

# New Territories West Cluster



## Visual prioritizes of house officer work: Urgent Job

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### INTRODUCTION

It's often time consuming for House Officers (HO) to identify urgent tasks, as prescribed by Medical Officers (MO), within a huge stack of patient folders (photo 1).

### AIM

A **Kaizen project** was carried out in order to facilitate HO to identify those patient folders with urgent task to do.



Photo 1: Which folder has "urgent" task to do?



Photo 2: orange A4-sized "Urgent 緊急" printed flags

### METHOD

Eye-catching **orange A4-sized "Urgent 緊急"** printed flags are prepared (photo 2) and kept in easily assessable places, e.g. "ward round trolley" (牌板車). These flags will be inserted into the patients' folders by nursing staffs if urgent tasks were initiated and written down by MO, so that HO can identify them with ease (photo 3).

A survey was conducted to evaluate this **Kaizen project**.



Photo 3: easy identification

### RESULTS

Respond rate of this survey is 100% (included 5 HO's and 6 nursing staffs).

~ 90% of responders agreed that this **Kaizen project** can (1) help to identify urgent tasks, (2) improve urgent tasks handling and (3) act as a communication channel. **Besides, 100% responders claimed they will continue to use this urgent flag in the future.**

### CONCLUSION

This **Kaizen project's** product, "**Urgent task**" flag, is useful for staff to identify and handle urgent tasks in daily practice.