

Project Title

Optimization of Tower B Inpatient Gym Utilization

Project Lead and Members

Project lead: Chan Sze Ying

Project members: Wong Hui Min, Cheng Janine, Liaw Tristan, Tan Josephine, Yong Hui Ting,
Lim Kian Chong

Organisation(s) Involved

Ng Teng Fong General Hospital

Aims

To increase the utilization rate of the inpatient gym, with the intention for more patients to receive therapy in a conducive and well-equipped environment over a 1-year period.

Background

See poster attached/ below

Methods

See poster attached/ below

Results

See poster attached/ below

Lessons Learnt

Teamwork and proper delegation of work is crucial to improve patient care and we should constantly review our work processes.

Conclusion

See poster attached/ below

Project Category

Care & Process Redesign

Keywords

Care & Process Redesign, Quality Improvement, Pareto Chart, Utilisation, Inpatient Care, Rehabilitation Care, Allied Health, Ng Teng Fong General Hospital, Inpatient Rehabilitation Gym

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OPTIMIZATION OF TOWER B INPATIENT GYM UTILIZATION

MEMBERS: CHAN SY, WONG HM, CHENG JANINE, LIAW TRISTAN, TAN JOSEPHINE, YONG HT, LIM KC

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

Define Problem/Set Aim

Opportunity for Improvement

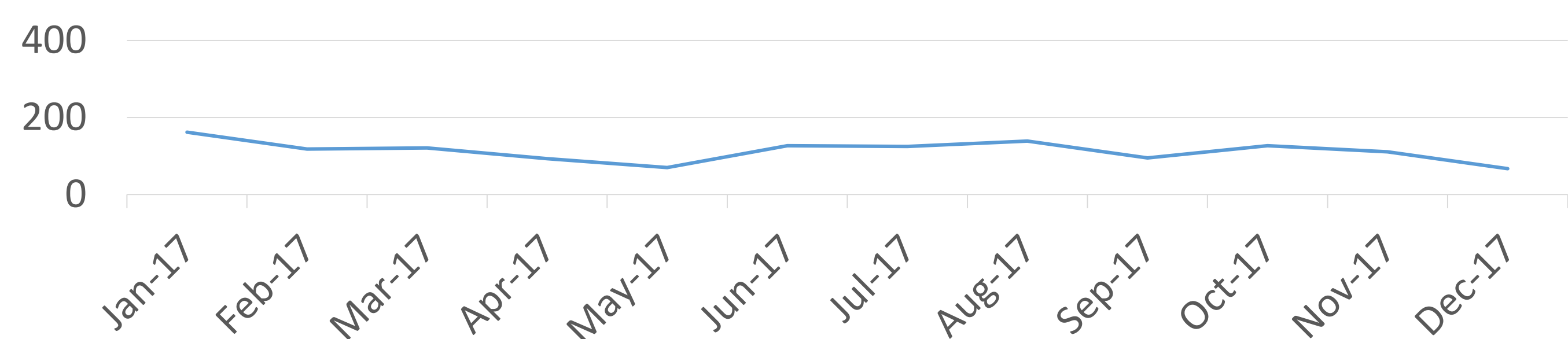
The Tower B Inpatient Rehabilitation gym is used by the Rehabilitation Department to cater to the rehabilitation needs of the patients. The rehabilitation gym provides a conducive environment for patients to participate in therapy as compared to the wards. However, the utilization of Tower B gym is low.

Aim

The aim of this quality improvement project is to increase the utilization rate of the inpatient gym, with the intention for more patients to receive therapy in a conducive and well equipped environment over a 1-year period.

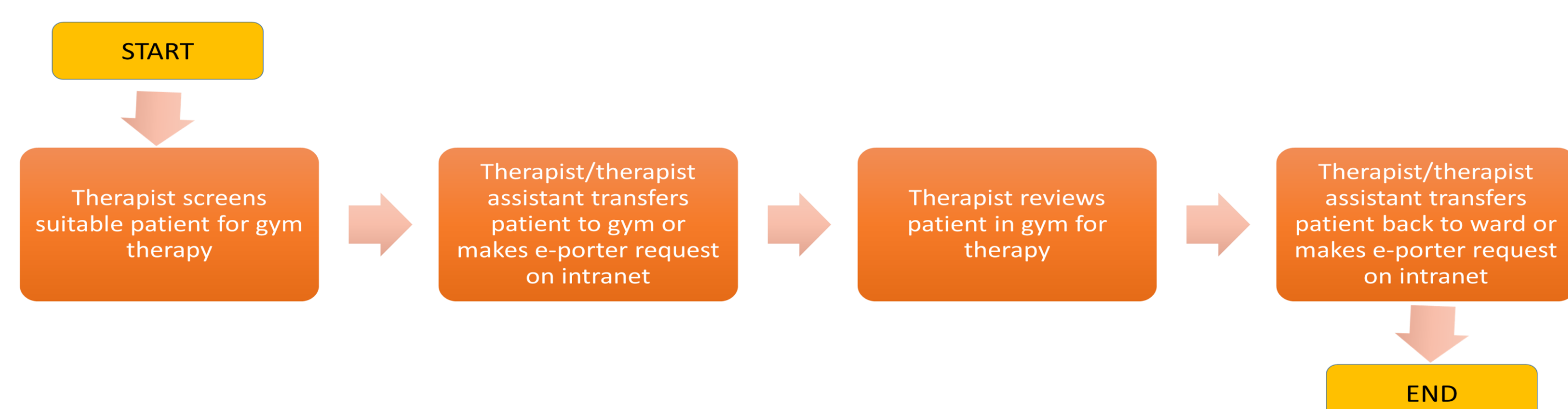
Establish Measure

Monthly Inpatient Rehabilitation Gym Utilization

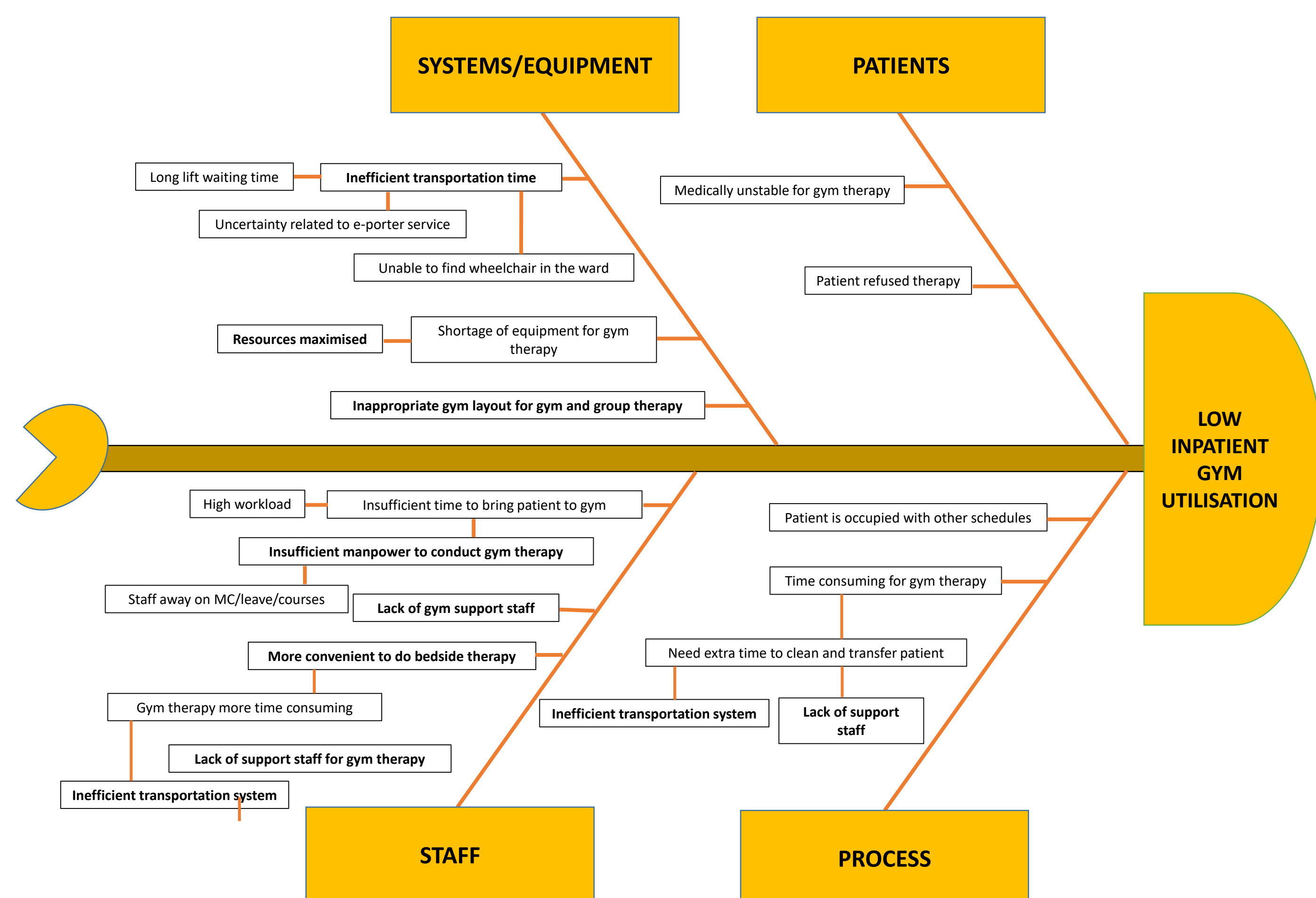


Analyse Problem

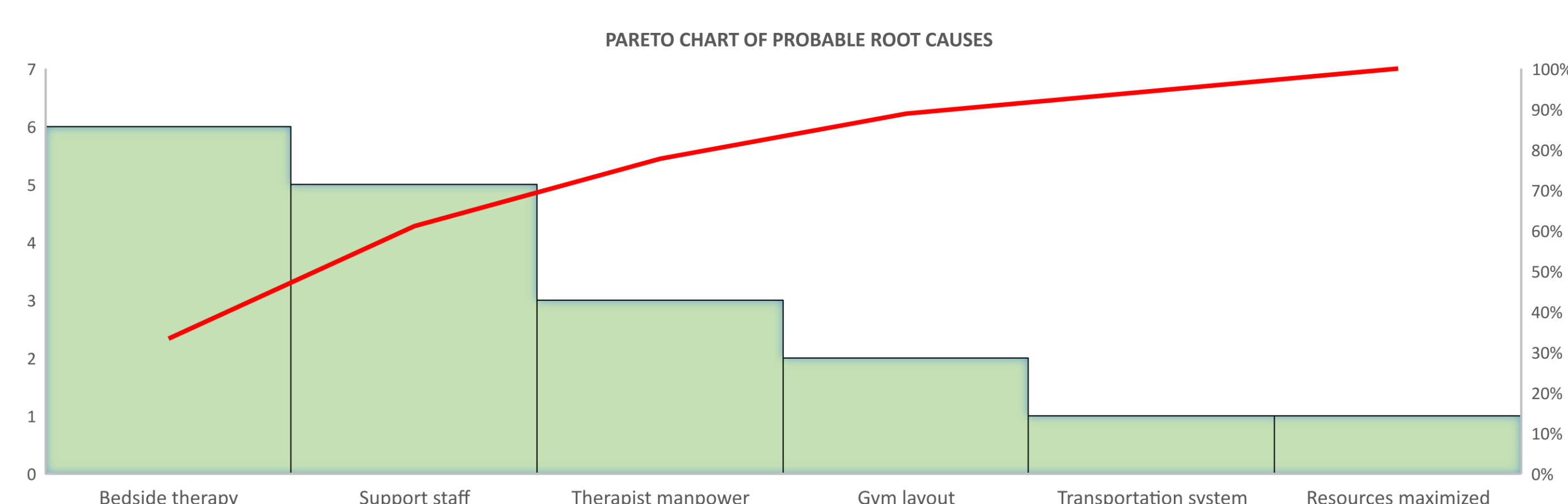
Process of Gym Therapy



The Probable Root Causes



Pareto Chart of Probable Root Causes



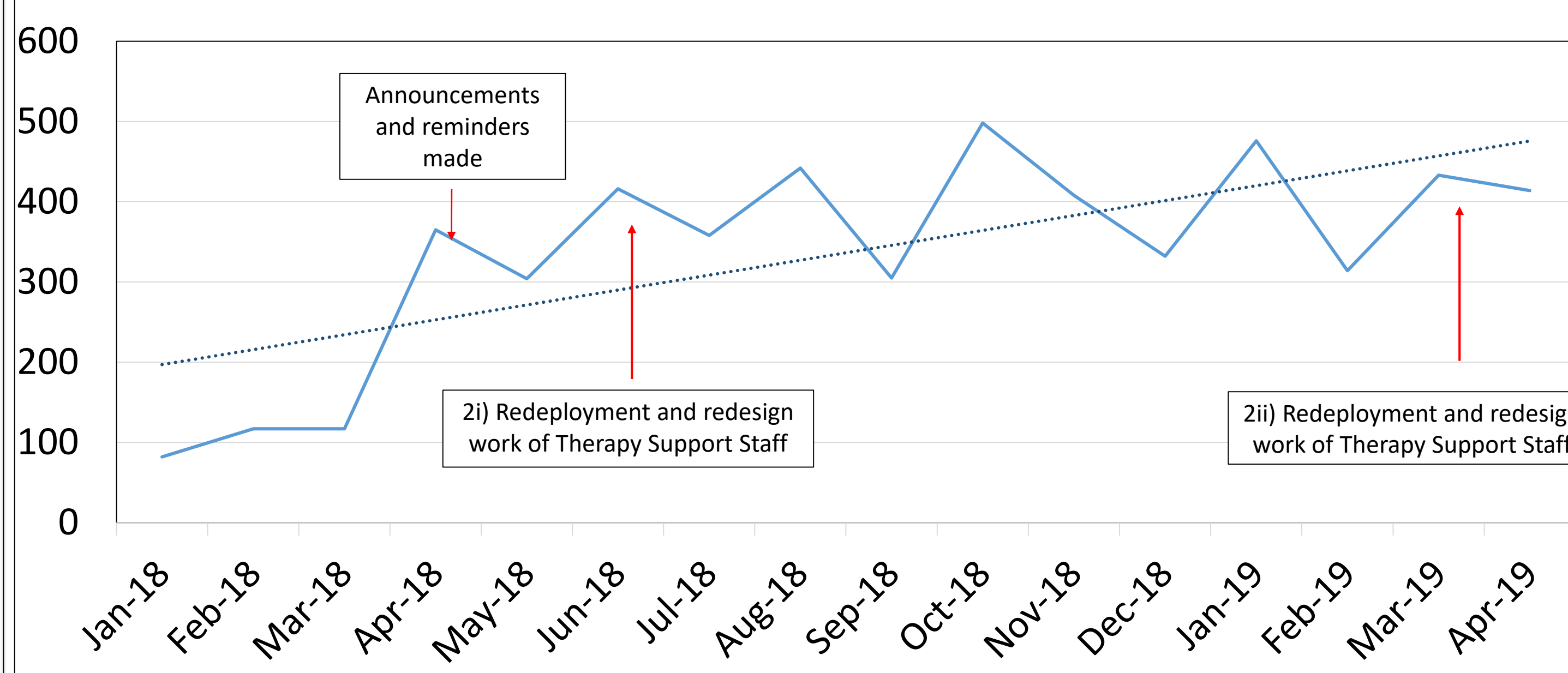
Select Changes

Root cause	Potential solutions
Conducting therapy in the ward is more convenient	1. Senior Therapists to reinforce utilization and benefits of therapy in gym to encourage therapists to bring patients in. ★
Lack of gym support staff	1. Redeployment and redesigning work allocation of therapy support staff ★
Insufficient therapy manpower to operate gym	1. Redesign work allocation of therapist
Inappropriate gym layout	1. Rearrangement of gym resources
Inefficient transportation system	1. Collaboration with porter department 2. Use of therapy support staff to help transfer patient
Resources maximized	1. Redesign of work processes

Test & Implement Changes

Cycle	Plan	Do	Study	Act
1)	Senior Therapists to reinforce utilization and benefits of therapy in gym to encourage therapists to bring patients in.	Announcements and reminders were made by senior during morning roll calls.	See run charts below	Gym utilization increased, however, it is sometimes affected by workload and manpower. Team leader to continue to monitor gym utilization.
2i)	Redeployment and redesigning work allocation of therapy support staff	Therapy support staff to assist in transferring of patients and conducting of therapy under the supervision and instructions of therapist.	See run chart below	Gym utilization increased, however, it is sometimes affected by workload and manpower. Team leader to continue to monitor gym utilization.
2ii)	Redeployment and redesigning work allocation of therapy support staff	Therapy Associate redeployed to be stationed at gym. They are able see selected cases and also ensure smooth running of the gym	See run chart below	Therapist feedback: better gym workflow, and therapy associate able to share therapist's workload. Team leader to continue to monitor gym utilization.

Gym Utilisation During QI project



Spread Change/Learning Points

All changes were shared with the team by seniors during roll call. Therapists were encouraged to utilize the gym fully to provide a better therapy environment and quality of treatment. Weekly gym stats were sent to all team leaders to monitor the utilisation of each team.

Key learnings point

Teamwork and proper delegation of work is crucial to improve patient care. We should constantly review our work processes.