

Project Title

Achieve 95% reduction of patient recall at Laboratory in 6 months

Project Lead and Members

Project lead: Jonathan C. Gatab and Leow Chai Hong

Project members: Ellen Reandino, Sharda Rai, Wong Li Jean, Nur'Amira Binte Abdul Rahman, Anja Asmara Binte Suhaimi, Hanisah Binte Hassan, Catherine Gregorio

Organisation(s) Involved

National Healthcare Group Diagnostics

Healthcare Family Group(s) Involved in this Project

Allied Health, Ancillary Care

Applicable Specialty or Discipline

Diagnostics Laboratory

Project Period

Start date: January 2019

Completed date: January 2020

Aims

To achieve 95% reduction of patient recall at Geylang laboratory by identifying the different groups of patients who requires special preparations prior to blood collection.

Project Attachment

See poster attached/below

Background

See poster attached/below

Methods

See poster attached/below

Results

See poster attached/below

Conclusion

See poster attached/below

Additional Information

Accorded the NHG Quality Day 2021 (Category B: Service Redesign & Delivery) Merit Award

Project Category

Care & Process Redesign

Quality Improvement, Clinical Practice Improvement

Productivity, Manhour Saving

Keywords

Patient Recall, Phlebotomy

Name and Email of Project Contact Person(s)

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Jonathan C. Gatab, NHG Diagnostics-Laboratory

Mission Statement

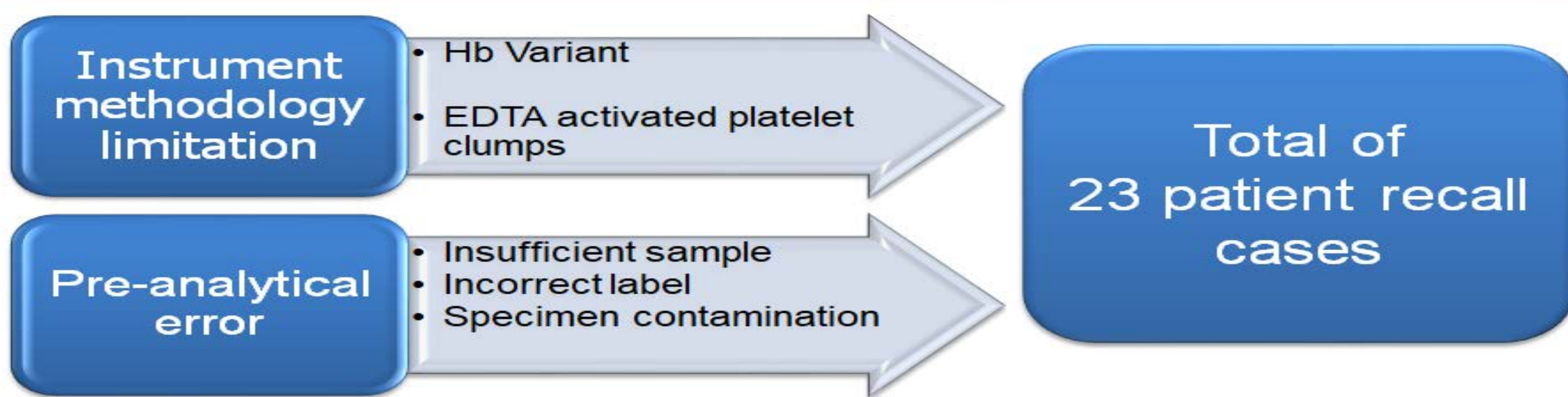
To achieve 95% reduction of patient recall at Geylang laboratory by identifying the different groups of patients who requires special preparations prior to blood collection.

Team Members

	Name	Designation	Department
Team Leader	Jonathan Gatab	Medical Technologist	NHGD-Lab
Team Members	Leow Chai Hong		
	Ellen Reandino		
	Sharda Rai		
	Wong Li Jean		
Facilitator	Nur'Amira Binte Abdul Rahman	Clinical Support Assistance	
	Anja Asmara Binte Suhaimi		
	Hanisah Binte Hassan		
	Catherine Gregorio	Medical Technologist	

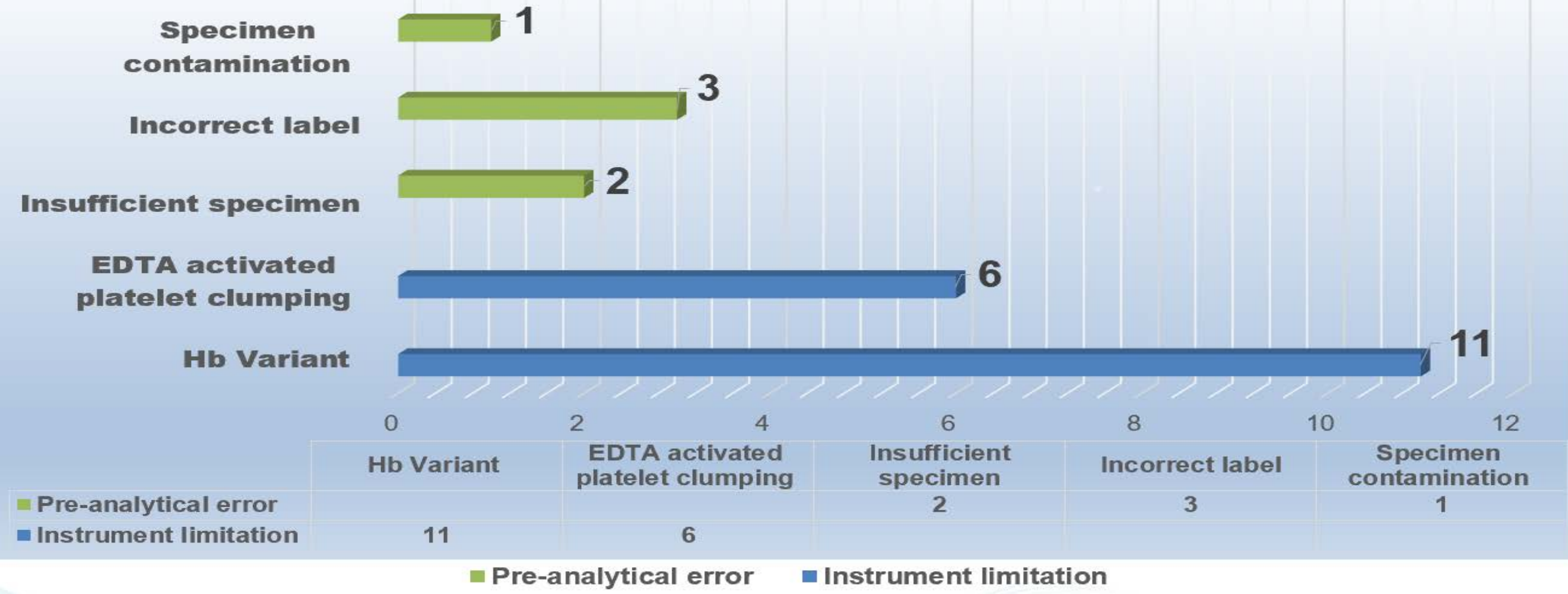
Evidence for a Problem Worth Solving

From Jan – Jul 2019 an average of 5 recall cases / month
Data analysis on the recall cases were attributed to 2 main areas of concern



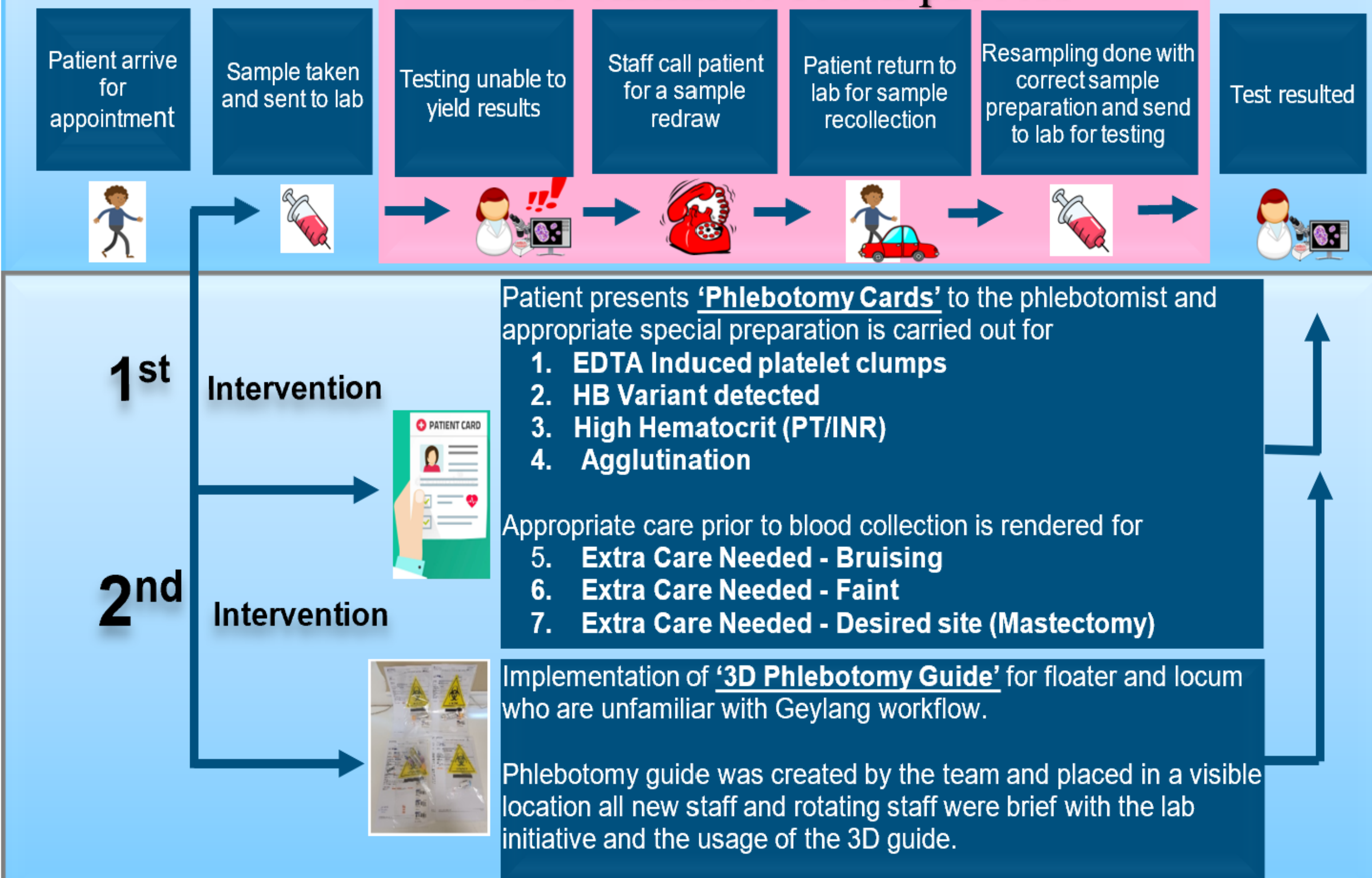
Current Performance of a Process

Jan – Jul 2019 recall cases

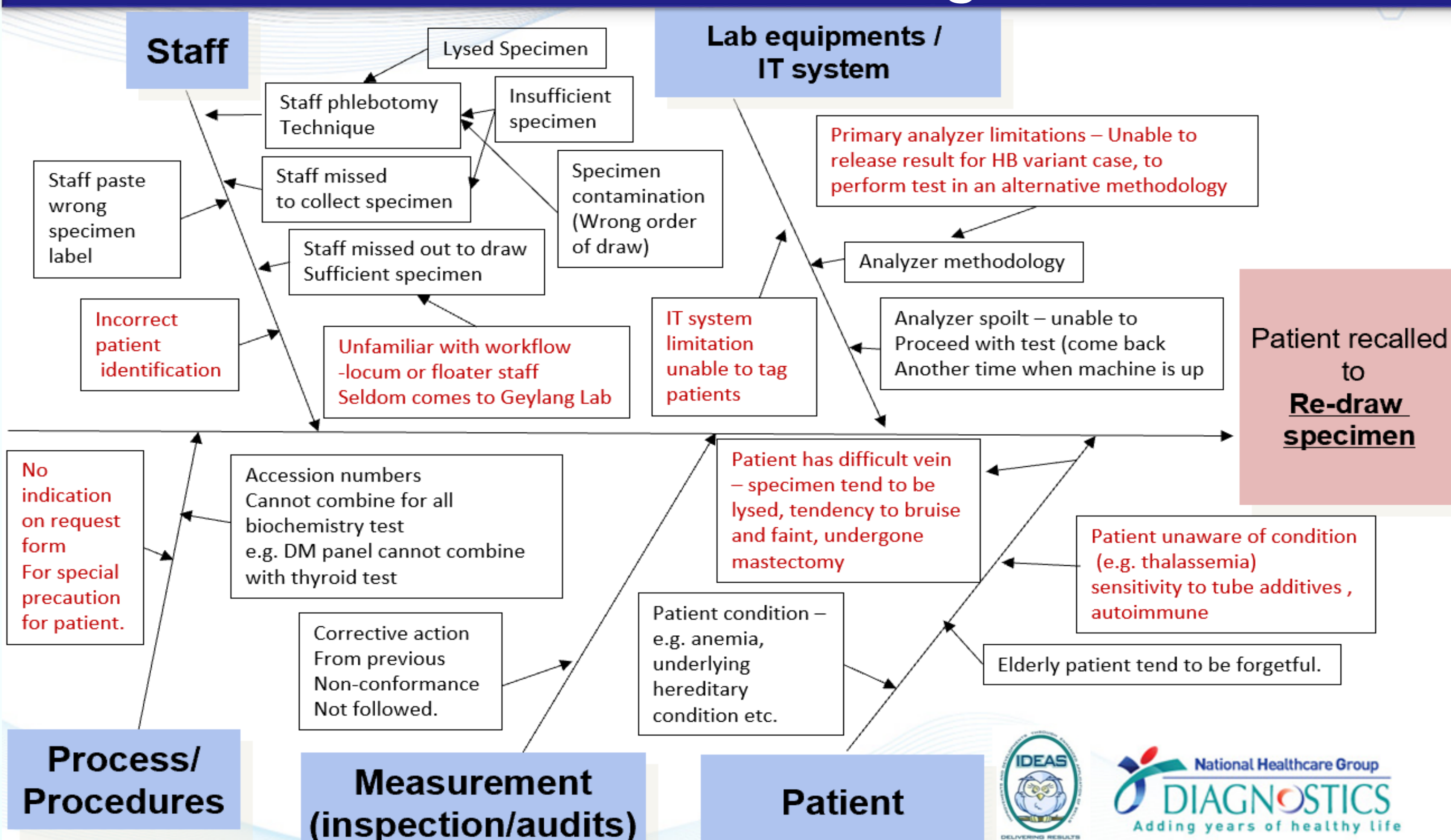


Flow Chart of Process

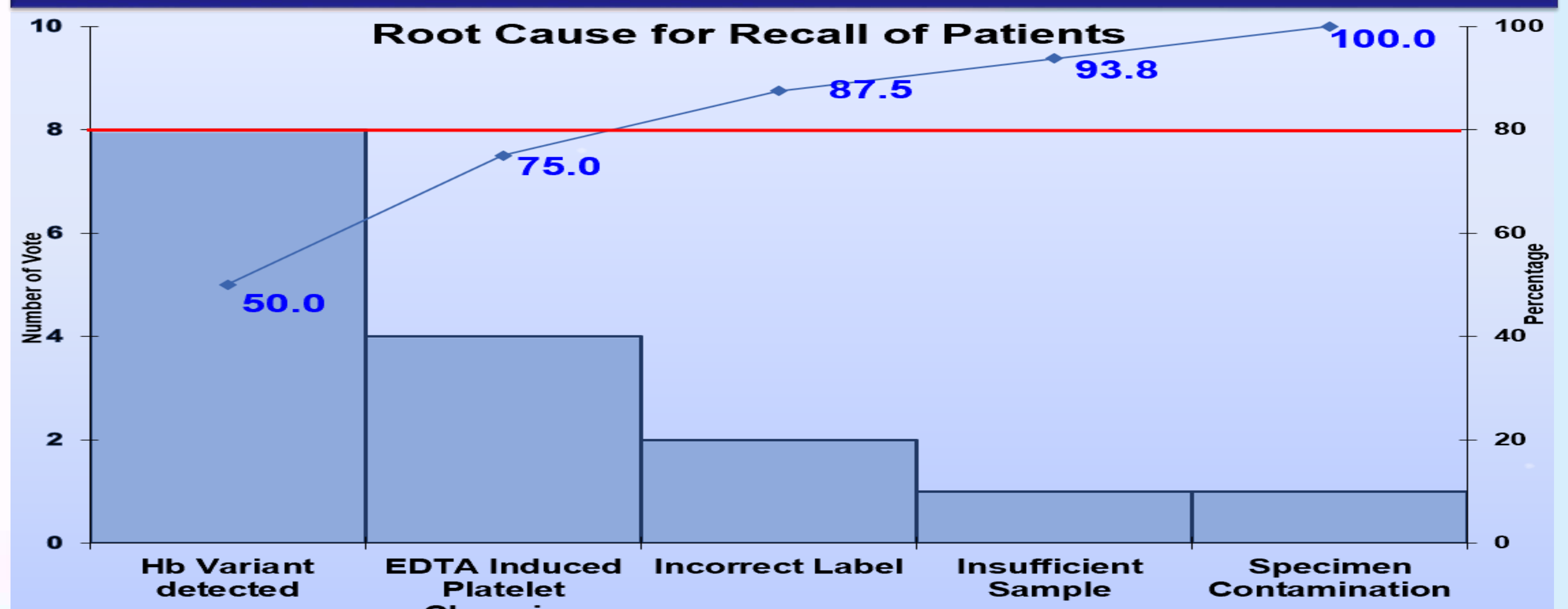
To eliminate recall process



Cause and Effect Diagram



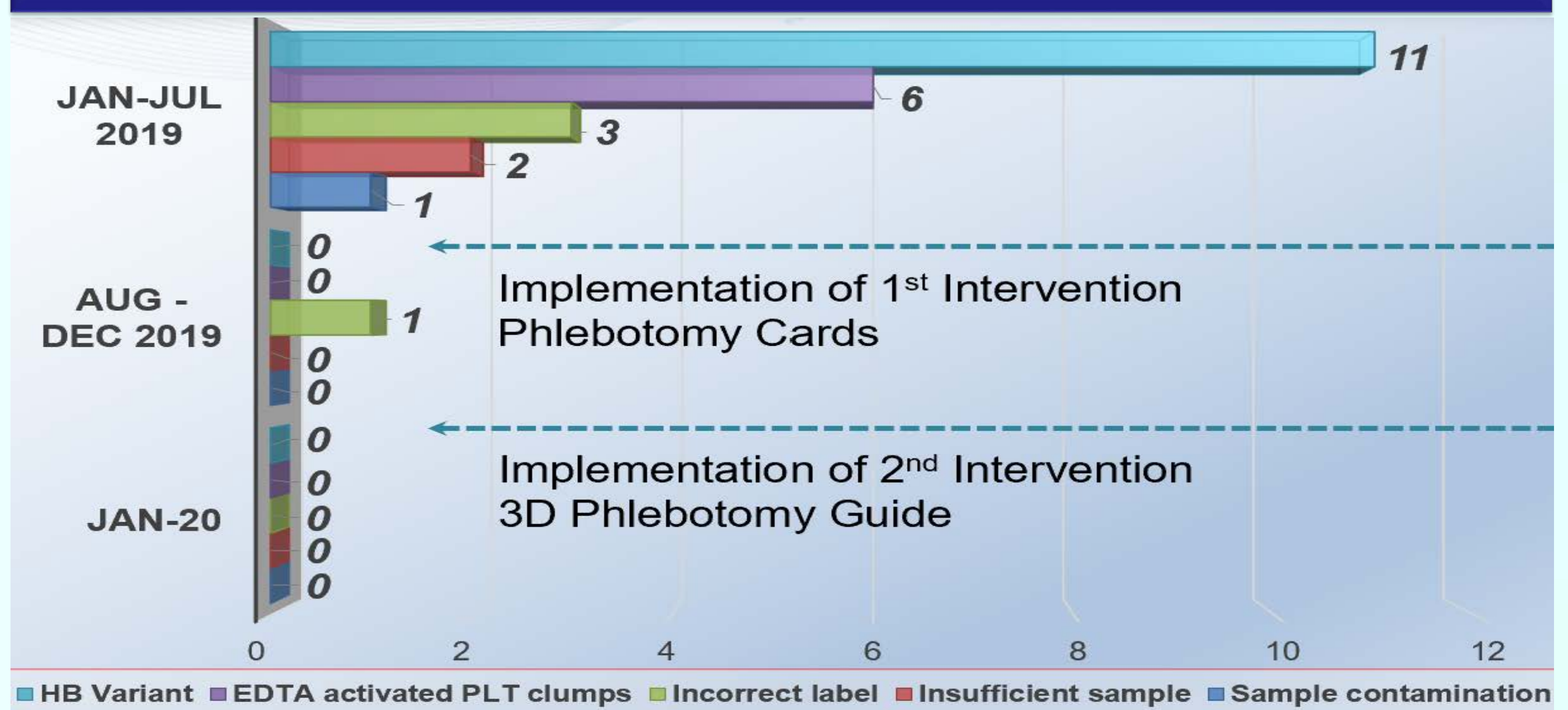
Pareto Chart



Implementation

Problem	Intervention and Date of implementation
1. Unable to identify patient who requires special preparation and care prior phlebotomy on their first visit.	<ul style="list-style-type: none"> Identify different groups of patients on their first visit. Issuance of Phlebotomy cards. <p>August – December 2019</p>
2. Patient identified on their first visit were unable to be tag in the IT system for their subsequent visit.	<ul style="list-style-type: none"> Implementation of 3D phlebotomy guide <p>January 2020</p>
3. Unfamiliarity of the workflow from rotating non-static staff.	<ul style="list-style-type: none"> Implementation of 3D phlebotomy guide <p>January 2020</p>

Results



Cost Savings

Manpower Resource	Minimum service recovery call time / case: 30 mins: \$9.62 23 cases = 11.5 Hours / 6 months = \$ 221.26
Phlebotomy Cost	Estimated consumable cost: \$ 11.5 Manpower allocation 5 mins/case = \$ 36.87
Testing Cost	FBC/test: \$30.00 Hba1c/test: \$12.00 / 6 months = \$ 312.00 Manpower 30mins / case / 6 months = \$ 221.26
Transport Cost	Estimated incurred cost / trip: \$ 5.0 Estimated patient transportation cost = \$ 115.00

Estimated operational cost Jan – Jul 2019 = 24.92 hrs. = \$ 917.89
Estimated savings per year = 49.83 hrs. = \$ 1835.78

Problems Encountered

Being the first to adopt the initiative, time is needed for staff to adapt into the workflow. Non-static staff added on the challenge on keeping the workflow consistent through the first month of implementation. The core team is constantly ensuring that the workflow is adhered to through briefing and reminders.

Strategies to Sustain

Sustainability Data Year 2019 to 2021

- Orientation for new staff and rotating non-static staff of the workflow.
- Audits and data collation.
- Sustainability data till 2021 shows a significant increase in patient returning with phlebotomy cards which shows patient adherence.
- Recall cases till 2021 shows a sustainable 95% decrease since the implementation of the initiative.