Introduction
Facing with an ever increasing turnover rate and decrease length of stay of in-patient rehab service in Shatin Hospital, aids loan service is becoming a very demanding service. The no. of transaction of this high volume service is over 500 annually. Occupational Therapist needs to spare their clinical time to carry out each transaction and the total clinical time spent is up to 255 hours.

Objectives
(1) to reduce both lead time and processing time by 25%; (2) to decrease the labor costing by 50% per transaction by May 2014.

Methodology
Lean Management was used i) to review the workflow; ii) to identify possible root causes; iii) to identify possible solution for the lengthy handling time in aids loan service. Solutions include streamlining the steps in the workflow and rearranging the work tasks of therapist and clerical staff. The percentage change of total lead time, processing time, and cost per transaction was calculated as outcome measures.

Result
Since April 2014, the enhanced workflow was used in aids loan service. The total lead time was reduced by 33.3% from 33.72mins to 22.5mins. The total processing time was reduced by 25.3% from 30.6mins to 22.87mins. The cost per transaction was reduced by 81.3% from HK$174.05 to HK$32.52. In addition, therapist time per transaction was also reduced by 93%.