

COMPETENCY WHERE? ASK WHO? ASK VIJAY

- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST

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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

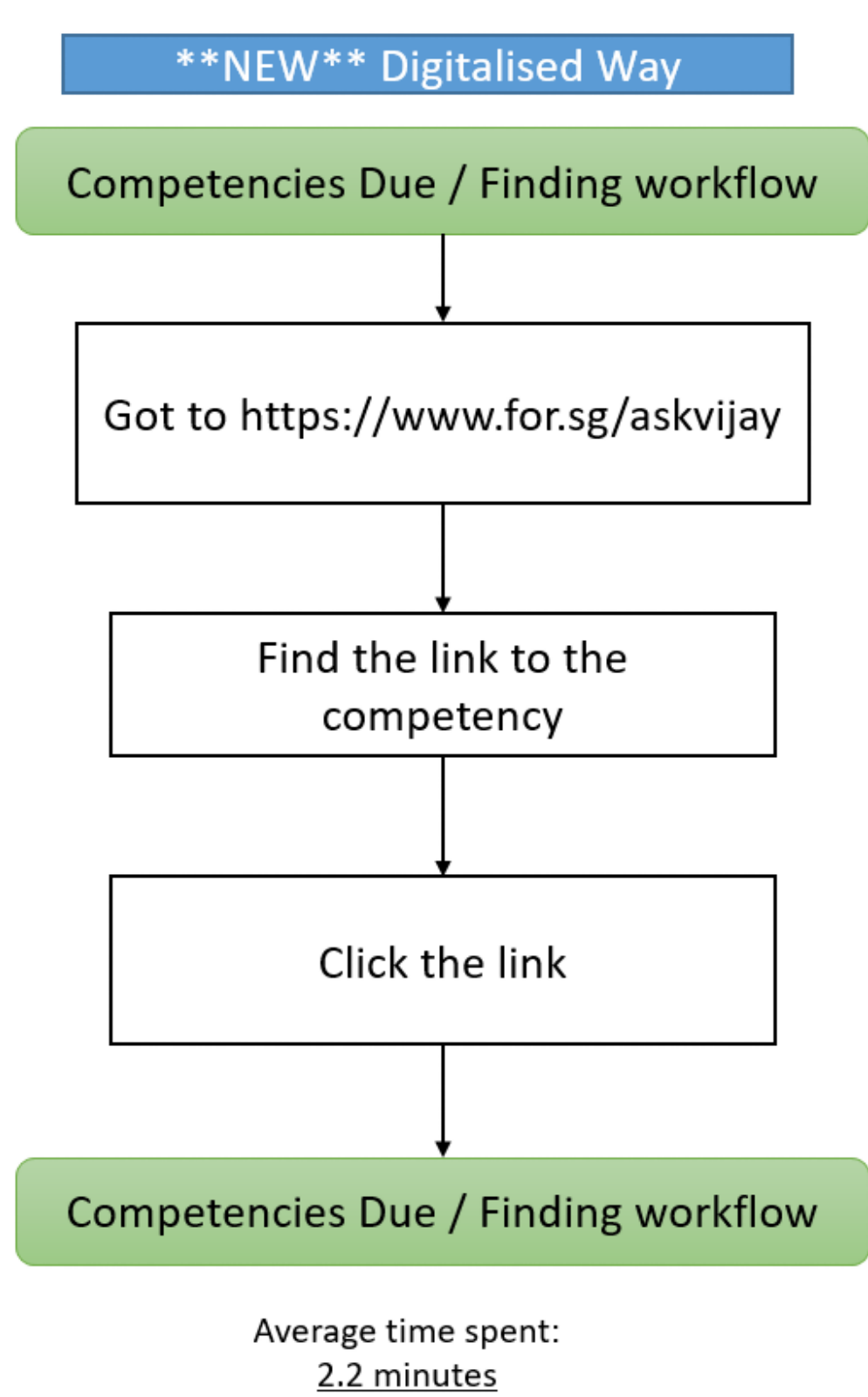
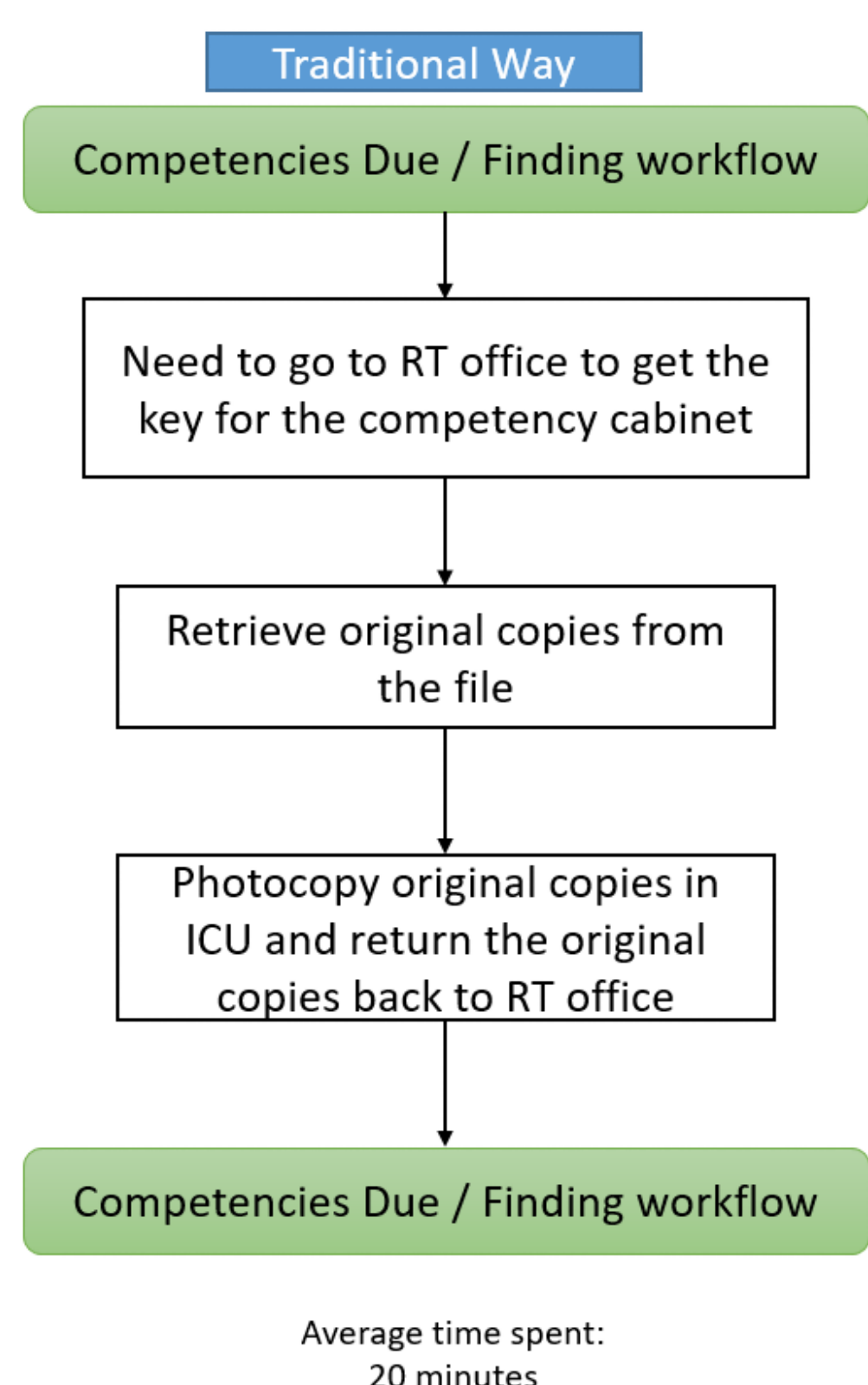
To improve efficiency and ensure safekeeping, the respiratory therapy department made the initiative to transit from paper-based to digital competency documentation beginning in November 2022.



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

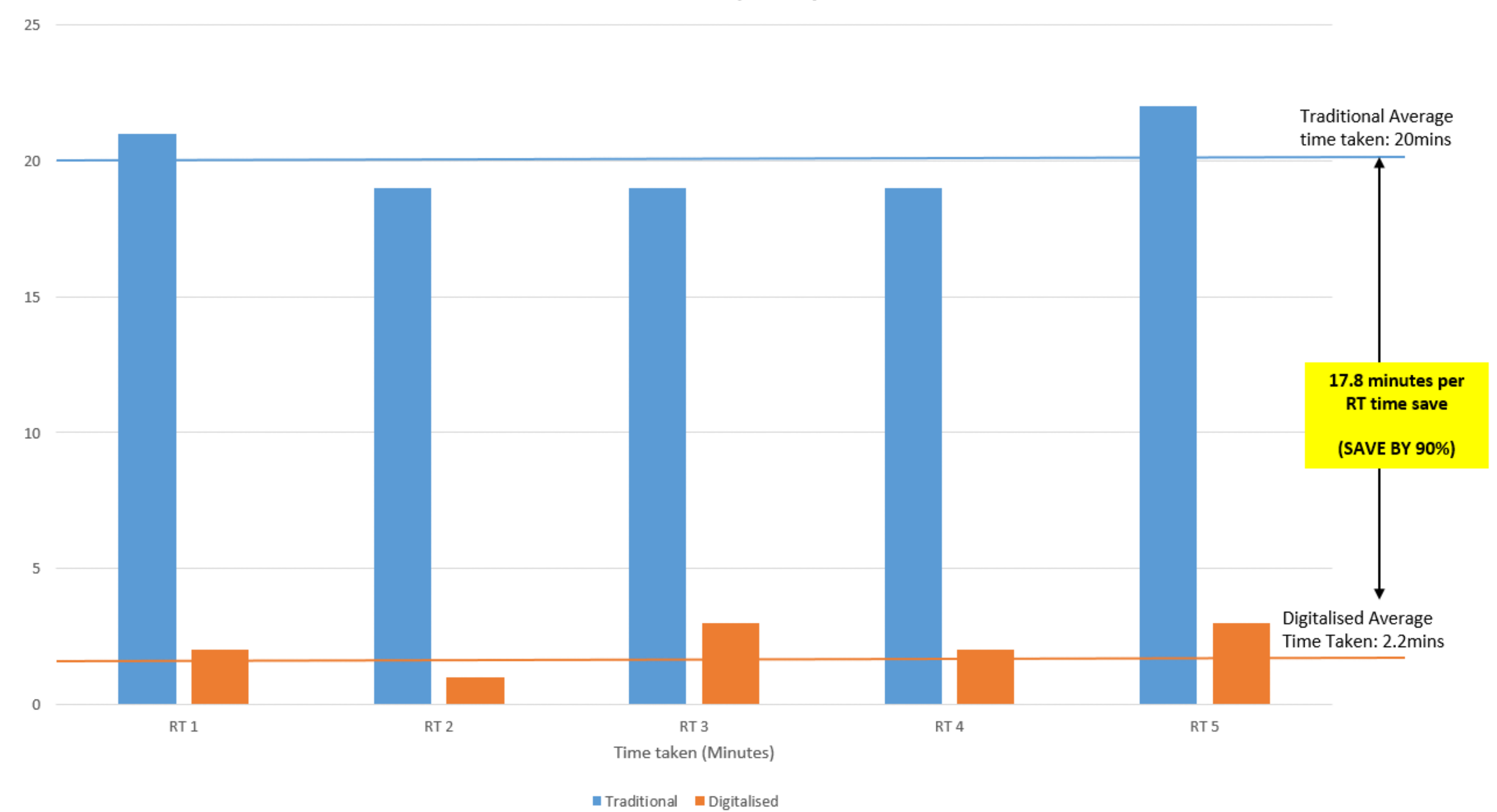
Traditional Paper → Digitalised	Traditional Paper Competency	New Digitalised Competency
Pages of competency (Photocopy) → Digitalised format		
Tedious and redundant checking → Ease and fast assess and submission		
Storage and manual filing (Require physical space) → System storage (Ease of access and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