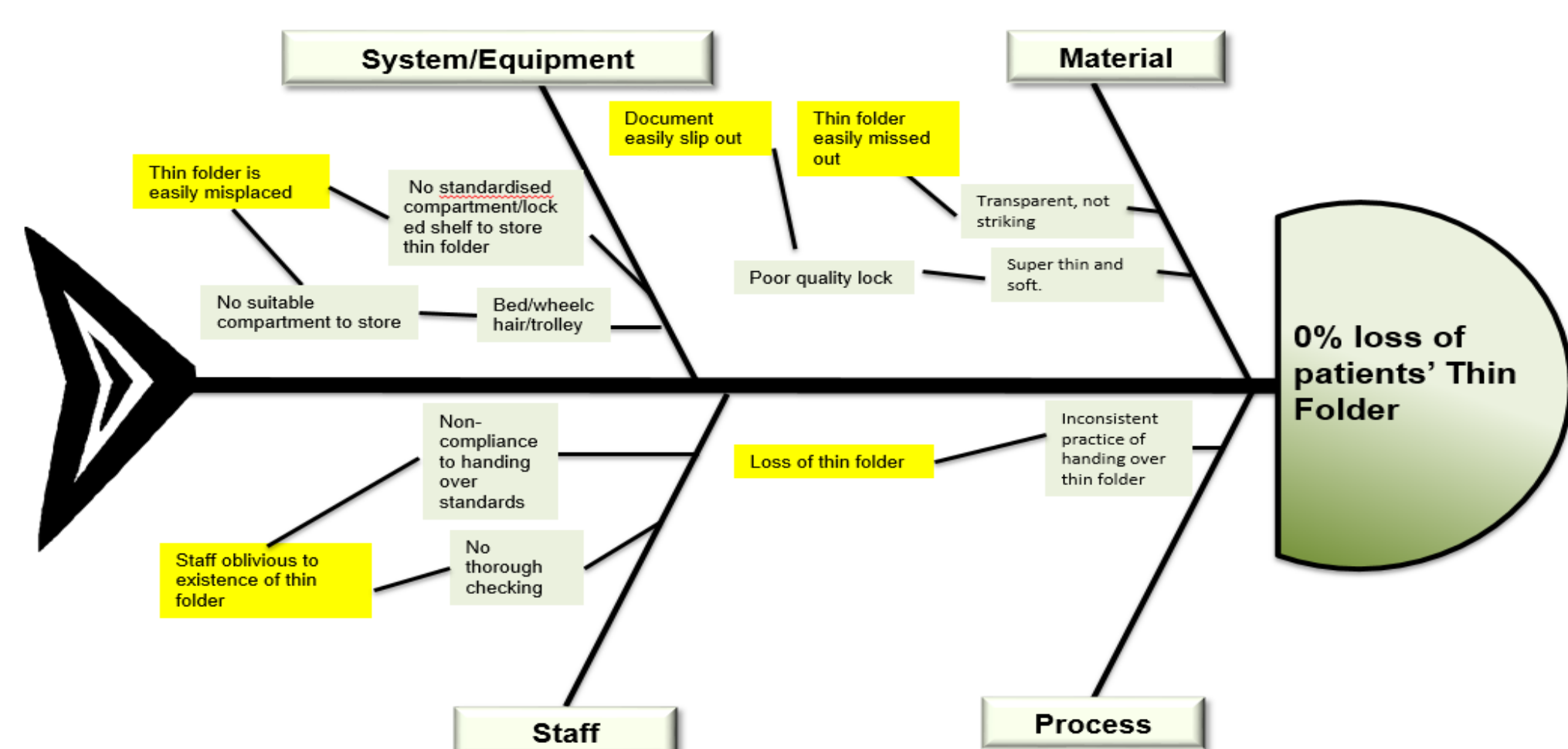
Outcome measure: 0 loss of thin folder

Analyse Problem

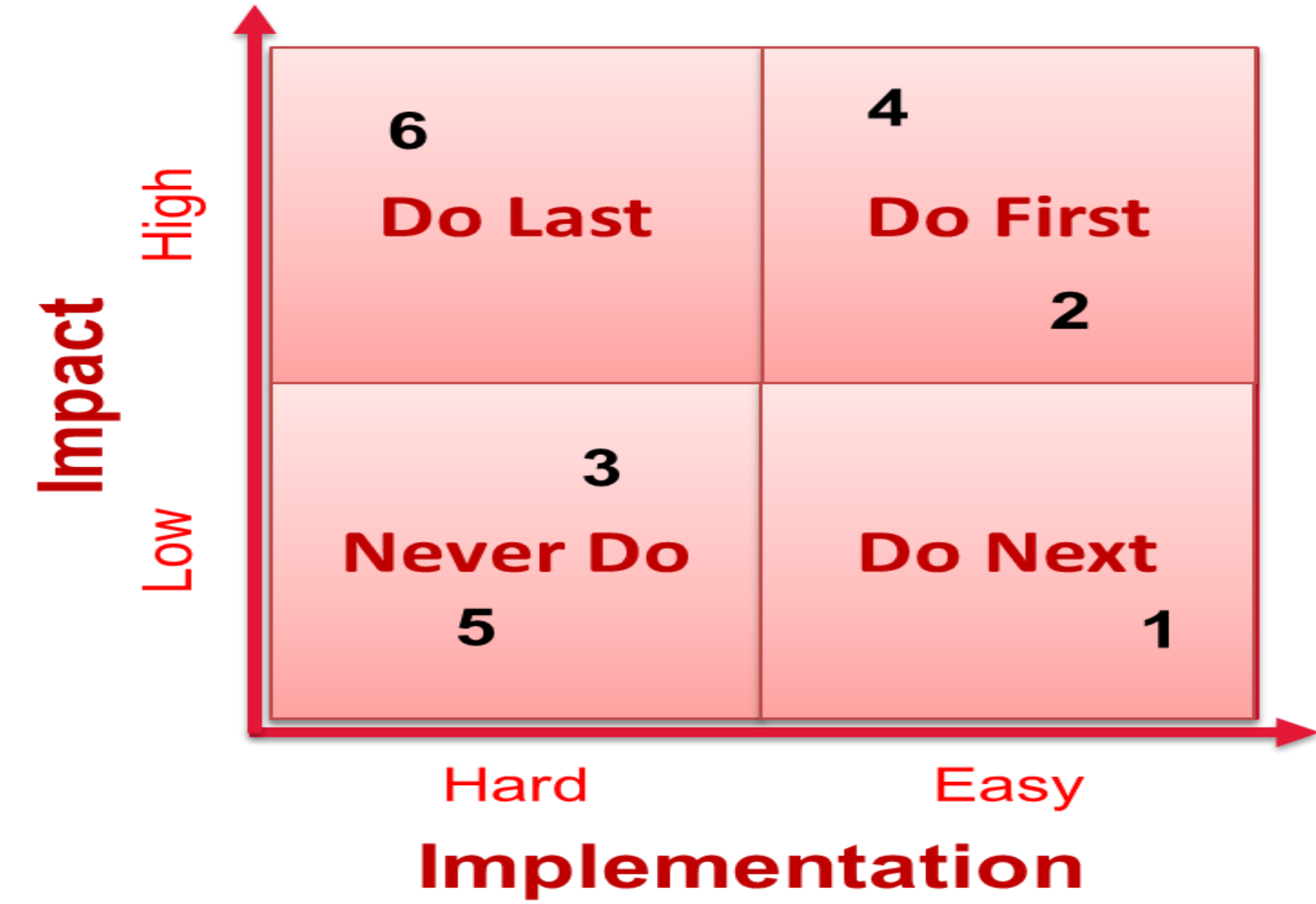
Process Map Before intervention



Probable Root Cause



Select Changes



Test & Implement Changes

How do we pilot the changes? What are the initial results?

Solution	Implementation Details	Implementation Timeline	Who
Color-coded Thin Folder for the 3 nurses' station		23 Dec 2019 to date	Team members
Drawers of the 3 nurses' station will be pasted with laminated color-coded pictures of Thin Folder		23 Dec 2019 to date	Team members
Placing a bag (similar to the one used by Linen Dept for torn linen) to trolley		23 Dec 2019 to date	Team members
Road show to disseminate project Initiatives	- Road show at implemented wards in NTFGH and JCH	October 2019 to Dec 2019	Team Members

Phase	Plan Completion Date	Actual Completion Date
Define Problem, Set Aims	12 th July 2019	12 th July 2019
Form Team	12 th July 2019	12 th July 2019
Establish Measures	12 th July 2019	12 th July 2019
Analyse Problem	12 th July 2019	12 th July 2019
Select Changes	19 th July 2019	26 th July 2019
Test Changes	7 th October 2019	13 th October 2019
Implement Changes	24 th December 2019	To date
Spread Changes	24 th December 2019	To date

Spread Changes, Learning Points

- The team discussed and gathered feedbacks with various stakeholders that were involved in the implementation.
- Awareness of their role was created and effectiveness was timely reviewed with the information gathered.
- Project was continuously reviewed and feedback from stakeholders was gathered to improve implementation results for further changes.
- The workflow enabled the team members establish the effectiveness of the coloured thin folders, thus preventing loss of thin folders.