



“PEEFECT” Guide to Urology

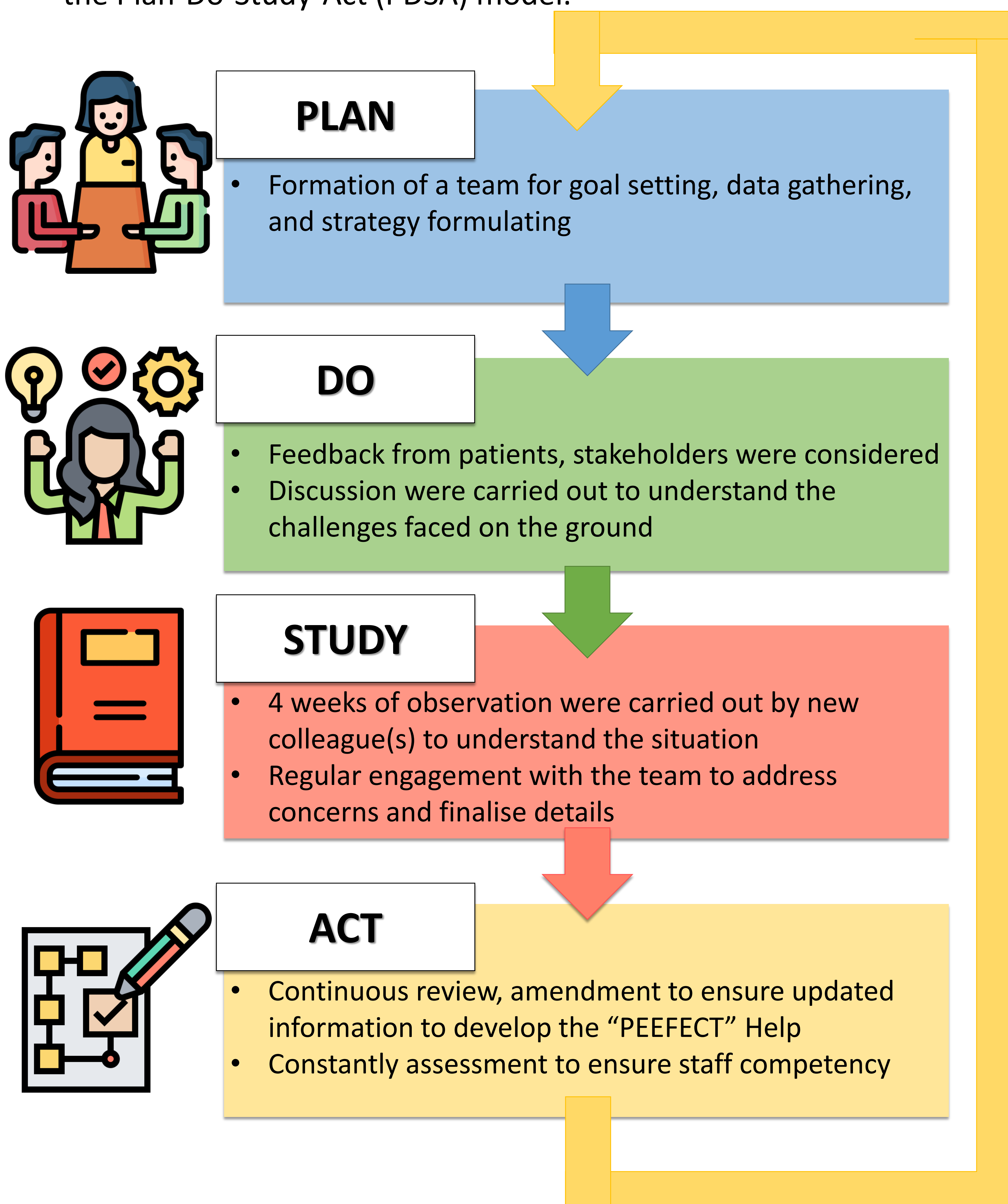
Background

Urology Centre is one dynamic and complex centre among the Specialist Outpatient Clinics (SOC). Aside to providing outpatient care, the centre also provides day procedure services. The multi-disciplinary team comprises of staff from the operations, nursing, and ancillary, with staff strength of more than 40.

Every staff comes to the centre with their own unique background, experience and ideas, and there could be moments of uncertainties in the workflows. Therefore, on-the-job and classroom training may not be sufficient to train and develop staff to perform duties confidently at Urology Centre.

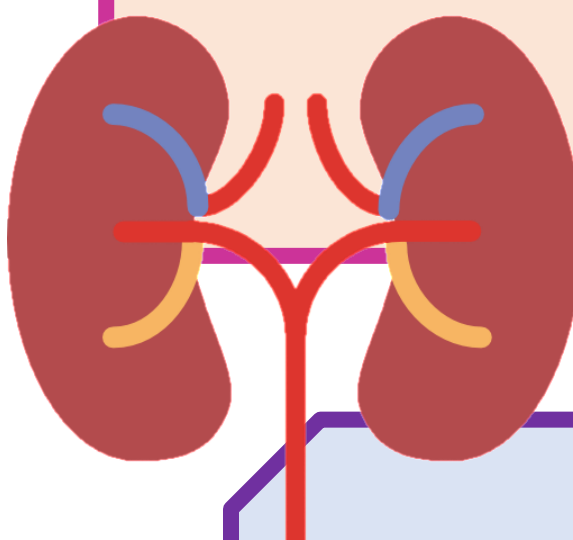
Methodology

A team of different expertise from ancillary, nursing, medical and operations gathered to brainstorm root causes of issues and mistakes encountered by the clinic team as well problem solve using the Plan-Do-Study-Act (PDSA) model.



Results

The Urology guidebook serves as an orientation guide to Urology Centre for new staff, especially patient service associates (PSA) and staff deployed from other SOC. It also functions as a reference to the existing PSAs who require updated information of Urology Centre.



“The guidebook is very detailed and introduces the medical terminologies that we have not come across before.”
-Senior Patient Service Associate, H

“It is simple to understand, yet informative. I can refer to it anytime when I face certain difficulties at work.”
-Patient Service Associate, F

- Improved **self-efficacy and competency** of staff in their assigned duties
- Addresses weaknesses and brings all employees to a higher standard, possessing similar and **consistent skills and background knowledge, without constant help and supervision**
- **Increased productivity** and adherence to the quality priorities (SPREE)
- **Reduced attrition rate**
- **Staff training and development** was identified as one of the strength of Urology Centre in 2019 Employee Engagement Survey
- Greater understanding of medical terms and conditions related to Urology, which in turn builds up **confidence and enhance overall performance**

Conclusion

A dynamic and complex clinic as it is, all staff have to be trained and competent in many areas. This is especially important for our PSAs who are constantly undergoing job transformation and redesign.

The “PEEFECT” Help to Urology is an essential and complementary guide that condenses the heavy content of the complex workflows in simplified terms and graphics so that staff is well-equipped to perform their job efficiently.

Through this initiative, it has been demonstrated that readily available resource is one of the keys to developing a team of competent staff and a productive workplace. A learning culture and mindset is utmost importance to continuously improve our skills, knowledge, and to understand the hospital better in order to provide the best care and quality for our patients.