

## **Project Title**

No More Casenotes in Urology Operating Theatre (UOT)

## **Project Lead and Members**

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- Peng Jiping
- DrLim KhengSit Jay
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## **Organisation(s) Involved**

Singapore General Hospital

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

Healthcare Administration, Medical, Nursing

## **Applicable Specialty or Discipline**

Urology, Surgery, Health Information Management Services

## **Aims**

To eliminate patients' casenotes in Urology Operating Theatre in 3 months.

## **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) Conference 2021 – Shortlisted Project  
(Human Resource Category)

## **Project Category**

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

## **Keywords**

Clindoc, Casenote Management

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## Background of the problem

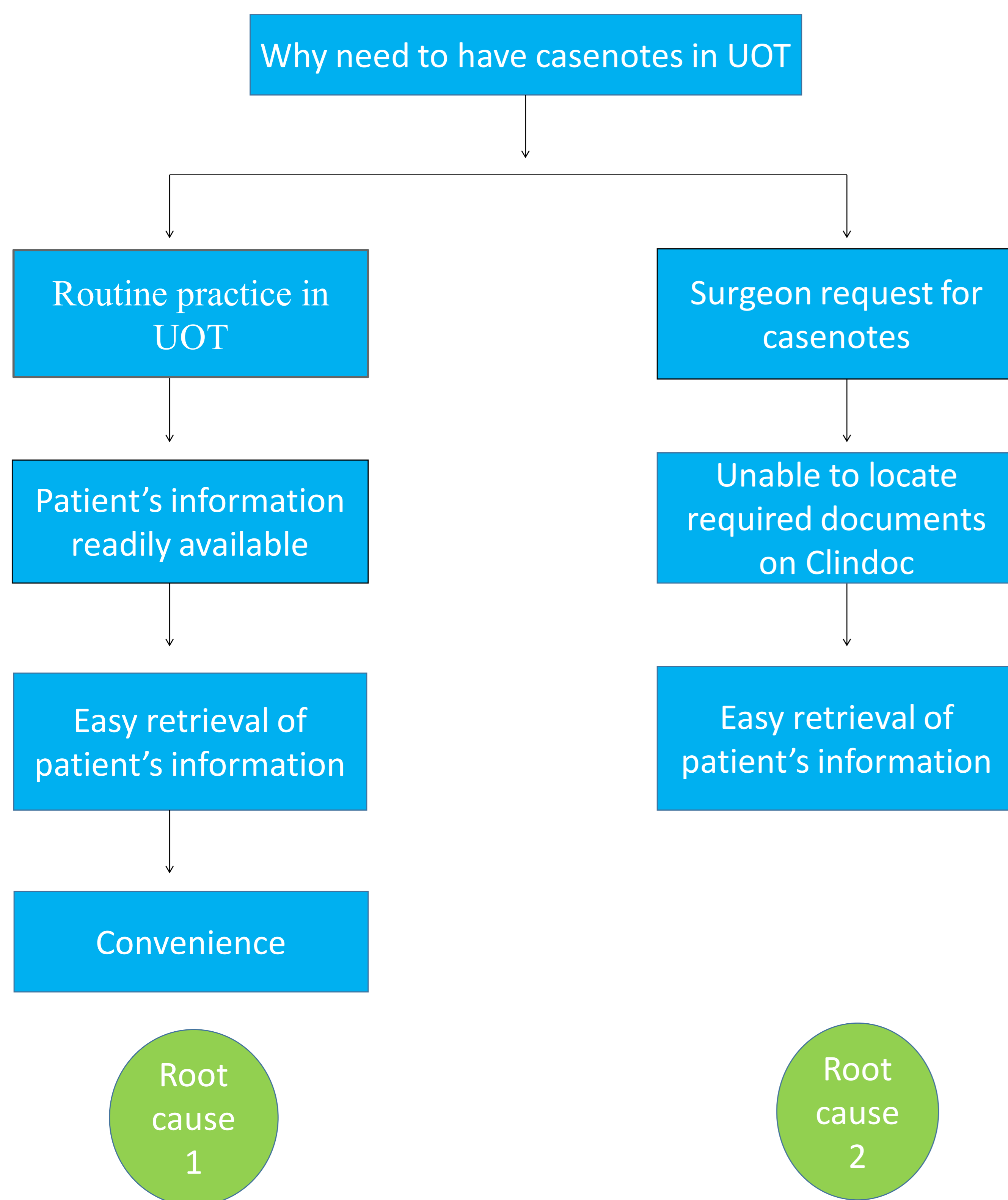
Urology Operating Theatre (UOT) and Health Info Mgt Services staff need to spend two to three hours daily to prepare, trace and retrieve the casenotes for patients who are going for surgeries on the next day. With the Clindoc implementation, this practice has been redundant and unproductive as the casenotes are scanned and can be viewed through the Citrix system. Eliminating the retrieval of casenotes will enable UOT and Health Info Mgt Services staff to redeploy the manpower to other patient care needed area. As such, manpower is optimized which leads to better quality care for patients.

## Mission Statement

To eliminate patients' casenotes in Urology Operating Theatre in 3 months

## Analysis of problems

The team used prioritization matrix to look into the problem and verified the root causes



## Interventions

- A meeting was held with Urologist and Health Info Mgt Services representatives to explore the possibility of casenoteless in UOT
- Health Info Mgt Services agreed to expedite adhoc casenotes request within 30 minutes when needed.

PDSA 1 and PDSA 2 were carried out to address the identified root causes.

### PDSA 1

- All Urologists were informed via email that casenotes would not be provided by phases
- To eliminate casenotes for day surgery patients while remaining SDA patients'

### PDSA 2

- To eliminate casenotes for SDA patients.

## Results

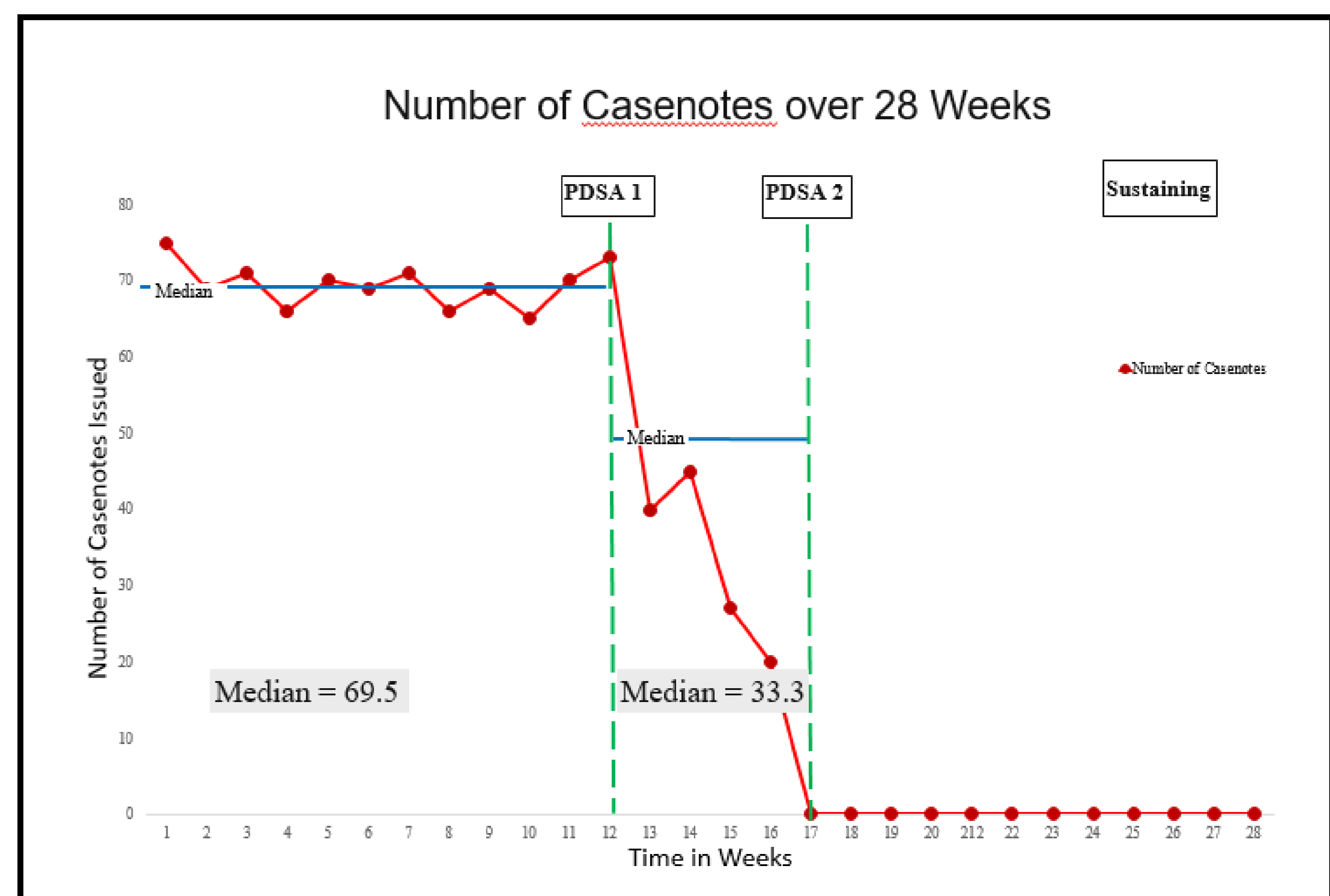


Figure 1: Run chart of casenotes issued over 28 weeks.

## Results

- A reduction of casenotes retrieval from median 69.5 per week to 33.3 was achieved after PDSA 1.
- Casenoteless for all patients was achieved in PDSA 2.
- No urgent adhoc casenote retrieved from Health Info Mgt Services was observed.
- 1200 man-hours per year for retrieving casenotes have been saved

## Conclusion

- With the elimination of casenotes in UOT, staff can be redeployed to other patient care needed area.
- The work flow is streamlined.
- Better quality nursing care can be provided to patients for achieving best outcome.

## Sustainability plans

The team will work collaboratively with Nurse Clinicians and Surgeons to ensure Clindoc being consistently used.