

Project Title

Interface of Delivery Data from SCM to SAP

Project Lead and Members

- Daryl Asher Hoe Joon Fai
- Eunice Lim Soh Tee
- Douglas Chew
- Magdalene Tan
- Norhazrina
- Annie Mathews
- Teo Chor Cher
- Julie Tay
- Teo Puay Ling
- Esther Goh
- Rachel Tan
- Krishnamurthy Sivakumar

Organisation(s) Involved

KK Women's and Children's Hospital

Healthcare Family Group(s) Involved in this Project

Nursing

Applicable Specialty or Discipline

Paediatrics

Aim(s)

1. To have an automated process riding on ready infrastructure
2. A cost-effective solution to reduce the number of transactions required for Nurses and Floater for newborn admission

3. To reduce waiting time for nurses to receive newborn admission items and shorten turnaround time for newborn admissions
4. Better focus for nurses to care for mother and baby

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Additional Information

Singapore Healthcare Management (SHM) Congress 2023 – Merit Prize (Operations category)

Project Category

Care & Process Redesign

Productivity, Time Saving

Keywords

Systems interface, Delivery, Newborn

Name and Email of Project Contact Person(s)

Name: Daryl Asher Hoe Joon

Email: singaporehealthcaremanagement@singhealth.com.sg



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KK Women's and Children's Hospital
SingHealth

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Interface of Delivery Data from SCM to SAP

1. BACKGROUND

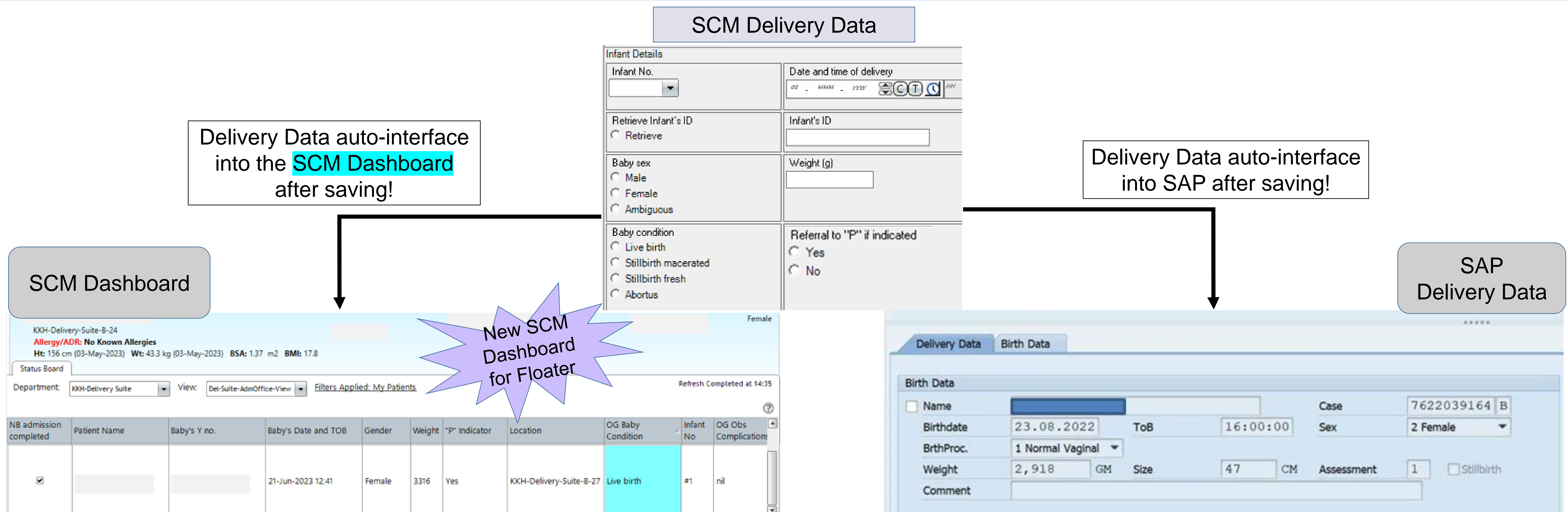
In 2019, feedback was given collectively from Admissions Team in Delivery Suite on improve the workflow for Newborn Admission. The team faced considerable challenges as there were too many manual interventions and miscommunications in handling a newborn admissions case. Thus, a workgroup was formed to look into enhancing efficiency and improving communication for the newborn admissions workflow.

2. AIMS

- To have an automated process riding on ready infrastructure
- A cost-effective solution to reduce the number of transactions required for Nurses and Floater for newborn admission
- To reduce waiting time for nurses to receive newborn admission items and shorten turnaround time for newborn admissions
- Better focus for nurses to care for mother and baby

3. METHODOLOGY

With full support from various stakeholders such as Delivery Suite Nursing Team, Nursing Informatics team, iHIS, Chief Medical Informatics Officer (CMIO) and Admissions Team, many discussions were held to identify the issues and gaps and to transform the work process digitally. Two systems were identified for enhancement project namely Sunrise Clinical Manager (SCM) and System Analysis Program (SAP).



4. RESULTS & BENEFITS

- The **SCM Dashboard** is a more instantaneously and accurate way to transmit delivery data from Nurses to Floater
- Nurses receive newborn admission items timely
- Prompt in transferring mother and baby to Ward
- Eliminate redundant traveling time of 8 mins and transcription errors for Floaters
- Admission Form and Sticky Label readily available for Ward Nurses when newborn admission process is completed
- Total time taken to do newborn admission has reduced by **59%** from **27mins** to **11 mins**

The image shows a 'PATIENT'S CONSENT FOR ADMISSION FORM' and a 'MEDICAL ALERT' form. The medical alert form includes fields for Name, Address, Phone, and other patient details. A 'Mary Din Tai Fung' patient is highlighted with their contact information: S-1234567-A, Y123456789876, 123A #01-01, SAMBAL AVE 6 S(123123), and phone number 7512345667I.

Admission Form (left)
Sticky Label (below)

Mary Din Tai Fung
S-1234567-A
Y123456789876
123A #01-01
SAMBAL AVE 6
S(123123)
7512345667I

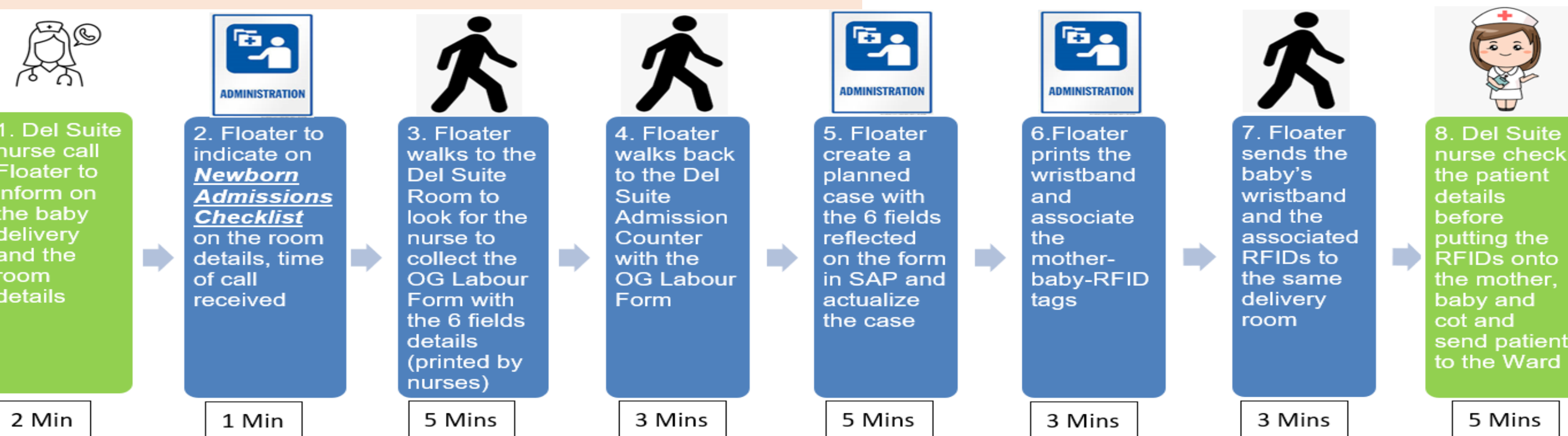
I1122334455 - G
23.06.2023
Medical Alert

7512345667I

5. CONCLUSION

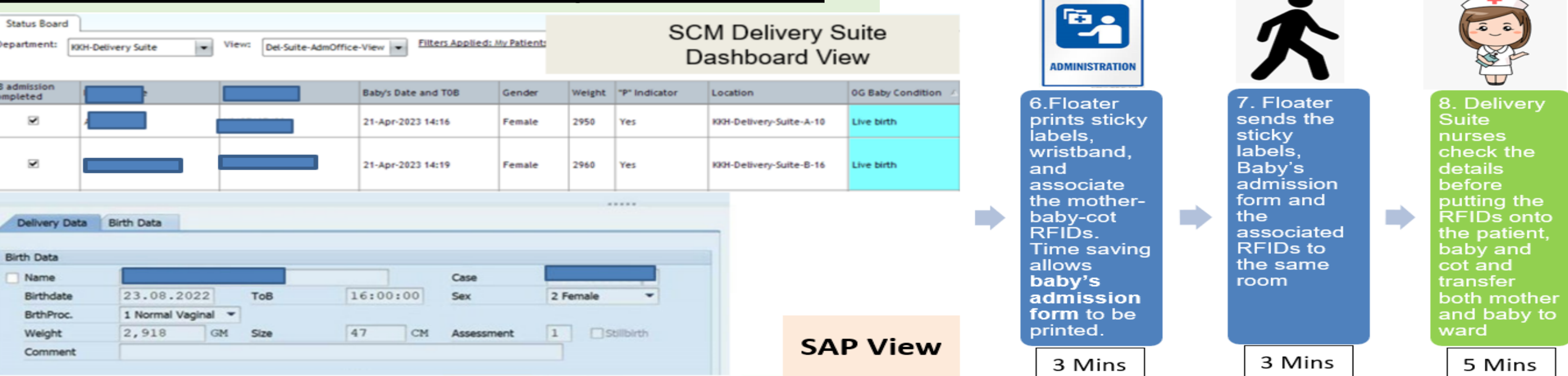
- By eliminating transcription errors, it has achieved our target of ZERO HARM.
- Floater can retrieve delivery data accurately from one source of truth through the new SCM Dashboard.
- By utilizing current systems and resources, it has improved efficiency by streamlining our workflow and assisted in cost savings.
- This project is spinning-off to other areas. We will onboard Operating Theatre, Neonatal ICU and Special Care Neonatal for this new enhancement.
- This implementation has allowed nurses to focus better on patient and newborn care through time saving and auto-interface.
- This enhancement creates "Joy@Work" while upholding **PATIENTS. AT THE HEART OF ALL WE DO.**

Old Workflow required 8 steps to do in 27 mins



Total time taken: **27mins** per case.

New Workflow reduced to 4 steps in 11 mins!



Total time taken: From **27mins** to **11mins** per case
Improved efficiency by **59%**

Add printing of baby's admission form & baby's sticky labels for nurses