

**Project Title**

One-Time Visitor Pass For External Admission

**Project Lead and Members**

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Project members: Ms. Thanaletchumi S, Ms. Shepherdson Gwendolyn

**Organisation(s) Involved**

Jurong Community Hospital

**Aims**

To streamline the current process and reduce the registration time to 5 minutes or lesser

**Background**

See poster appended/ below

**Methods**

See poster appended/ below

**Results**

See poster appended/ below

**Lessons Learnt**

Streamlining the process enhances patient experience and reduces the stress on the lobby staff

**Conclusion**

See poster appended/ below

**Project Category**

Care & Process Redesign

**Keywords**

Ng Teng Fong General Hospital, Service Design, Quality Improvement, Improvement Tools, Value Stream Mapping, Visitor Pass

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# ONE-TIME VISITOR PASS FOR EXTERNAL ADMISSION

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- ☒ SAFETY
- ☐ PRODUCTIVITY
- ☒ PATIENT EXPERIENCE
- ☐ QUALITY
- ☐ VALUE

## Define Problem/Set Aim

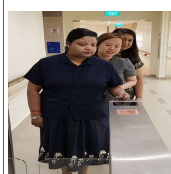
### Problem Statement

The process of registering accompanying Next-Of-Kin (NOK) from external admission into Visitor Management System (VMS) was time consuming. Approximately 15 minutes was spend on registering each NOK.

### Problems Faced

**Patient care:** Patient would wait on their trolley bed in JCH main lobby while their NOK registers. This compromised patient's safety and dignity.

**Service experience:** During the registration process, most ambulance crew were unwilling to wait for NOK to complete registration and insisted to send patient to ward without their NOK. However, most NOKs preferred to accompany patient to their bed. Thus, the registration and wait time was perceived to be longer.



**Frustrated NOKs:** Although verbal instructions was given on how to exit the visitor gantry, most NOKs faced difficulties as they could not recall the instructions given. As a result, they were always trapped at the exit gantry.

### AIM

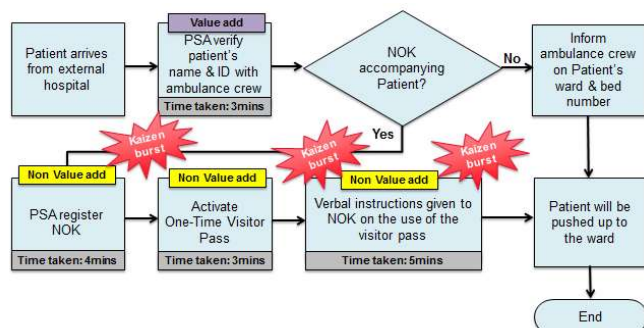
This project aimed to streamline the current process and reduce the registration time to 5 minutes or lesser

## Establish Measures

A study was conducted between August to October 2017 with a sample size of 60 NOKs. During this period, the average registration time taken per NOK was 15 mins.

## Analyse Problem

The current process was mapped out and value stream mapping was used to analyse and streamline the current process (AS- IS)



Total Time Taken for NOK to be issued with Visitor Pass
15 MINS

After the AS- IS process was mapped out, three non-value added steps were identified

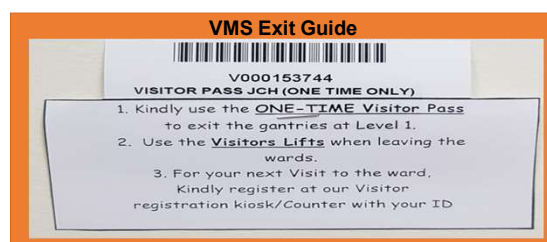
## Select Changes

The identified non-value added steps were studied and the following changes were proposed

**Reduce turnaround time:** Instead of performing a full registration, a one-time visitor pass was activated D-1 and issued to accompanying NOK on the day of patients arrival

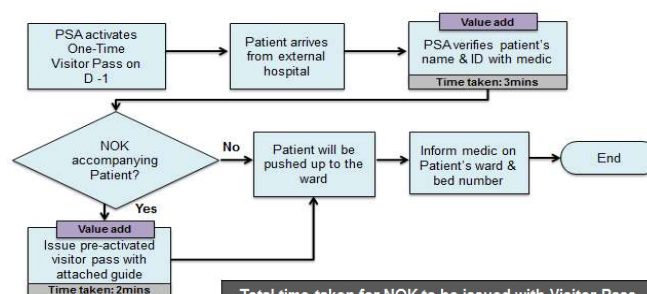
**VMS registration:** NOKs could choose to register at the kiosk or lobby counter during their next visit or after their visitation on the same day

**VMS exit guide:** As NOKs are in a rush and might not fully received the information given, a simple guide was created and stapled onto the one-time visitor pass. Visitor can refer to it upon leaving the ward.



## Test & Implement Changes

Post implementation, value stream mapping tool was used to assess the new process (TO-BE)



Total time taken for NOK to be issued with Visitor Pass	
BEFORE	AFTER
15 MINS	5 MINS

- A total of 12 minutes non-value added steps were removed while a 2 minutes value added step was added
- The processing time for each NOK reduced from 15 mins to 5 minutes
- It was also observed that none of the NOKs were trapped behind the gantry
- After exiting the ward, all NOKs proceeded to either the counter or kiosk for full VMS registration

## Spread Change/ Learning Points

By streamlining the process, it enhances patient experience and reduces stress for the lobby staff