

Eileen Lim, Patient Services

## Mission Statement

<b>Aim Statement:</b> Optimize time spent in patient's education on Stool Occult blood kit testing in NHG Diagnostics		
What are you measuring? Time spent on explaining stool OB procedure to patient.	<b>Numeric Goal:</b> Reduce time spent by 50 %	Time frame for completion Within 6 Months
	<b>Stretch goal:</b> Reduce time spent by 80%	

## Team Members

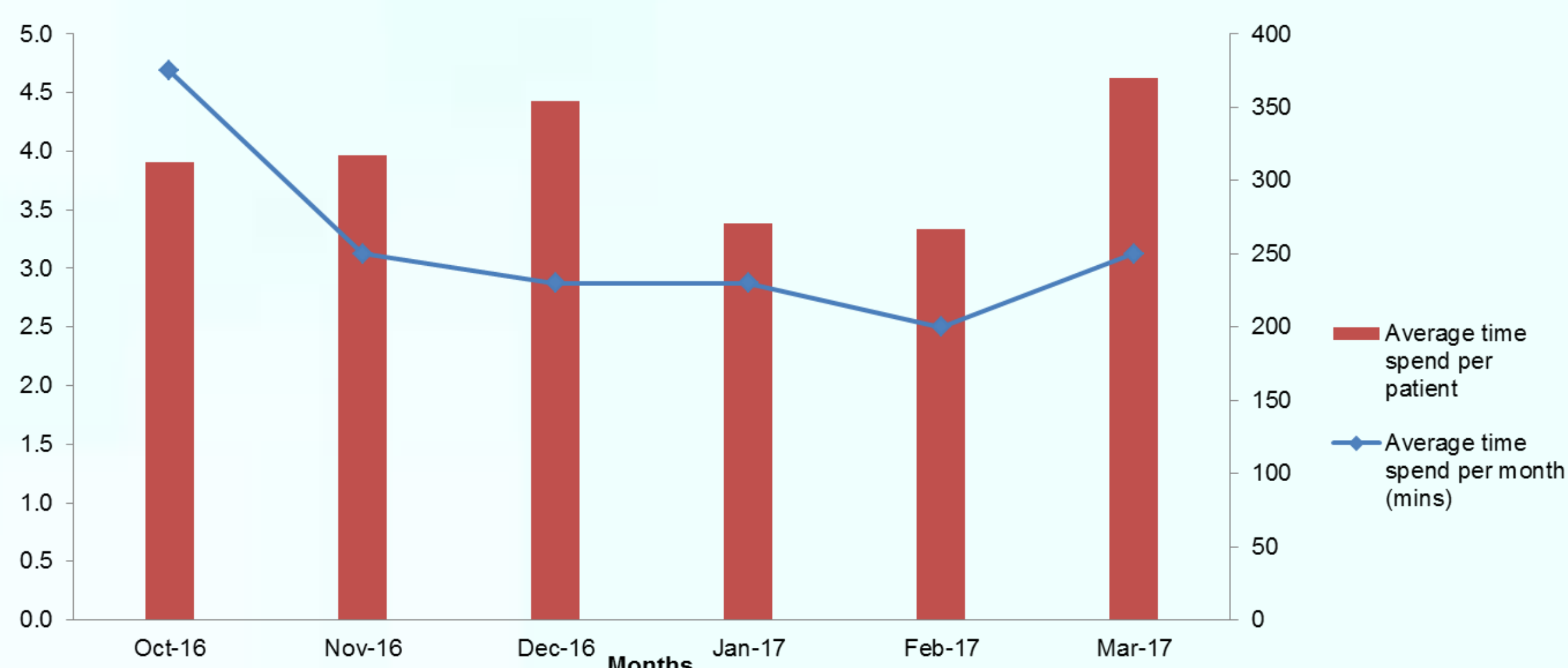
Roles	Name	Designation
Leaders	Eileen Lim	Senior Executive Assistant, Patient Service
Members	Nur Hartini Binte Ratiman	Senior Patient Service Associate
	Siti Norhafizah Binte Eunus	Senior Patient Service Associate
	Siti Nadhirah Bte Sahar	Medical Technologist
	Catherine Gregorio	Medical Technologist

## Evidence for a Problem Worth Solving

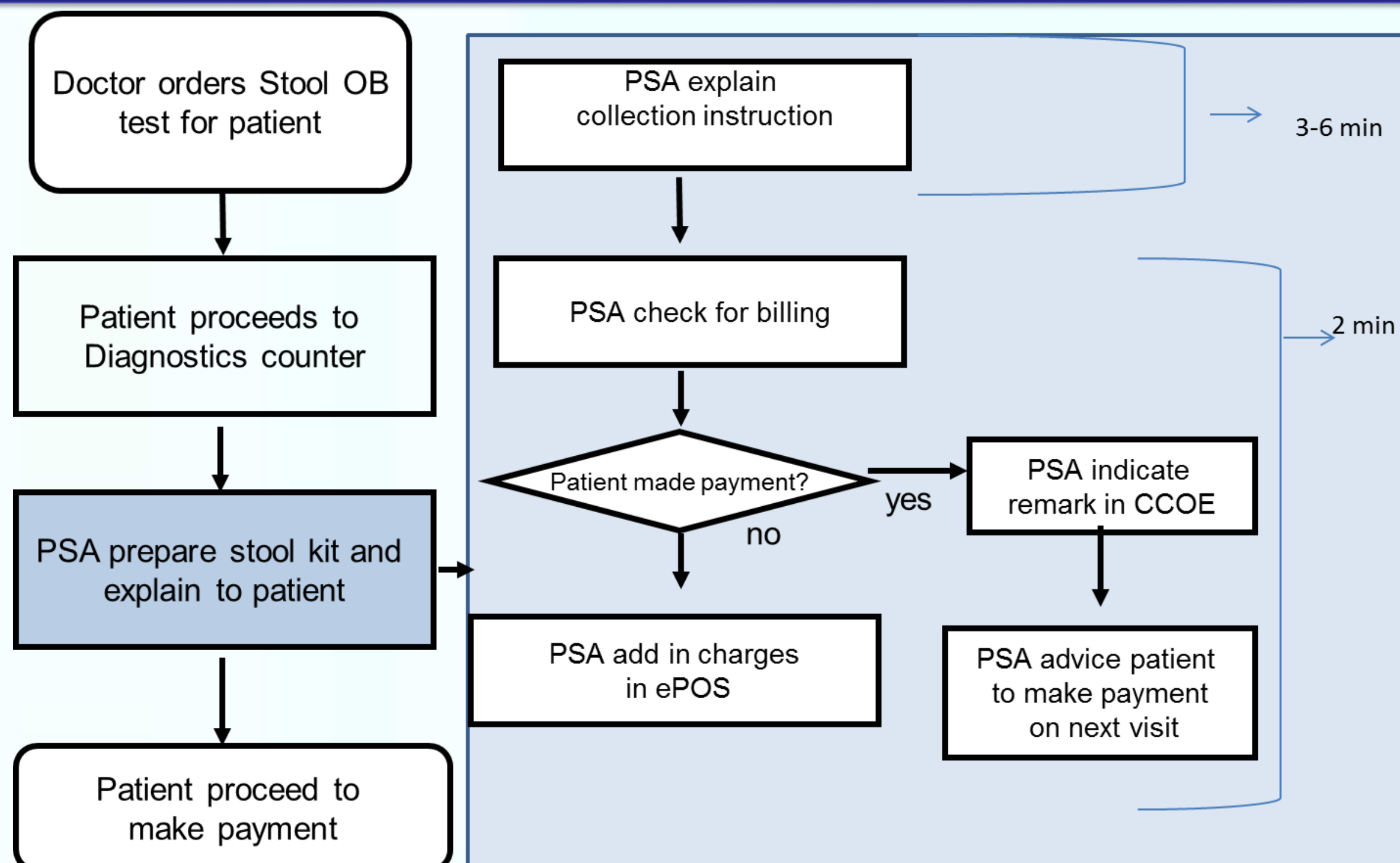
- The time spent on giving the instruction at Jurong is substantial. 1 PSA resource will be taken up to handle every patient with MOB explanation which takes 3.5 – 5 minutes. PR issue occurs and additional time consumed when patient does not understand the instruction or language barrier.
- Patient can come at any time in the day. This creates chokepoint during peak hours. No appointment slot was catered for explanation or collection of stool OB kit.
- On average monthly, PSA spend 4 hours issuing and repeating instructions on stool collection.

## Current Performance of a Process

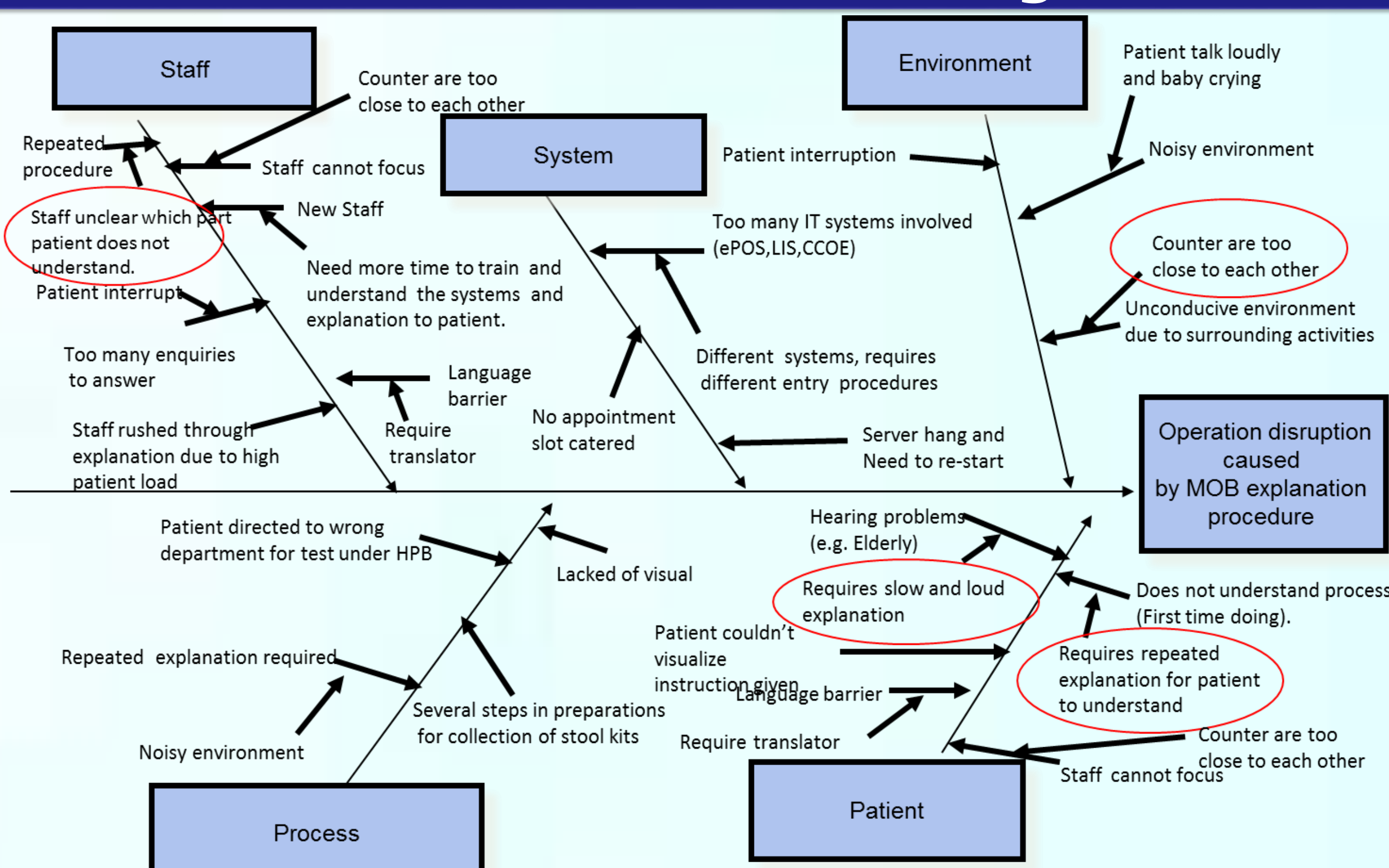
Jurong PSA's serve on average 3 patients a day for stool OB tests. Time spend per patient range from 3.5 – 5 minutes. On average monthly, PSA spend 4 hours issuing and repeating instructions on stool collection.



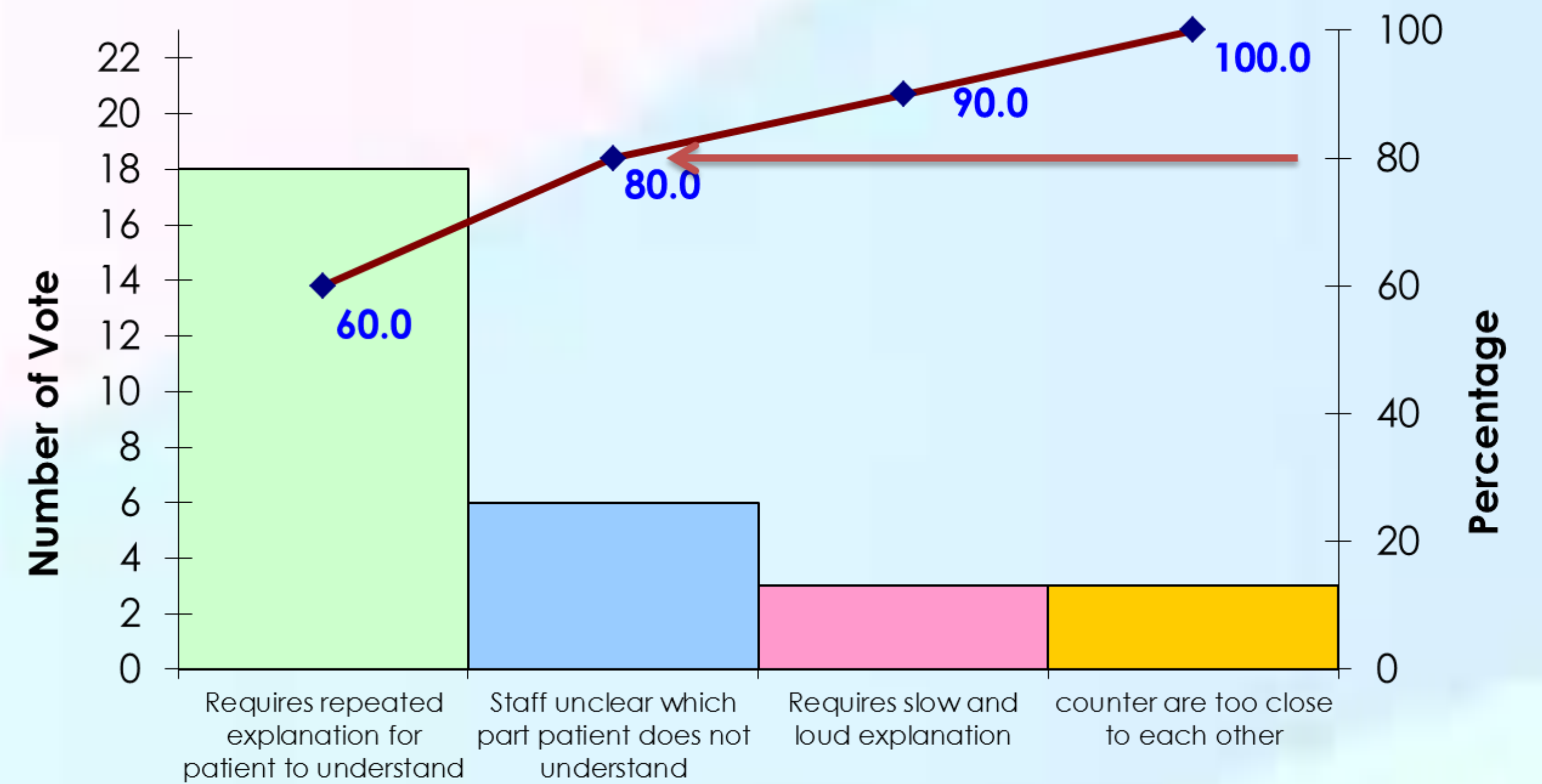
## Flow Chart of Process



## Cause and Effect Diagram



## Pareto Chart

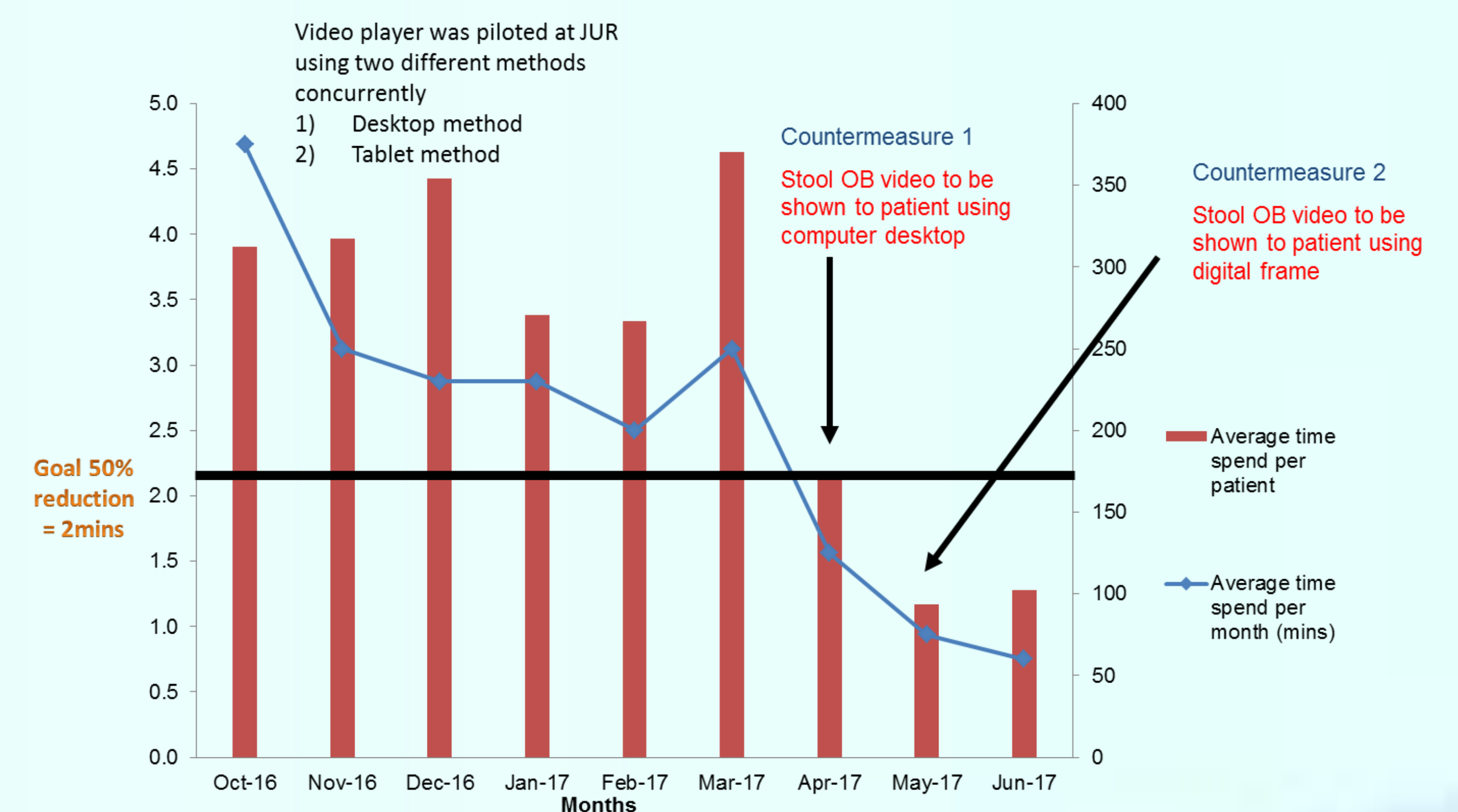


Main Concerns

## Implementation

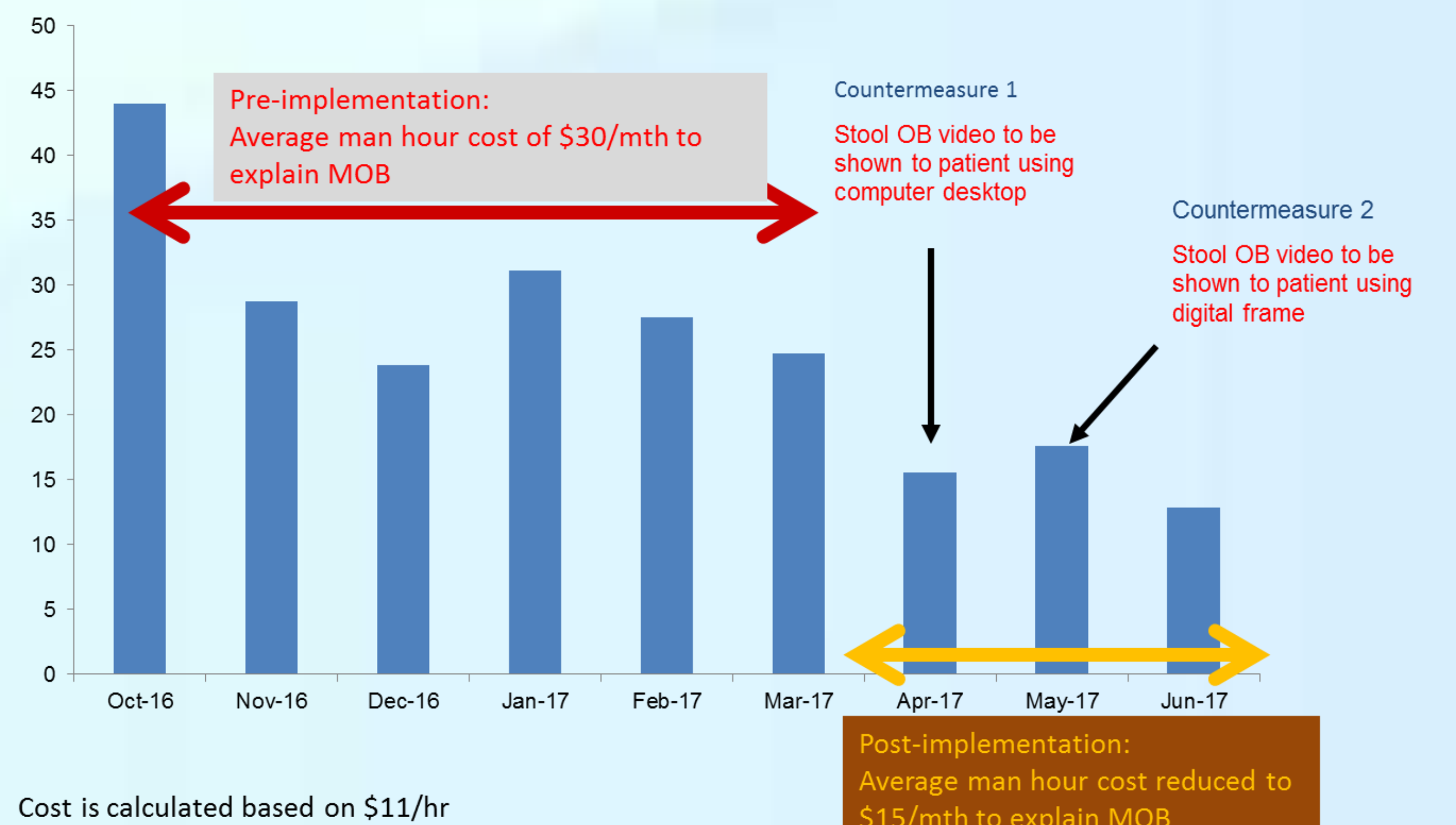
S/N	Root Causes	Countermeasure proposed	Date of experiment
1	Requires multiple explanation for patient to understand	To have a simplified and standardized instructions in a video format	03 April 2017
2	Staff unclear which part patient does not understand	Patient is able to replay video for parts he does not understand	03 April 2017

## Results



## Cost Savings

### Man-hour cost saving



Cost is calculated based on \$11/hr

## Problems Encountered

- Though the digital player was preferred as compared to PC, the digital player could be quite loud and disruptive to the PSA when attending to the patients. Henceforth, the player would be replaced by a tablet that has better functionality in this aspect.
- The initial version did not include non English languages for non english speaking patients. Hence, the upgraded version had included multi- language instructions

## Strategies to Sustain

The new device and the upgraded instructions were rolled out to the remaining 9 polyclinics in Apr 2019.