

Optimizing Urostomy Care Scheduling to enhance Staff Efficiency and Patient Care

ANC Slimbanu D/O Mamat Sardak

Surgical Specialists Centre

Incredible Care QIX Award (Process Excellence)

Project Title: Optimizing Urostomy Care Scheduling to enhance Staff Efficiency and Patient Care

Department: Surgical Specialists Centre

Period: August 2024 to July 2025

Facilitators: SNM Lynn See Li Ling

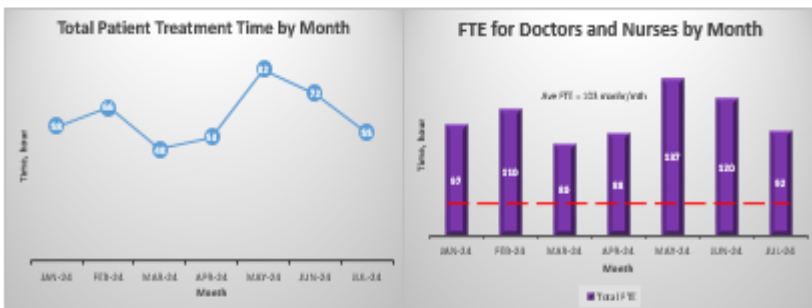
Sponsors (HODs): Clarice Lim, A/Prof Alfred Kow

Team Leader/s: ANC Slimbanu D/O Mamat Sardak

Team Members: Choo Wee Peng, Charlotte Clare Neo, Agnes Quek, Nurliyana, Jamie Ngu, Rosnani, Jinying, Karen Teo, Dr Law Jia Hao, Dr Clarence Yen Jia Jun, Jacinta Soh

A. Define the Problem (PLAN)

Baseline data from Jan 24 to Jul 24



[Restricted, Non-confidential]

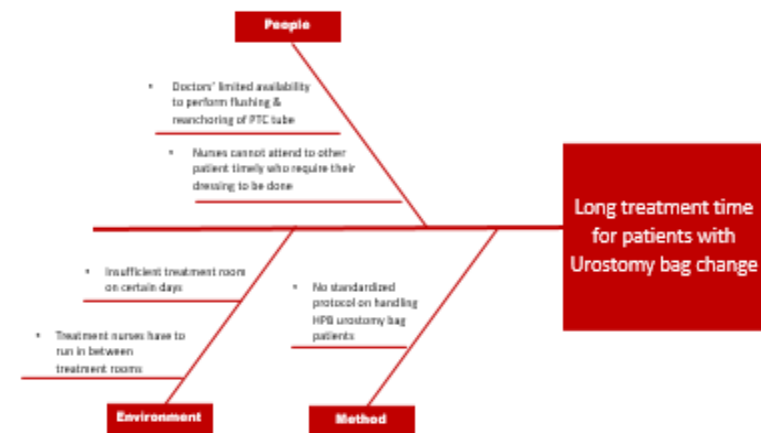
B. Goal (PLAN)

Set SMART goals | Specific, Measurable, Achievable, Relevant, Time-based |

- To reduce patient treatment time for HPB patients by 50% by Feb 2025.
- To improve FTE for doctors and nurses by 50% by Feb 2025.



C. Problem Analysis (PLAN) Gap Analysis



[Restricted, Non-confidential]

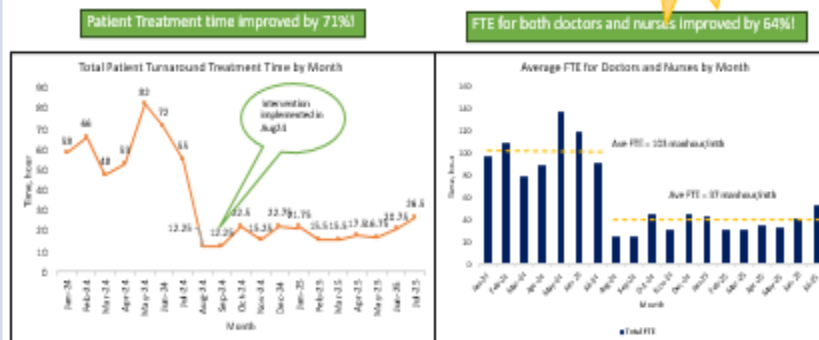
D. Interventions & Action Plan (DO)

SN	Implementation Plan	People responsible	Date of Implementation
1.	Establish a protocol where HPB cases scheduled on the designated days i.e. Tue and Friday PM	ANC Banu, SNM Lynn See, A/Prof Alfred Kow,	Early July 2024
2.	Enhancement of appointment schedule template in Epic, separating GS vs HPB appt (see appendix)	ANC Wee Peng	1 st Aug 2024
3.	Communication across SSC - Announcement of designated day for urostomy bag change	ANC Banu	End July 2024

[Restricted, Non-confidential]

E. Benefits / Results (CHECK)

Results:



[Restricted, Non-confidential]

F. Strategy for Spreading/ Sustaining (ACT)

- Regularly update staffs during roll call.
- Remind and reinforce the need to keep to schedules on designated days.
- Staff are empowered to raise improvement suggestions at any time.
- Reduce waiting time and manage patient's expectations.

[Restricted, Non-confidential]

A. Define the Problem (PLAN)

The Surgical Specialists Centre is experiencing significant workflow disruptions in their treatment room due to the frequent need for **Hepato-Pancreato-Biliary(HPB)** urostomy bag changes.

The key issues are:

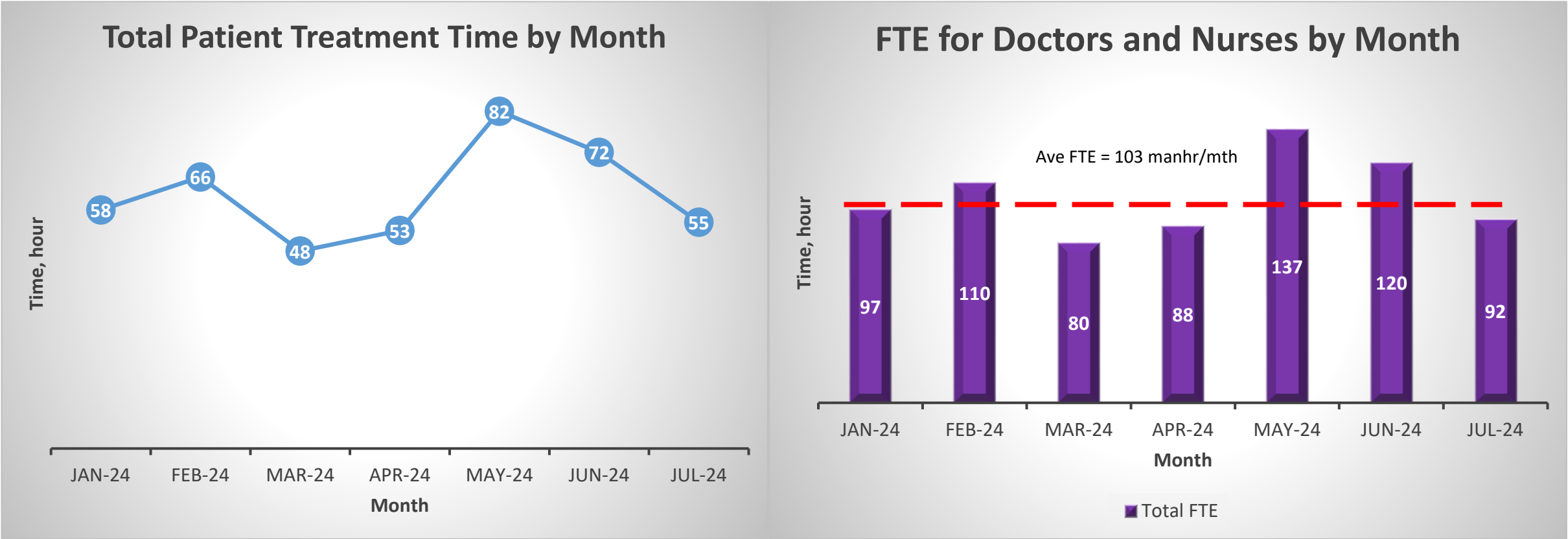
- 1.High frequency of disruptions:** On average of 69 urostomy bag changes are performed monthly, causing regular interruptions to normal nursing duties.
- 2.Inefficient use of nursing resources:** Nurses are spending considerable time on urostomy bag changes, reducing their availability for other important nursing tasks in the clinic.
- 3.Increased workload:** The urostomy bag changes are adding to the existing dressing workload, straining the current nursing staff in the treatment room.
- 4.Impact on doctors' schedules:** Complex cases often require doctors' involvement, leading to delays in their clinic sessions and longer wait times for other patients.
- 5.Extended patient waiting times:** As a result of these disruptions, patients experience longer waits, especially when doctors are occupied with their schedule clinic.

These issues are creating inefficiencies in staff workflow, potentially compromising patient care and satisfaction, and presenting challenges in effectively managing the clinic's resources.



A. Define the Problem (PLAN)

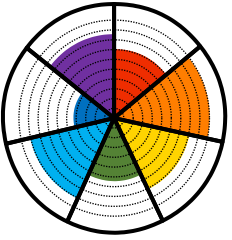
Baseline data from Jan 24 to Jul 24



Month	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24
Patient load	58	66	48	53	82	72	55

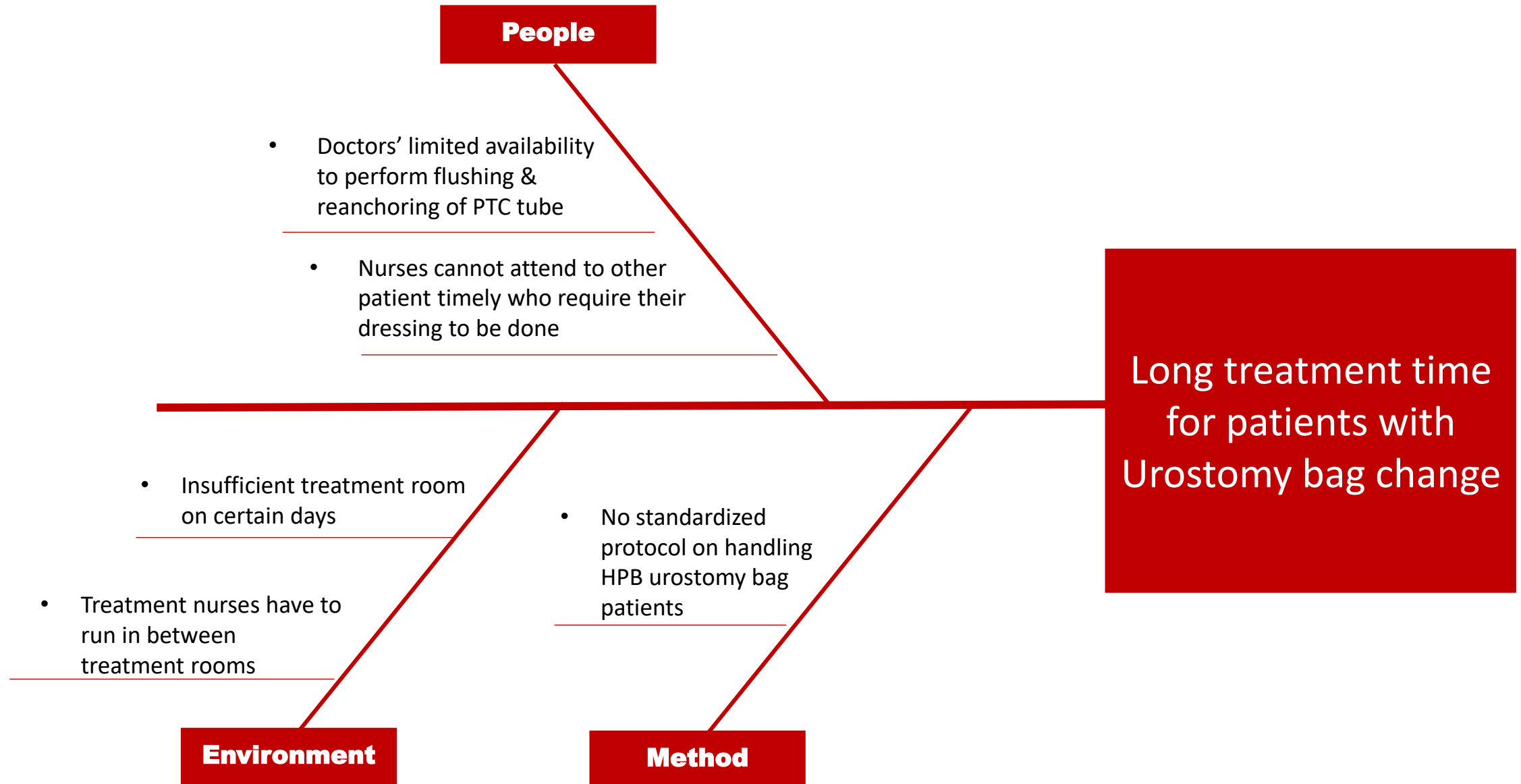
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E. Benefits / Results (CHECK)

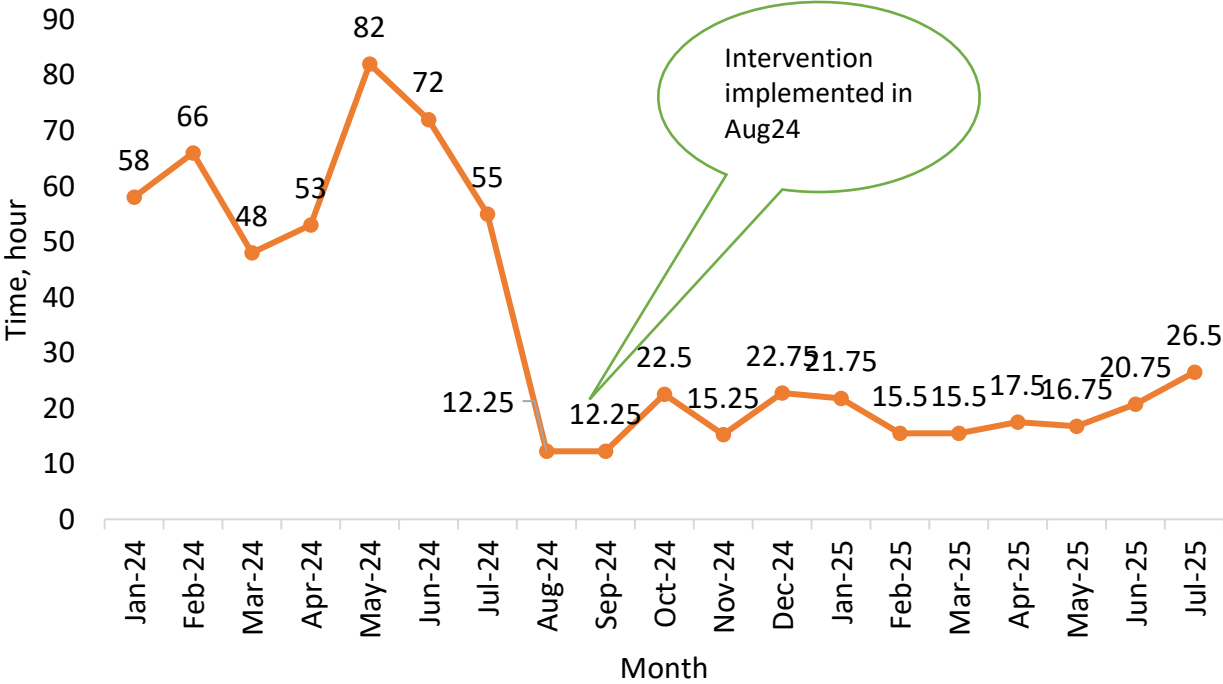
Results:

Total average cost saving of FTE for Dr & nurses
\$6919

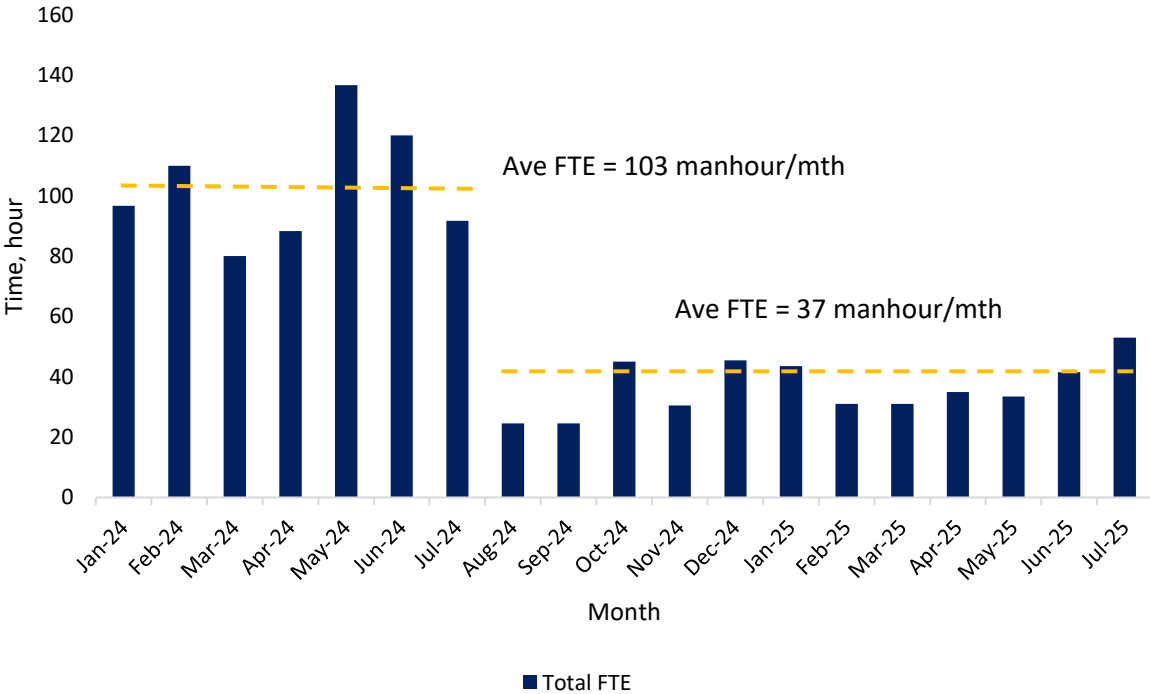
Patient Treatment time improved by 71%!

FTE for both doctors and nurses improved by 64%!

Total Patient Turnaround Treatment Time by Month



Average FTE for Doctors and Nurses by Month



E. Benefits / Results (CHECK)

Benefits:

- Reduce patients waiting time and improve patient satisfaction.
- Nurses can focus on other procedures and dressings on non-designated urostomy bag change days, with minimal disruptions for other value-added services such as patient education, assessments, or other essential responsibilities.
- Lesser disruptions to doctors' clinic sessions and treatment rooms' schedules.

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Appendix

Picture 1: All patient appointments cluttered at the same interface



Picture 2: Categorized the appointment by disciplines for better visibility

