

Project Title

Reducing Time Taken for Applications for Voluntary Nursing Home in Jurong Community Hospital

Project Lead and Members

Project Lead: Shermaine Tan

Project Members: Elaine Capili Jumalon, Freckleton Megan Louise, Kumaran Sinniah, Jeyapandian Persis Jensi Rani, Gladys Chia, Kwan Jia Lin

Organisation(s) Involved

Jurong Community Hospital

Healthcare Family Group(s) Involved in this Project

Allied Health, Ancillary Care, Healthcare Administration, Nursing

Applicable Specialty or Discipline

Medical Social Workers, Occupational Therapy, Physiotherapy

Project Period

Start date: Mar 2021

Completed date: Feb 2022

Aims

The team aims to increase the percentage of Voluntary Nursing Home (VNH) applications which are placed on the waitlist within 10 working days from application initiation to 70% by January 2022.

Background

See poster appended/ below.

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

Although it is tempting to adopt existing processes from other institutions, it is important to be systematic in how we implement change. By going through the root cause analysis, it helped us identify issues that are unique to JCH. In addition, the methodical process of analysing problem and choosing solution enabled us to better appreciate how that particular solution will help in improving the process. Moreover, we learnt that multi-stakeholder partnership is essential in ensuring sustained success in resolving issues. Besides engaging the heads of departments to gain their buy-in, we also identified “champions of change” in the key stakeholder groups so that they can help to drive the change. This helped in the sustainability of the change as both the senior and junior staff assisted to influence change in their respective departments.

Conclusion

See poster appended/ below

Additional Information

It is important to analyse the situation before we start coming up with solutions to ensure that we are targeting the right problem. It will also be helpful to get representative from all the parties involved in the situation to be on board the project so that we can have a better reach to their departments.

Doing a Quality Improvement project is often misunderstood as time-consuming and tedious. However, it is actually worth the time because it can help us to provide better care for our patients. It is also rewarding to see the impact which the project created.

Project Category

Care Continuum, Intermediate and Long Term Care & Community Care, Nursing Home, Right- Siting

Care & Process Redesign, Quality Improvement, Workflow Redesign, Value Based Care, Productivity, Time Saving, Access to Care, Waiting Time

Keywords

Nursing Home, Process Improvement

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