

## **Project Title**

Redesigning of nurses' roles to mitigate on shortage of manpower

## **Project Lead and Members**

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## **Organisation(s) Involved**

Singapore National Eye Centre

## **Aims**

Redesigning nurses' role to streamline process of the clinic in order to curb the shortage of manpower, yet fulfilling all requirements for dilation.

## **Background**

See poster appended / below

## **Methods**

See poster appended / below

## **Results**

See poster appended / below

## **Conclusion**

See poster appended / below

## **Additional Information**

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project  
(Human Resource Category)

**Project Category**

Workforce Transformation

**Keywords**

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# Redesigning of nurses roles to mitigate on shortage of manpower

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## INTRODUCTION

Eye dilation is commonly performed at SNEC Retina Centre so that the doctor can have a good view on the retina(back of the eye).

A nurse will be assigned at a designated station outside the consultation rooms to perform eye dilation.

## PROJECT BACKGROUND

SNEC Retina Centre @DMC see about 250 patients daily. Each clinic session lasts for about 4 hrs.

The nurse at the dilating station will do the following:

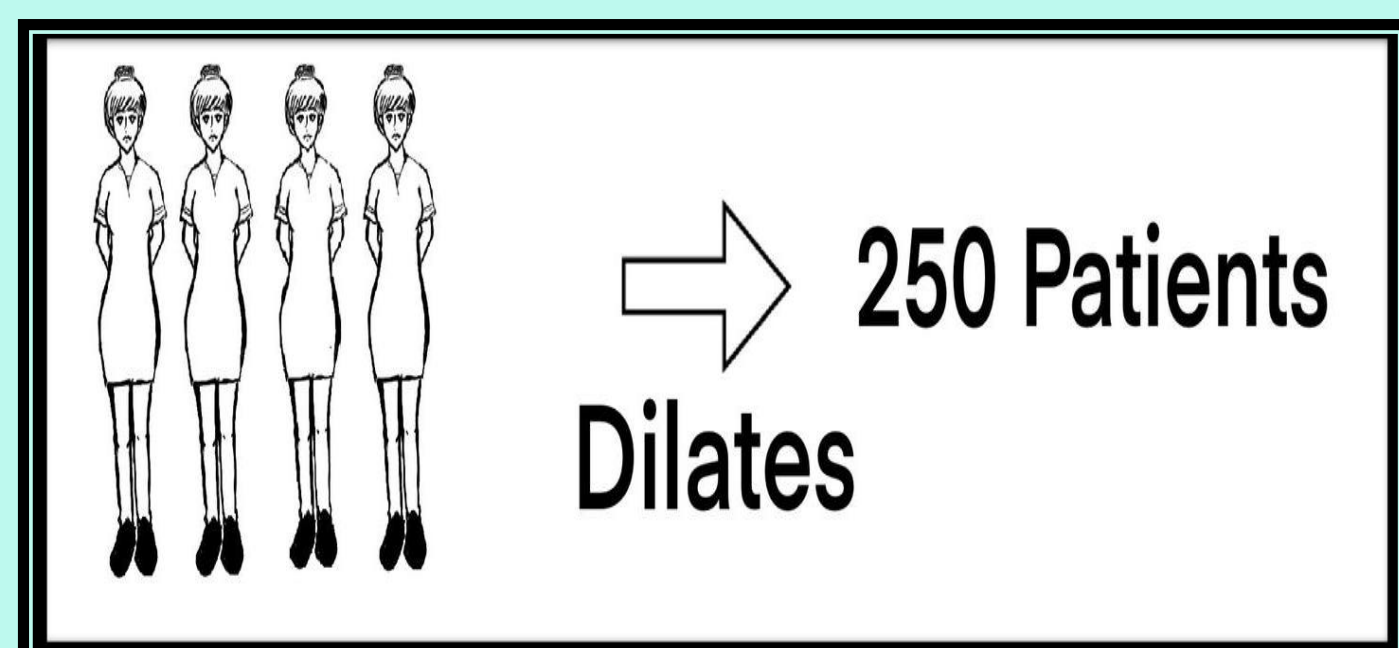
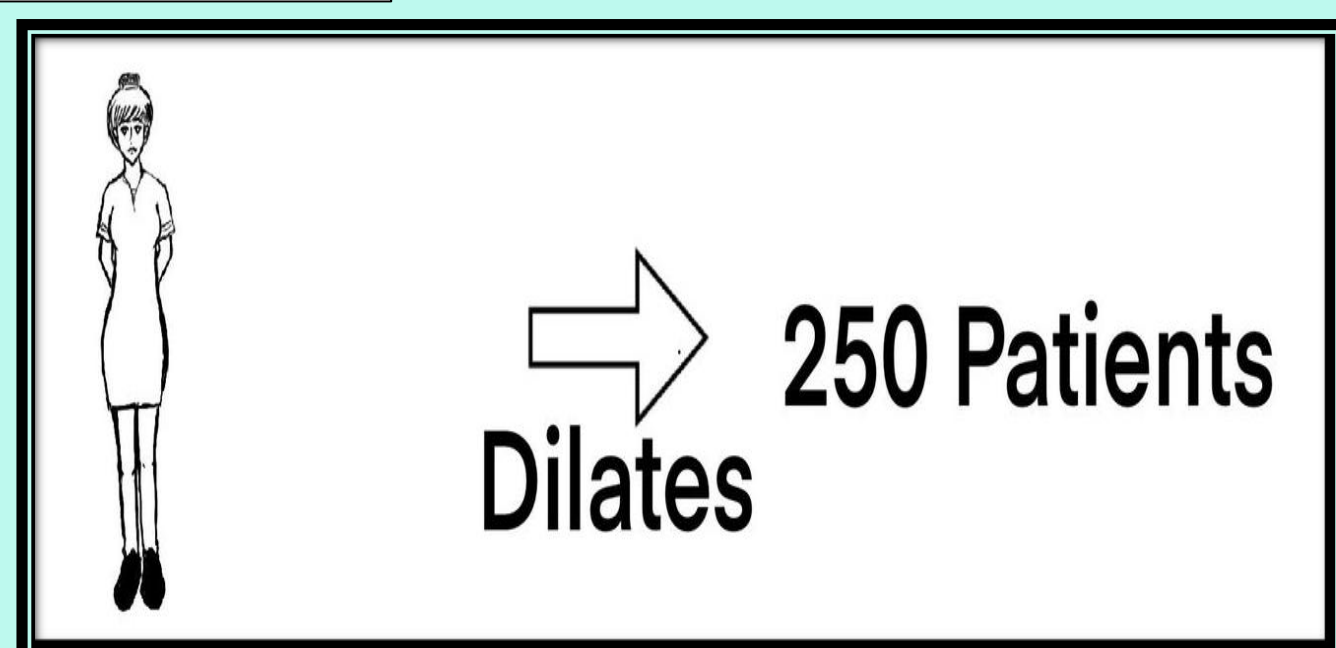
- Check Doctor's order
- Verify patient's identity and drug allergy
- Explain procedure to patient
- Instill dilating eye drops until patient's eyes are fully dilated.
- Direct patient to the consultation room.

With the new intervention, the nurse at the dilating station was taken away to support other clinical areas that has higher patient load.

The dilation workload were then shared amongst the four nurses in the consultation room. This has helped to maximise the usage of manpower.

Before

After



Enrolled nurses who were previously assigned to the dilating station now have the opportunity to go into the treatment and laser room to be cross-trained.



## OBJECTIVE

Redesigning nurses role to streamline process of the clinic in order to curb the shortage of manpower, yet fulfilling all requirements for dilation.

## METHODOLOGY

We adopted the PDSA methodology and we identified two key areas for improvement.

**PDSA 1:** The assisting nurses in the consultation room will take over the role of dilating nurse by checking the patient's dilation status prior to distributing the files.

Feedback from the staff :

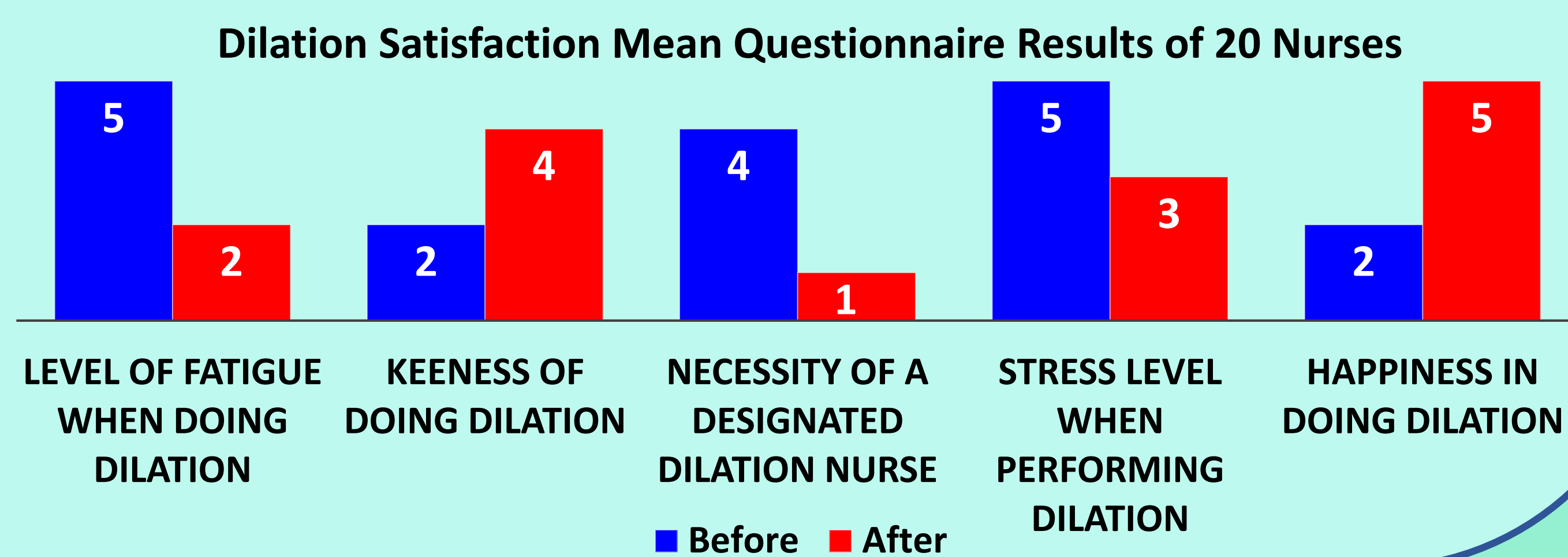
- Difficulty in adapting to the change in workflow.
- Tend to overlook the checking of the dilation status as it was not their routine practice.



**PDSA 2:** Daily roll call was done for two weeks prior to clinic sessions to remind the assisting nurses of the new workflow. They are currently adapting well to the new routine.

Feedback from the staff :

- Glad that they have the opportunity to learn new skills at the treatment and laser room.
- Less stressful as there is less interruption when performing eye dilation. This will further reduce the chances of medication error.



## CONCLUSION

Redesigning of the nurses role shows that we do not need to have a dedicated dilation nurse. The manpower can be better utilised at other clinical areas with higher patient load.