

FROM ED TO WARD: SAFEKEEPING AND RETURNING OF PATIENT'S PROPERTY

MEMBERS:

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- WORKPLACE / PATIENT SAFETY
- PATIENT EXPERIENCE
- INNOVATION AND PRODUCTIVITY
- GREEN & SUSTAINABILITY

Define Problem, Set Aim

Problem Statement

- Slow turnover in the returning of property bags
- High load of property bags cramped in the cabinets
- Ward Nurse unable to return the property bag promptly
- Challenging for patient/ NOK to find their way to ED Discharge Counter
- ED running out of storage space to keep the non-moving bags
- ED PSA having difficulty to search for the bags
- Unsatisfactory patient/ NOK experience

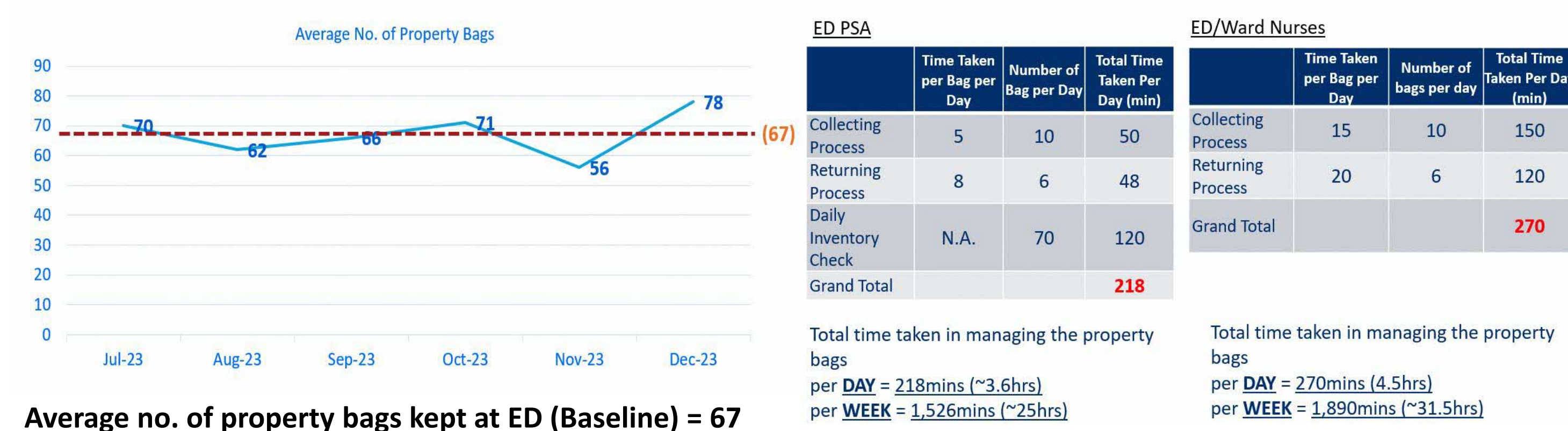
Aim Statement

- Reduce the number of uncollected/ unclaimed property bags at ED by 50% (average bags kept ~ 67 bags)
- Reduce time spent on managing the property bags by staff by 50%
- Early and prompt return of property bags to patients/ NOKs at ward level



Establish Measures

Average Accumulated No. of Property Bags Kept at ED (Baseline) Total Time Taken in Managing The Property Bags Daily

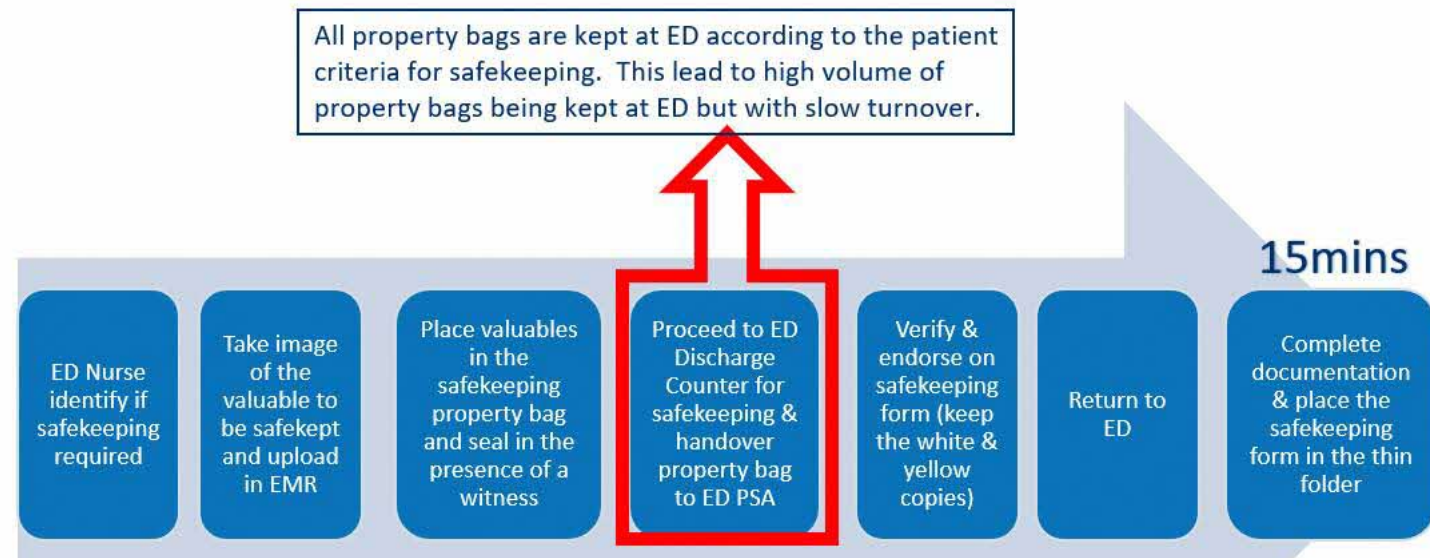


Average no. of property bags kept at ED (Baseline) = 67

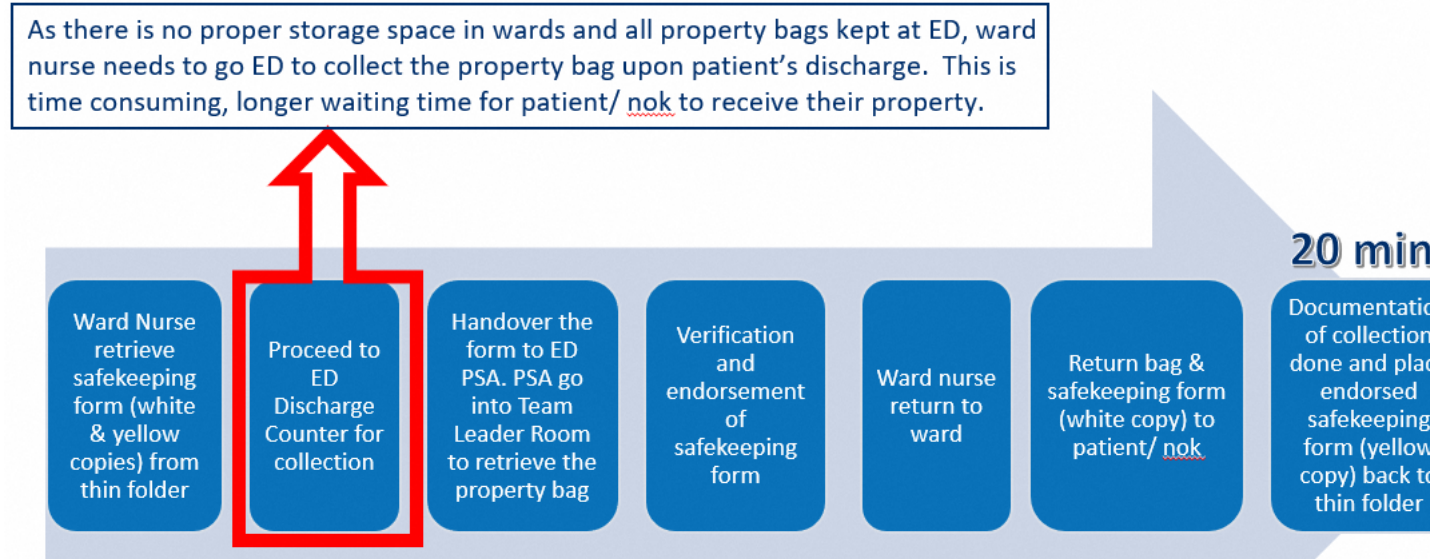
Analyse Problem

Process Before Interventions

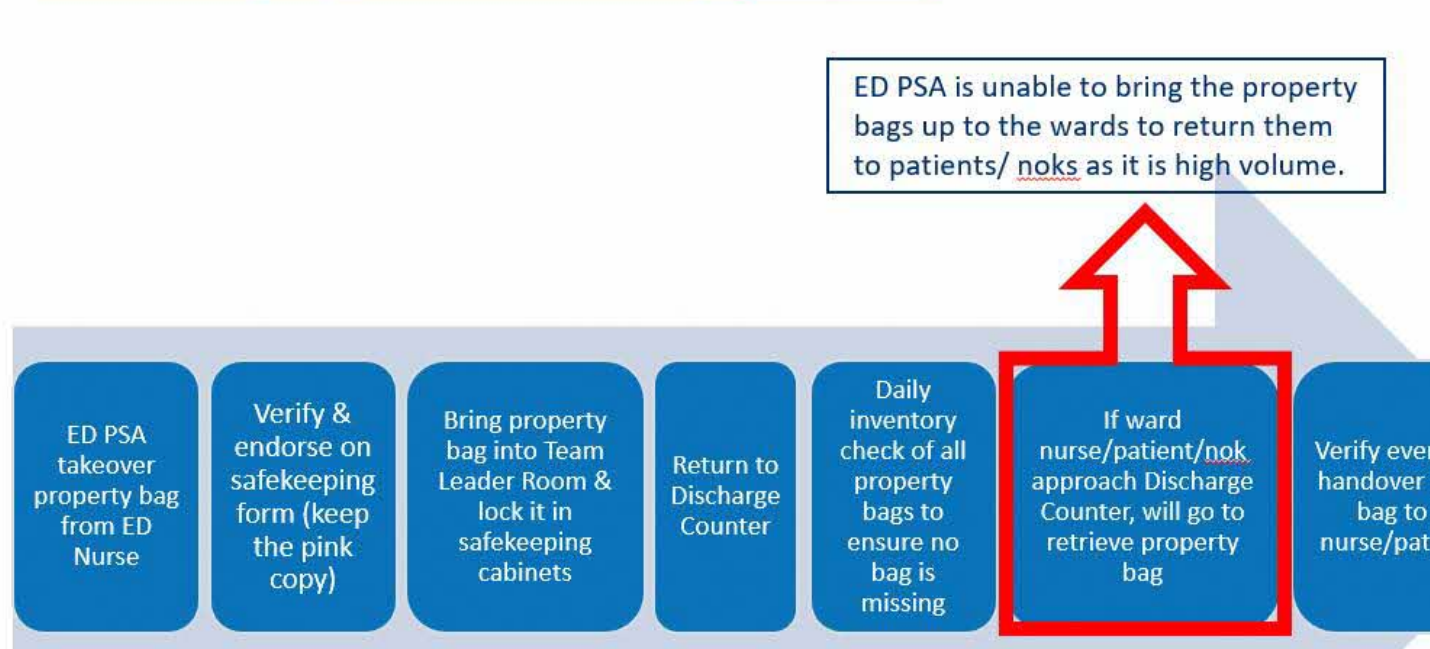
Safekeeping Workflow by ED Nurse



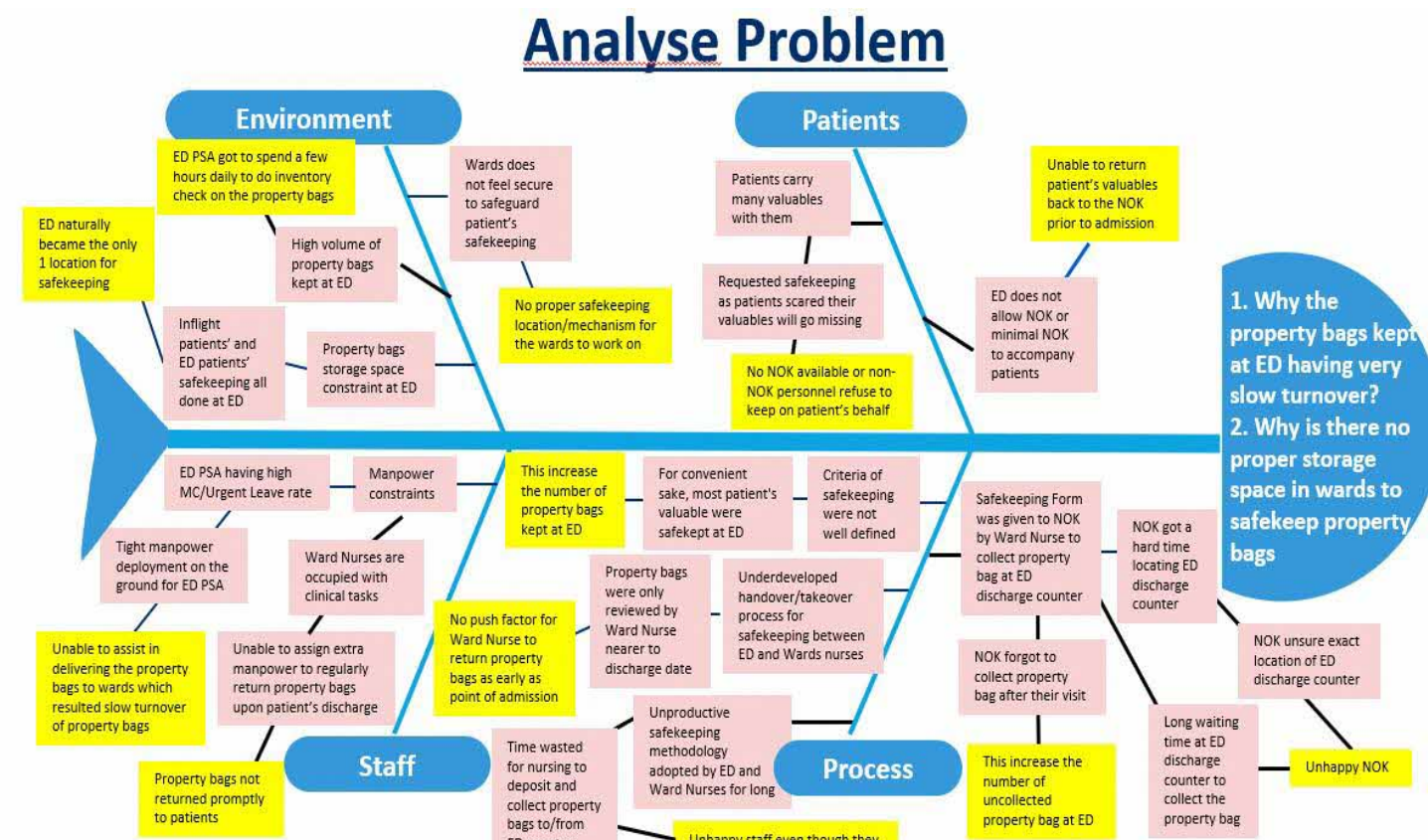
Safekeeping Workflow by Ward Nurse



Safekeeping Workflow by ED PSA



Probable Root Causes



Patient Criteria for Safekeeping

Property Bag / Patient's Criteria	Kept by ED PSA
1. As long as patient/ nok requests to use the hospital's facilities for safekeeping of property	✓
2. Patient arrives in ED with a GCS of less than 15	✓
3. Patient transferring from ED to ICU/CVU/OT (require emergency operation or unplanned procedure) with no NOK to keep the property	✓

Generic patient criteria for safekeeping led to high collection of patient's property have been identified

Reduce Mudras

Healthcare Mudras	Safekeeping Muda	Remarks
Waiting	Waiting	Waiting time for inflight patients to collect their property bag can be reduced if the property bag to be kept in ward
Transportation	Motion	Inflight nurses got to go all the way to ED to collect the property bags upon patient discharged, such collection can be reduced
Motion of patients	Inventory	Generic patient criteria for safekeeping led to high volumes collection of property bags, become cumbersome when doing inventory check
Overproduction	Mistakes	Running out of storage space for the property bags due to high volume can cause the misplacement of property bags
Irregular processes	Overproduction	Generic patient criteria for safekeeping led to high volumes collection of property bags but with slow turn over
Inventory		
Defects/Mistakes/errors		
Under utilisation of human resources		

Select Changes

Probable solutions are selected for testing

Selecting Solutions (Action Priority Matrix)

Various interventions were brainstormed with the team. The different probable solutions were evaluated on the feasibility and impact, and the team decided on the solutions in red which can address the key constraints.



- Review Safekeeping Criteria to have better distribution of property bags load between ED & wards
- Create proper safekeeping location/mechanism for the wards to work on
- Develop push factor for ward nurse to return property bags as early as point of patient's admission

Test & Implement Changes

Process After Interventions

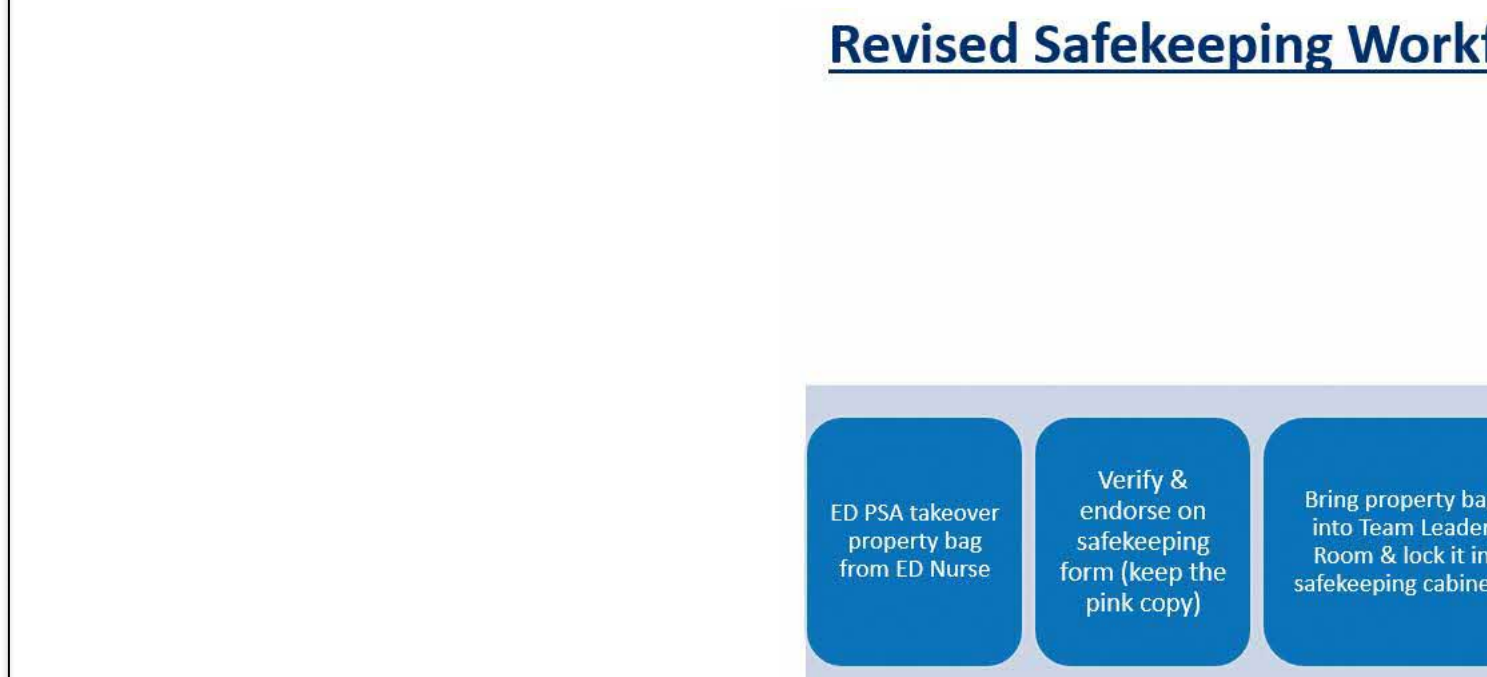
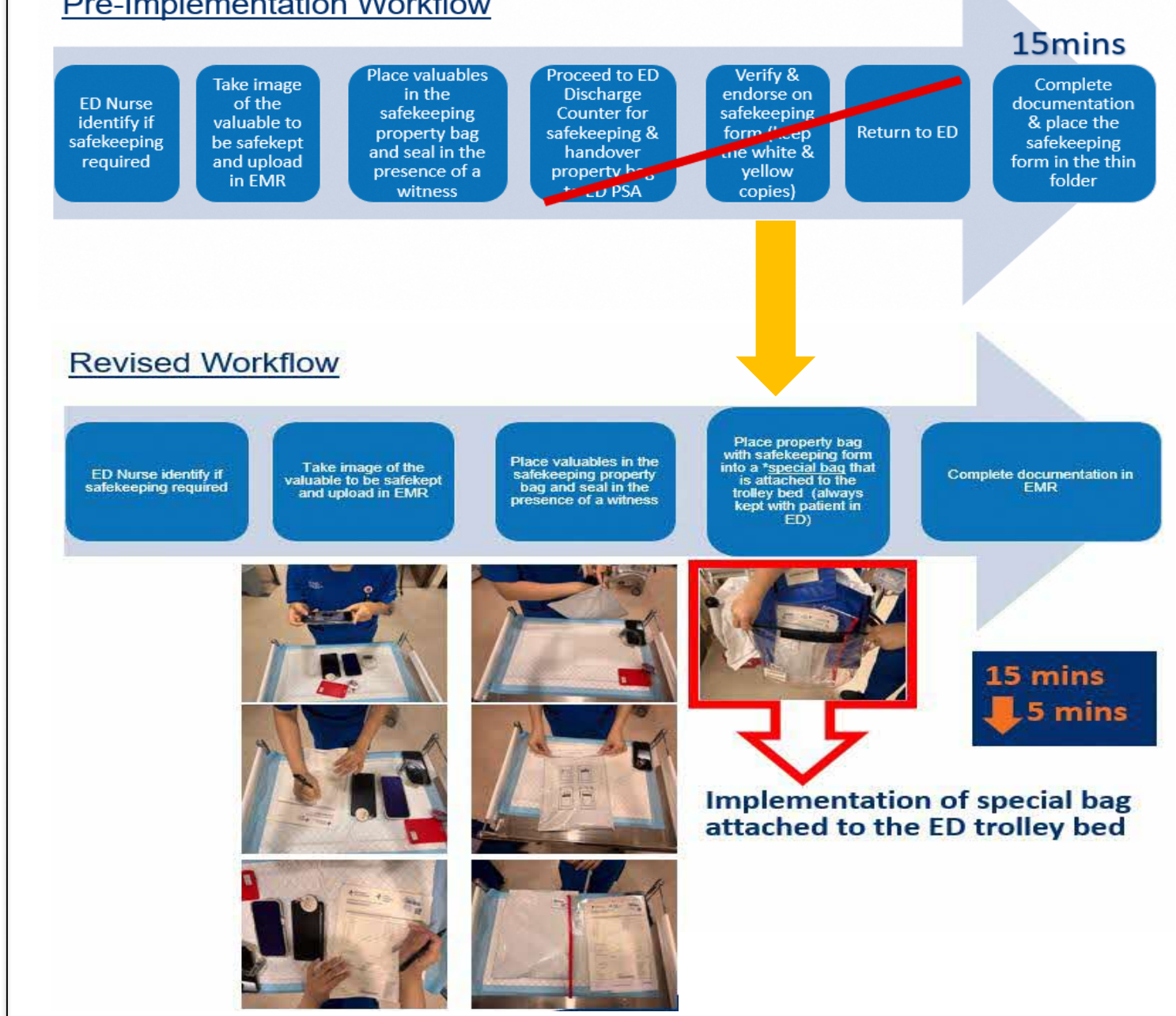
1 Revised Patient Criteria for Safekeeping

Property Bag / Patient's Criteria	Kept @ Patient's Trolley Bed in ED	Kept by ED PSA
1. Unconscious patient or patient with cognitive impairment	✓	
2. Conscious/unconscious patient or patient with cognitive impairment who carries \$1,000 cash or more with him/her		✓
3. Conscious/unconscious patient or patient with cognitive impairment transferring from ED to ICU/CVU/OT (require emergency operation or unplanned procedure) with no NOK to keep the property		✓
4. Conscious/unconscious patient or patient with cognitive impairment transferring from Wards to ICU with no NOK to keep the property		✓

Criteria 1 & 2 are new & become more specific

The revised patient criteria for safekeeping led to workflow changes for both ED and wards

Revised Safekeeping Workflow by ED Nurse (Under Revised Criteria 1)



Post Interventions (results and benefits)

Total Time Taken in Managing The Property Bags Daily

ED PSA	ED/Ward Nurses
Collecting Process: 5 bags, 3 per day, 15 mins	Collecting Process: 5 bags, 10 per day, 50 mins
Returning Process: 15 bags, 2 per day, 30 mins	Returning Process: 5 bags, 6 per day, 30 mins
Daily Inventory Check: N.A., 8 per day, 30 mins	Daily Inventory Check: N.A., 8 per day, 30 mins
Grand Total: 75 mins	Grand Total: 80 mins

Total time taken in managing the property bags per DAY = 75mins (1.25hrs) per WEEK = 525mins (8.75hrs)

Average Accumulated No. of Property Bags Kept at ED (Baseline vs Outcome)



Pre-Implementation (Jul to Dec 2023) Average Accumulated No. of Property Bags: 67
Post-Implementation (Jan to Jul 2024) Average Accumulated No. of Property Bags: 7 [90% reduction]

Pre and Post Implementation Time Saving in Managing The Property Bags

Total time taken in managing the property bags (per day)	ED PSA (hour)	ED/Ward Nurse (hour)
Pre-Implementation: 3.60		4.50
Post-Implementation: 1.25		1.33
Total Time Saved: 2.35		3.17
Total Time Saved (%): 65%		70%

The time saved in managing the property bags by ED PSA and ED/Ward Nurse are now used for more operations support, system refresher training and better patient care respectively, which lead to better work productivity and effectiveness

With continuous PDSA for sustainability and teamwork effort to achieve the objectives, not only the targets were met, but with excellent results!

Prompt Returning of Property Bags in Wards

Pre-Implementation: Within 3 days, only an average of 16 property bags were returned to patients/ NOKs

Post-Implementation: Within 3 days, 49 property bags were promptly returned to patients/ NOKs

>100% of property bags were returned to patients/ NOKs within 3 days upon implementation!

Spread Changes, Learning Points

Learning Points & Sustainability

- A willing attitude to kickstart difficult conversations, numerous brainstorming sessions and adopting a collaborative and open-mindset is key to a good project
- Together with ED and Ward nursing teams, the property bags load kept at ED is significantly reduced and become manageable. The property are also promptly returned to patient/ nok in the ward.
- Communication and teamwork enabled the continued success and sustainability of the project



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