

Project Title

Point of Care Scanning for Fast Track Referral Letters from Polyclinic

Project Lead and Members

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Organisation(s) Involved

Ng Teng Fong General Hospital, Jurong Community Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Project Period

Start date: Oct 2020

Completed date: Dec 2020

Aims

The team aimed to eliminate the time required to do filing to zero and the referral letter information are readily available during consult for Fast Track Referral cases from Polyclinic by Dec 2020.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

We should strive to have a paperless environment. Point of care scanning can help to reduce unnecessary filing and time spend to do retrieval. For document with sensitive patient information, scanning and stored in EPIC system eliminate paper floating or filed in the clinic. Thus reduced potential risk of PDPA data breach.

Conclusion

See poster appended / below

Project Category

Care & Process Redesign, Quality Improvement, Workflow Redesign, Value Based Care, Productivity, Time Saving, Manhour Saving

Keywords

Referral Letter, Scanning, Medical Records, Time Saving, Paperless

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POINT OF CARE SCANNING
FOR FAST TRACK REFERRAL
LETTERS FROM POLYCLINIC

MEMBERS: (SOC) NORALYN, NOR HIDAYAH, JAMIE WU, WONG TZE CHIN, ADELINE TAN, YOYO LUI AND
(MRO) CAI DEKAI, NURUL MUSLIHA FIRAH BINTE MUSTAJAB

Define Problem, Set Aim

Problem/Opportunity for Improvement

NTFGH has collaborated with Jurong Polyclinic for a ‘Fast track’ referrals to facilitate faster access for patients deem to be need earlier appointment. For such cases, the referral letters were faxed to Ortho clinic directly, After receiving the instructions, these letters will be filed in an arch file and kept for 6 months before being shred. Due to this Fast Track’ workflow, 4 key issues arises, namely:

- Referral letter information not readily available for the doctor during consult
- Time consuming to retrieve the referral letter
- Potential risk of PDPA data breach if the file is misplaced or document is retrieved wrongly.
- Unable to view doctor’s instructions in EPIC as appointment orders were written on a separate sheet from the referral letter.

Aim

The team aimed to eliminate the time required to do filing to zero and the referral letter information are readily available during consult for Fast Track Referral cases from Polyclinic by Dec 2020.

Establish Measures

Current performance

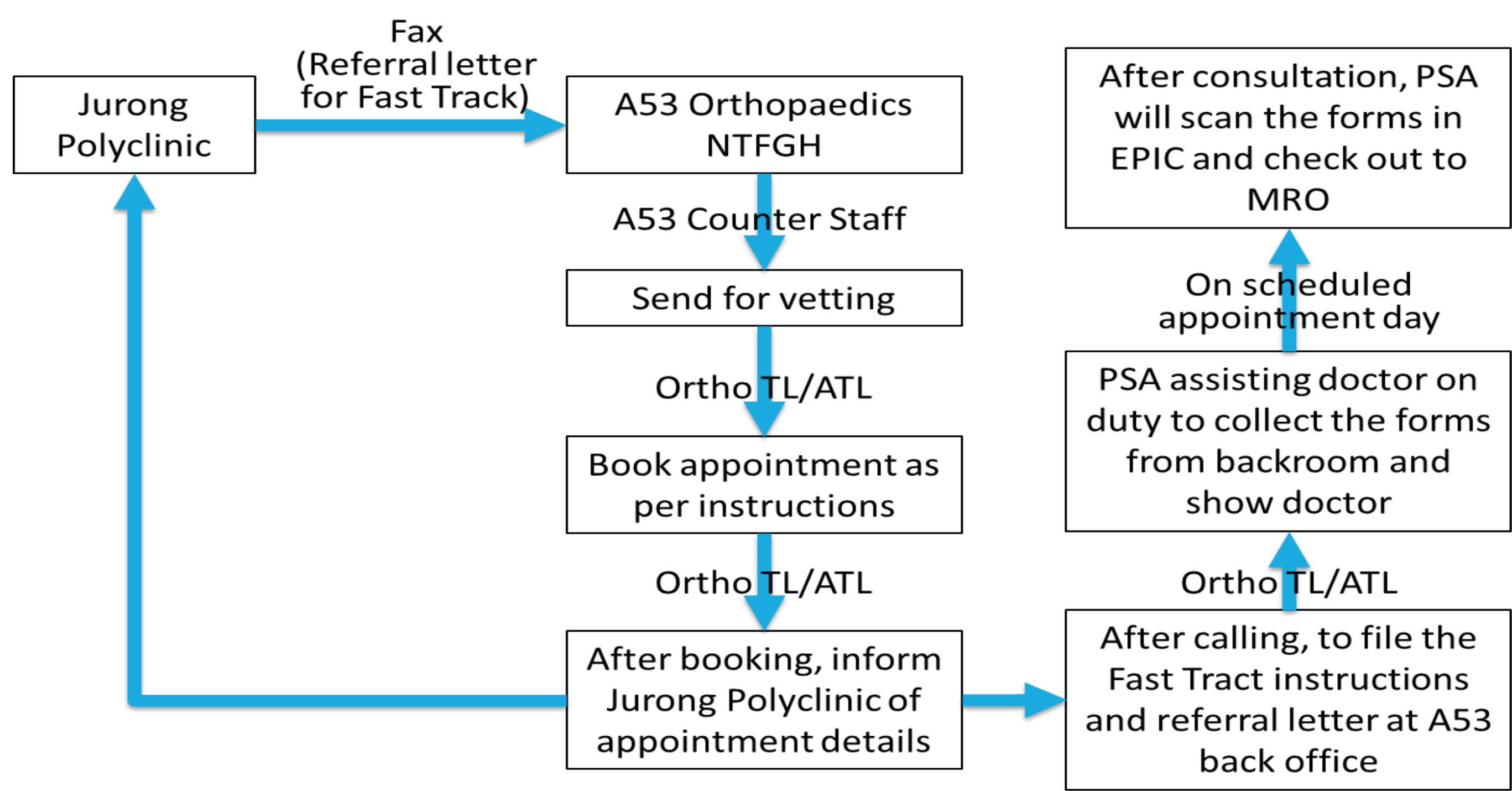
Between Jul to Oct 2020, there were a total of 79 fast track referral, an average of 20 per month from polyclinic.

There is longer consult wait for this group of patients in clinic due to time taken to retrieve the referral letters and staff had to run in and out of the consult room.

	July	Aug	Sep	Oct
Nos of Fast Track Referrals	18	17	22	22
Total time taken to doing filing (i.e. average xx mins per patient)	1 min	1 min	1 min	1 min
Time taken to retrieve referral letter from file (i.e. average xx mins per patient)	2 mins	2 mins	2 mins	2 mins
Total time taken =	54 mins	51 mins	66 mins	66 mins

Analyse Problem

Process before Interventions



Probable Root Causes

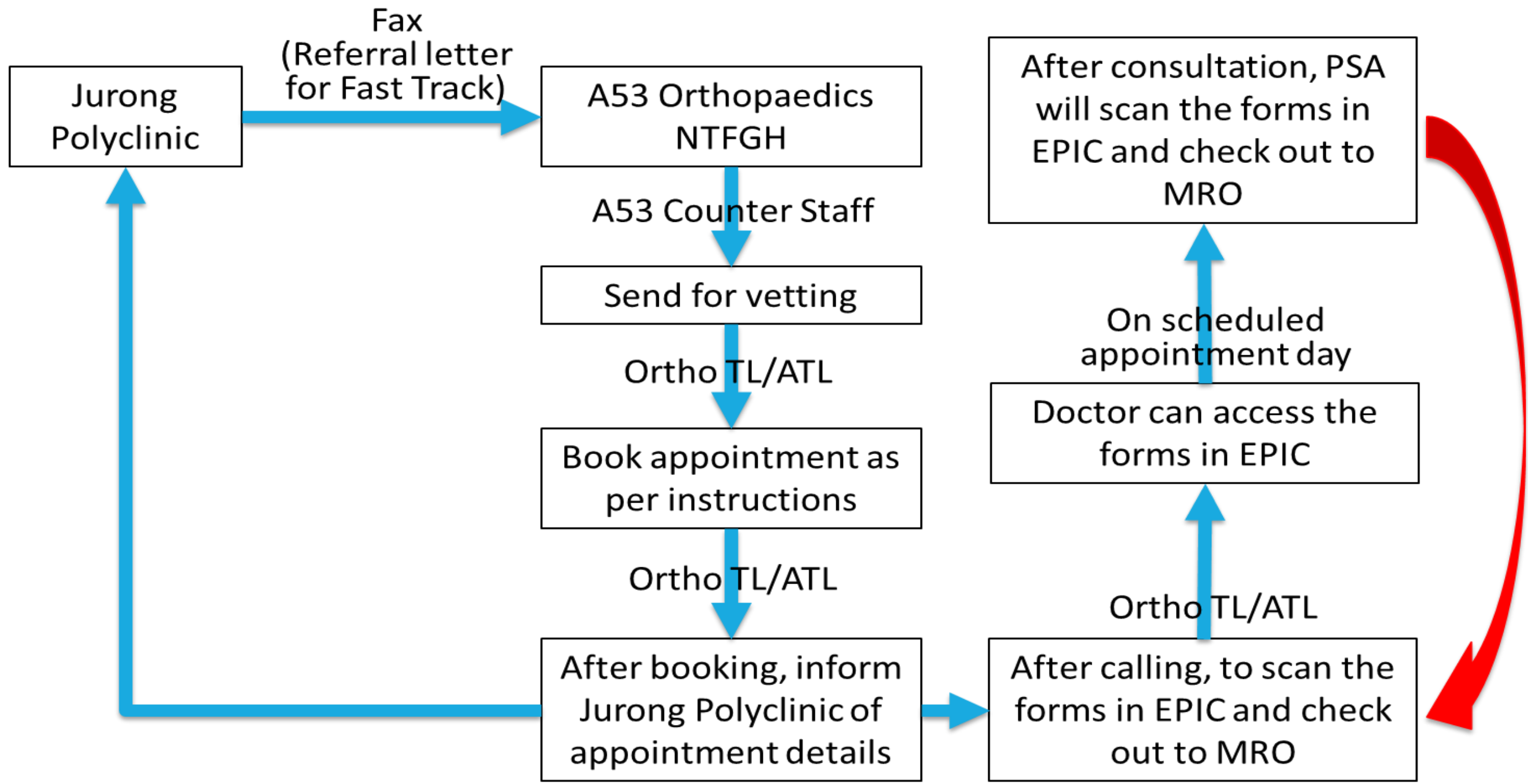
1. Information not readily available for the doctor during consult	2. Time Consuming to retrieve the referral letter	3. Potential risk of PDPA data breach	4. Unable to save doctor’s instructions in EPIC due to MRO’s restrictions
<ul style="list-style-type: none">The Doctor(s) who vet the referral may not be the Doctor who sees the patient for consultation.Instructions from the Doctor who had vetted the case were not readily available during patients’ visit.	<ul style="list-style-type: none">For Doctor who requires the referral letter, PSA had to look through the entire file.The PSA will follow up with scanning, whenever required by doctors.	<p>All referral letters are kept for minimum 6 months in the clinic, for reference if required subsequently. Therefore, there is a potential risk of PDPA breach if the file is misplaced or documents are retrieved wrongly.</p>	<ul style="list-style-type: none">The Doctor’s instruction on appointment orders were written on a separate sheet from the referral letter.MRO does not allow us to scan non-medical related documents to EPIC. The system does not allow us to check out any documents prior to actualized appointment.

- ☒ SAFETY
- ☒ PRODUCTIVITY
- ☐ QUALITY
- ☐ COST
- ☐ PATIENT
- ☒ OPERATIONAL & SERVICE
- ☒ EXPERIENCE

Select Changes

Change Identified

- To scan the referral letter into EPIC media manager after the doctor had vetted and given instructions.
- Shred the document.



Test & Implement Changes

Results after implementation

After implementation from 26th Oct’20, there is no retrieval required for the Fast Track referred cases. Total referral remained averagely at 20 per mth which can be translated to time saved.

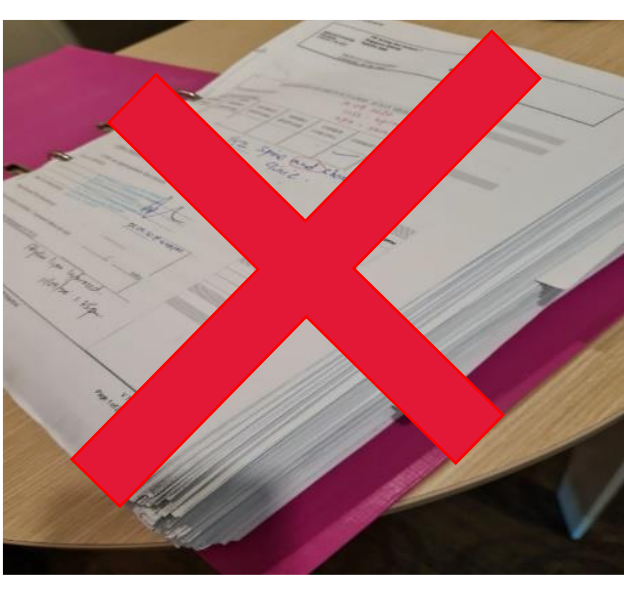
	July	Aug	Sep	Oct	Nov
Nos of Fast Track Referrals	18	17	22	22	20
Total time taken to doing filing.	1 min	1 min	1 min	1 min	0 mins
Time taken to retrieve referral letter from Media Manager	2 mins	2 mins	2 mins	2 mins	1 min
Total time taken =	54 mins	51 mins	66 mins	66 mins	20 mins

Benefits

- Saved time** required for staff to do filing and retrieval. Staff can be more focus in assisting in the consult instead of walking in/out of consult room.
- Eliminate unnecessary filling** of documents that contain sensitive patient information. **Saved storage space** and achieved 5S in the clinic.
- Eliminate potential risk** of incident of personal data breach.



SAVE TIME



Spread Changes, Learning Points

Key Learnings

We should strive to have a paperless environment. Point of care scanning can help to reduce unnecessary filing and time spend to do retrieval. For document with sensitive patient information, scanning and stored in EPIC system eliminate paper floating or filed in the clinic. Thus reduced potential risk of PDPA data breach.