

## **Project Title**

Competency where? Ask who? Ask Vijay

## **Project Lead and Members**

Project Lead: Ma. Clariza Bandong

Project Members: MA. Clariza Bandong, Vijayrandran Ponnusamy, Eleanor Dela Pena, Gary Guzman, Maria Aireen Velasco, Ong Wei Jun Dan

## **Organisation(s) Involved**

Ng Teng Fong General Hospital

## **Healthcare Family Group Involved in this Project**

Allied Health

## **Applicable Specialty or Discipline**

Respiratory Therapy

## **Project Period**

Start date: Nov 2022

Completed date: Jun 2023

## **Aims**

To reduce 80% of staff time spent on finding relevant documents and competencies by June 2023 through:

1. Digitalised competencies and workflow which staff can be access anywhere and everywhere.
2. Improved documentation management which staff and managers can easily access the documents.
3. Categorized competencies and workflow for ease of searching relevant items.

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Lessons Learnt**

1. Communicate to staff in having a system design that is familiar to current work.
2. Support from staff on the appreciation of the new initiative
3. Involve stakeholders with similar goals to bring the project to fruition.

## **Conclusion**

See poster appended/ below

## **Project Category**

Care & Process Redesign

Quality Improvement, Workflow Redesign, Job Effectiveness

Productivity, Time Saving

## **Keywords**

Digital Competency Documentation

## **Name and Email of Project Contact Person(s)**

Name: Ma. Clariza Bandong

Email: [ma\\_clariza\\_bandong@nuhs.edu.sg](mailto:ma_clariza_bandong@nuhs.edu.sg)

# COMPETENCY WHERE? ASK WHO? ASK VIJAY

MA. CLARIZA BANDONG, VIJAYRANDRAN PONNUSAMY, ELEANOR DELA PENA, GARY GUZMAN, MARIA AIREEN VELASCO, ONG WEI JUN DAN

- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST

## Define Problem, Set Aim

### Problem/Opportunity for Improvement

It was observed that respiratory therapists and nurses struggled to find the latest competency and workflow for procedures that are not done in a regular basis. This is due to:

- Limited competencies and work flow from the department can be found on sharepoint or intranet.
- Most documents are paper documentation and held by managers who safekeep the documents.
- Poor documentation management due to too many workflows and competencies.

### Aim

To reduce 80% of staff time spent on finding relevant documents and competencies by June 2023 through:

- Digitalised competencies and workflow which staff can be access anywhere and everywhere.
- Improved documentation management which staff and managers can easily access the documents.
- Categorised competencies and workflow for ease of searching relevant items.

## Methodology

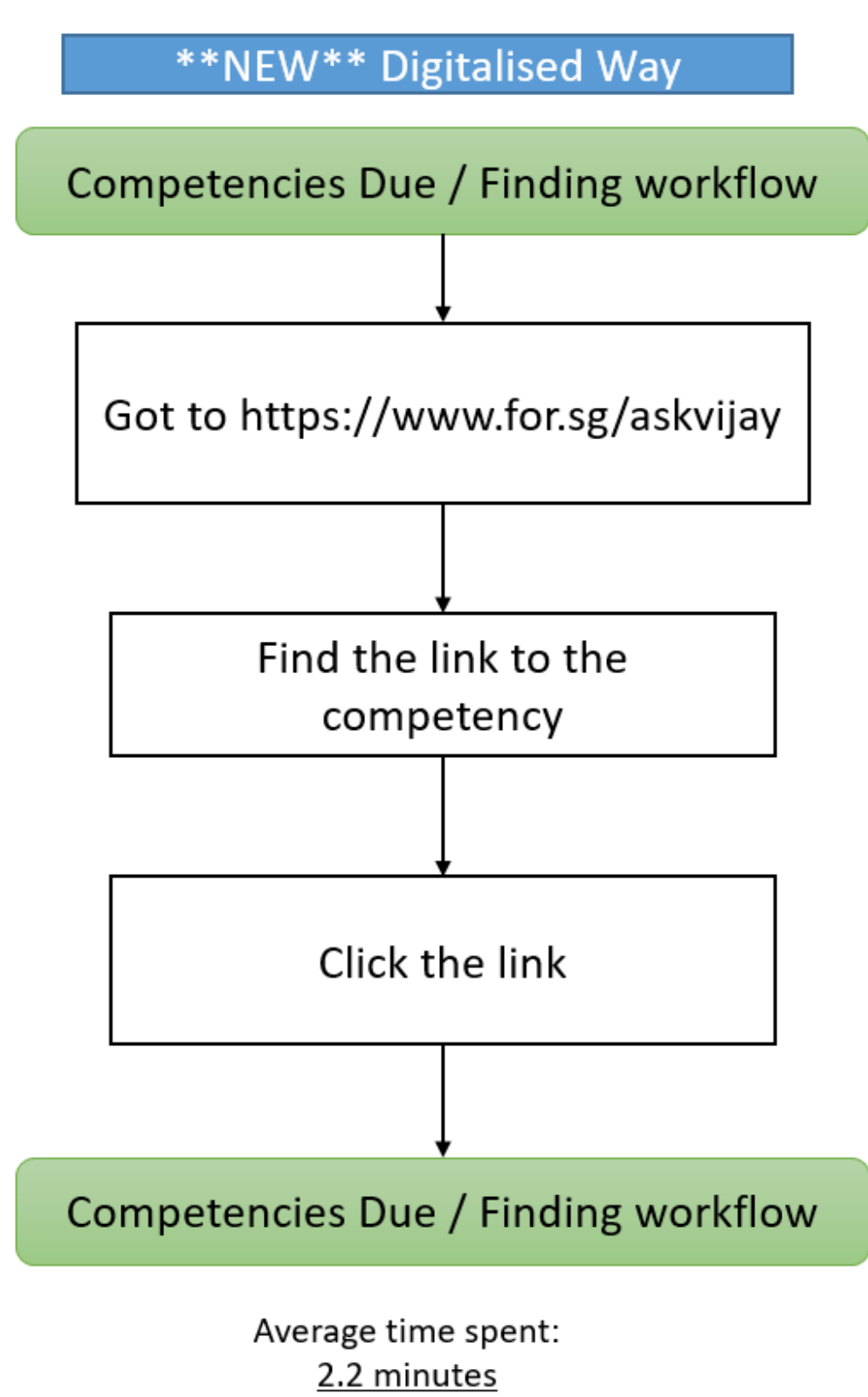
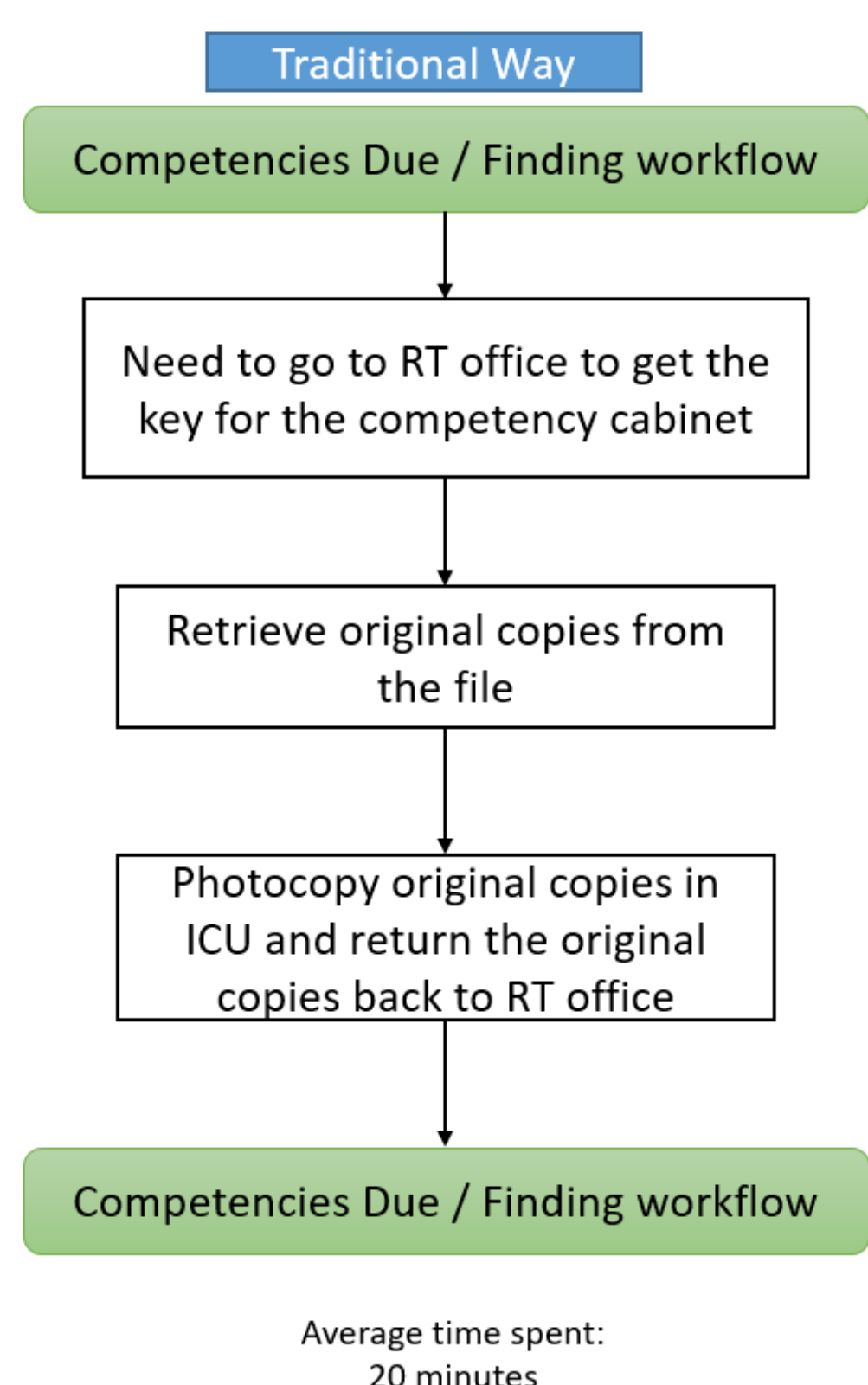
To improve efficiency and ensure safekeeping, the respiratory therapy department made the initiative to transit from paper-based to digital competency documentation beginning in November 2022.



## Analyse Problem

Shadowing and task given to staff to find the appropriate competency of workflow and competency for occasionally- done procedures.

	Waste Identified	Opportunities for review
1	Staff required to request key from the manager to access paper competencies and photocopy	Digitalise the competency and make competency available in intranet
2	Need to ensure enough printing materials in the photocopier	
3	Competencies missing or filing error, resulting staff need to repeat competencies	



## Implementation

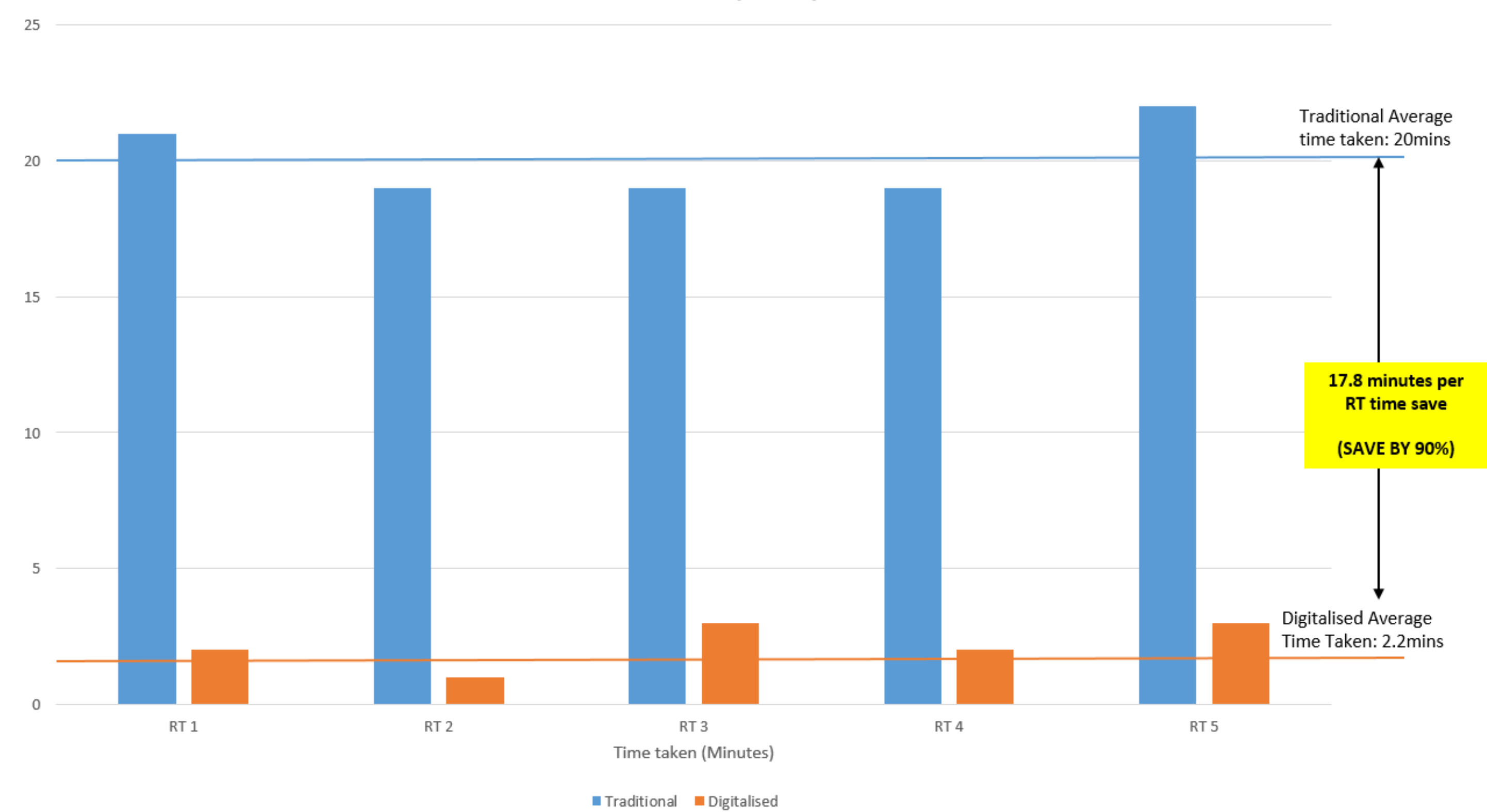
Traditional Paper → Digitalised	Traditional Paper Competency	New Digitalised Competency
Pages of competency (Photocopy) → Digitalised format		
Tedious and redundant checking → Ease and fast assess and submission		
Storage and manual filing (Require physical space) → System storage (Ease of access and ensure confidentiality)		

## Results

### Feedback from Respiratory Therapists



Time taken to obtain a competency checklist



## Spread Changes, Learning Points

### Spread changes

- Presented in Respiratory Therapy (RT) meeting, provided reason on the effectiveness and environmental friendly alternative of the competencies and ease of access in finding workflow.
- Having QR code pasted around the office for staff to access the link.
- Spread and share to other healthcare professions such as nursing in adopting green initiative of digitalising competencies.

### Key Learnings

- Communicate to staff in having a system design that is familiar to current work.
- Support from staff on the appreciation of the new initiative
- Involve stakeholders with similar goals to bring the project to fruition.