

ORGANIZING THE ANTEROOM TROLLEY DRAWER FOR PATIENTS IN THE ISOLATION WARD

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- WORKPLACE / PATIENT SAFETY
- PATIENT EXPERIENCE

- INNOVATION AND PRODUCTIVITY
- GREEN & SUSTAINABILITY

Define Problem, Set Aim

Problem Statement

Isolation ward comprises 15 single-bed isolation rooms that are equipped with negative pressure. Each isolation room comes with additional barriers, such as an anteroom and a self-closing glass door. Nurses often find it time-consuming to retrieve consumable items while attending to patients in the isolation rooms. Alternatively, a staff assistance call bell can be used, but nurses are required to walk to the respective area to collect the items and then go back to the room.

Aim Statement

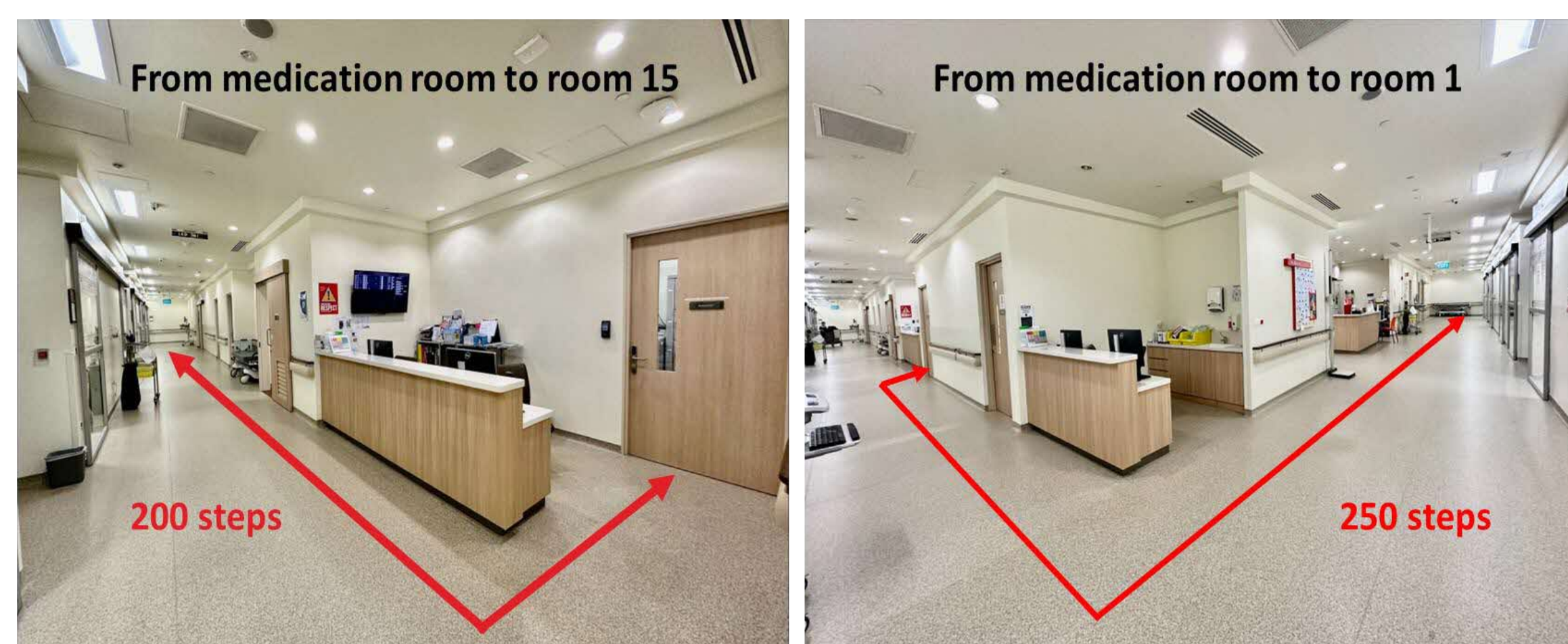
The isolation ward aims to reduce the total time nurses spend retrieving consumable items inside patient rooms by 50% by December 2023.

Establish Measures

The outcome measure for this project is the total time nurses spend to retrieve consumables inside patient rooms.

Our current performance before intervention:

Collection of IV flushing & consumables, nurses required to walk total 200-250 steps



On average, 200-250 steps were taken between room one and medication room to retrieve consumables, going back and forth between the two locations

Analyse Problem

Process before interventions

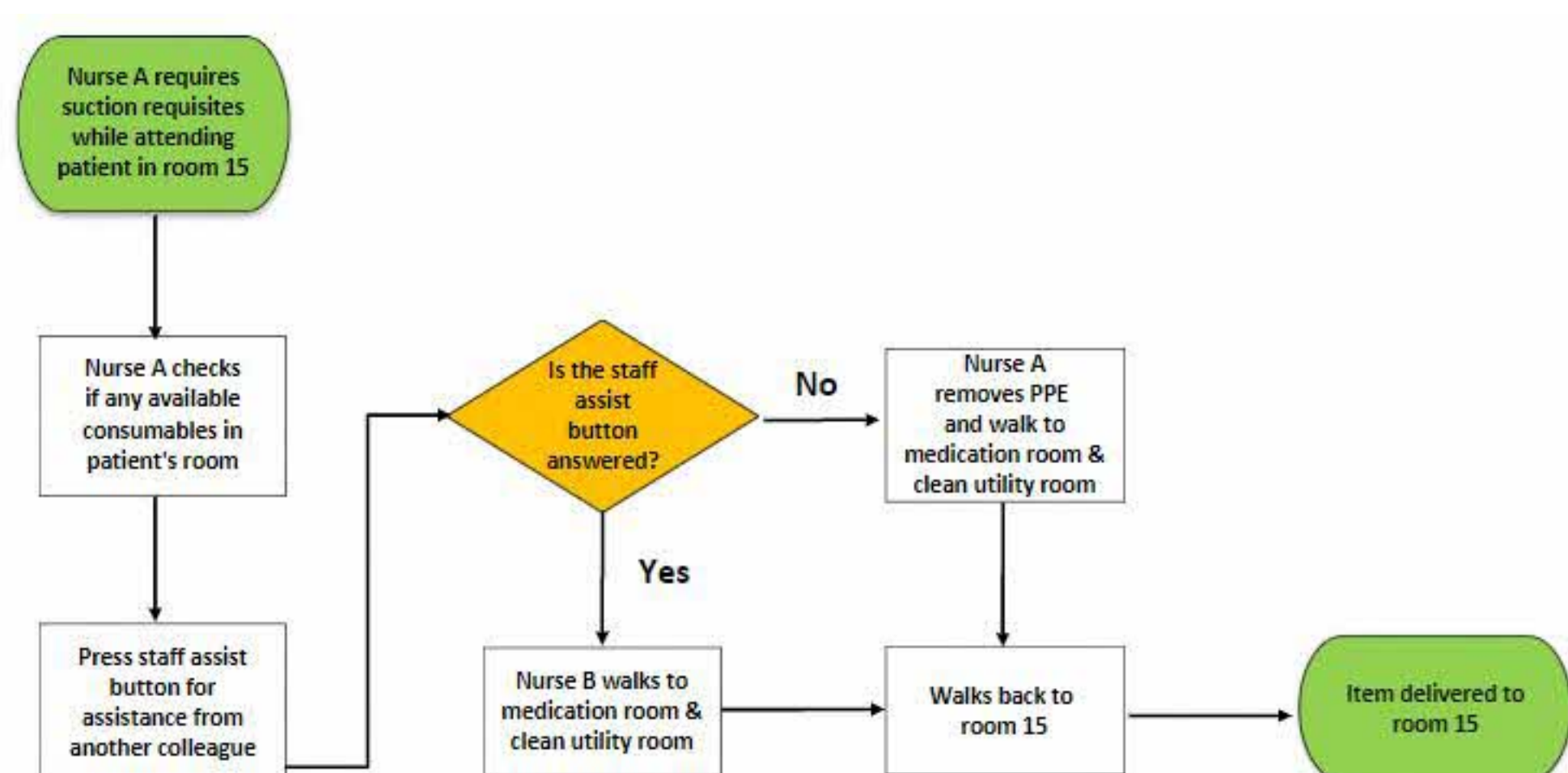
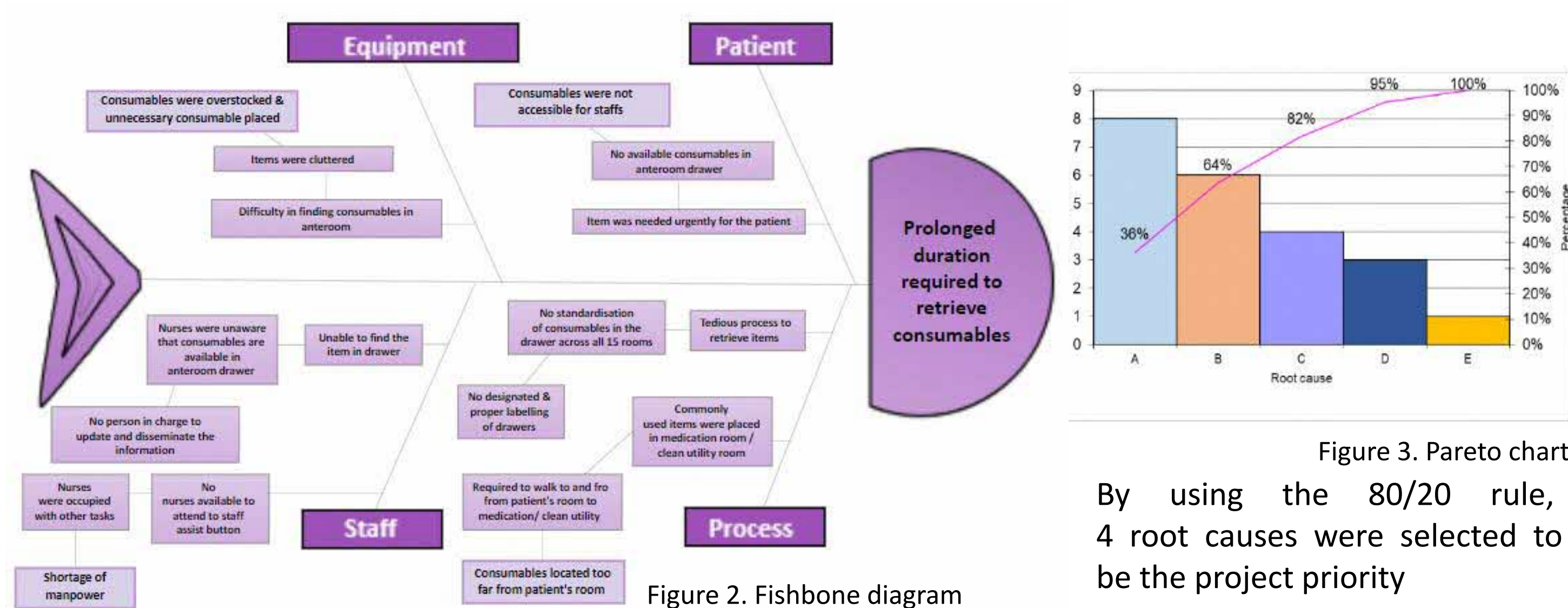


Figure 1. Process map

Probable root causes



By using the 80/20 rule, 4 root causes were selected to be the project priority

Select Changes

Root cause	Potential solutions
A	The consumables were placed too far from patient's room PS1. Frequently used items will be placed in the drawer
B	The consumables were overstocked & unnecessary consumable were placed in the trolley PS2. Unnecessary & overstocked items will be removed PS3. Pictorial guides will be posted at the base of each drawer to standardize the location for items
C	No designated & proper labelling of the drawer PS4. A team will be formed to implement and oversee the project PS5. The night duty junior nurse will be assigned to restock the consumables
D	No person in charge to update & disseminate the information
E	Shortage of manpower PS6. Recruit more nurses

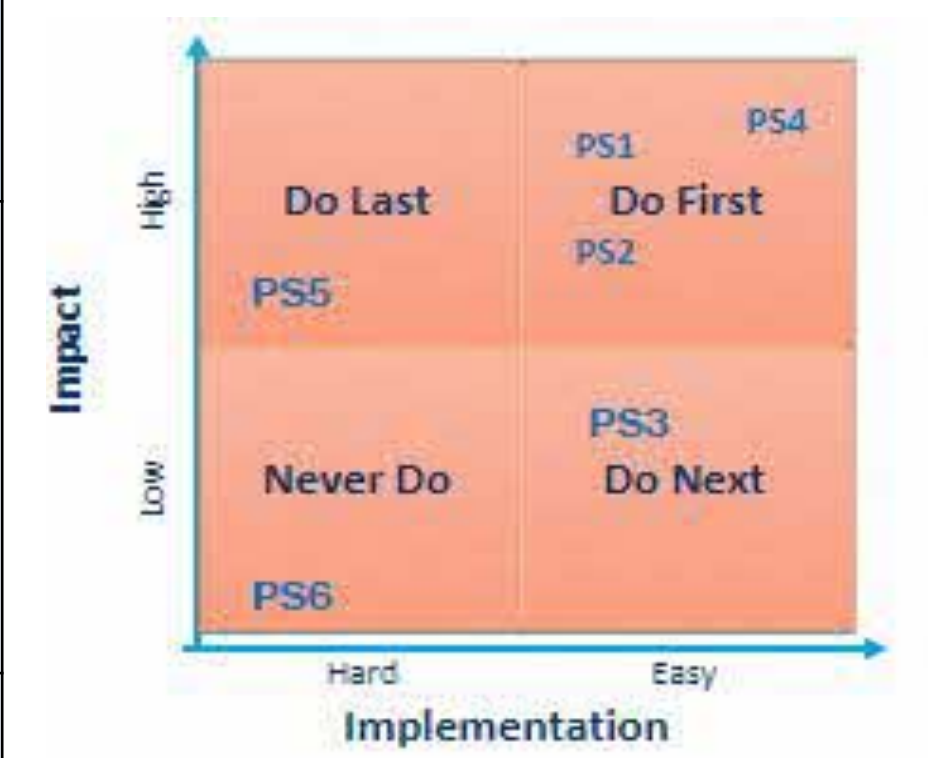


Figure 4. Prioritization of potential solutions

Test & Implement Changes

CYCLE	PLAN	DO	STUDY	ACT
1	Implementation will be piloted at bed 9 and bed 10 for 4 weeks Initiated on May 2023	<ul style="list-style-type: none"> To remove the unnecessary and overstocked items from the drawer To compartmentalize the drawer space by using drawer divider Pictorial guides are to be placed at the base of each drawer to standardize the location for every item 	<ul style="list-style-type: none"> Nurses are aware of the implementation No proper restocking, which causes items to be overstocked 	<ul style="list-style-type: none"> To adopt the workflow, but to add on visual cues for top up
2	Assemble trolleys for the remaining rooms Initiated on June 2023	<ul style="list-style-type: none"> Par level for certain consumables were drawn in red on the drawer divider 	<ul style="list-style-type: none"> Consumables were top up properly Feedback was gathered from ground staff 	<ul style="list-style-type: none"> The workflow will continue to be implemented in isolation ward Regular audits and reminders are required to monitor the compliance rate



Cycle 1 implementation: Compartmentalized drawer space & pictorial guides



Cycle 2 implementation: Par level drawn in red for top up

Outcome measures:



With the implementation of cycle 1 & 2, nurses now only require taking less than 5 steps from a patient's room to drawer to collect consumables

Spread Changes, Learning Points

Spread changes:

- To spread the change, team members were assigned to explain the new workflow to all nurses in the isolation ward during roll call. This was to ensure that everyone become familiar with the proposed workflow.
- The pilot findings were shared during ward roll call. Team members are open for feedback from ground staffs, including both strengths and limitations to facilitate improvement of the implementation.
- Monthly audits were carried out by appointed team members to monitor the compliance rates in ward setting.

Learning points:

- The standardization of consumables in the drawers across the ward allow nurses to retrieve them effectively, as everyone is aligned to it.
- Nurses can be more patient-focused, as the time spent retrieving consumables shortened significantly.
- By providing clear and color-coded visual cues, the top-up process can be streamlined and made more efficient.

Scan to VOTE!

