



Service Priorities and Programmes
Electronic Presentations

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Submitting author: Ms Pui Yin WONG

Post title: Nursing Officer, Pamela Youde Nethersole Eastern Hospital, HKEC

Workflow Improvement Program in Sunday Depot Clinic in the Department of Psychiatry, PYNEH

Wong PY(1), Chan TK(1)

Department of Psychiatry, Pamela Youde Nethersole Eastern Hospital

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Introduction

The Sunday Depot Clinic has been providing service for the psychiatric out-patients for years. The operation was taken over by G2 Ward in May 2012. It was time rethinking in the provision of a better and more robust and efficient service to meet the increasing public demands during the changeover. The streamlined process reduced nurse hours in the Sunday Depot Clinic equally was the time saved to re-engineer in serving in-patients of G2 Ward.

Objectives

To streamline the injection process and to reduce 30% process time by the end of July 2012.

Methodology

Baseline data collection on injection process time of 5 consecutive Sunday Depot Clinic sessions was conducted from 5.6.2012 to 3.6.2012. The time measure started from G2 Ward nurse received injection request to the completion of all the injection processes of the session. The average process time as per injection was obtained. Six-sigma model was adopted in the process analysis and re-design. Improvement measures on grouping patient appointments, administering injections in batch of patients that have arrived on schedule to reduce the frequency of nurse motions and idle time and waiving the non-required procedures of checking pre and post injection blood pressure were implemented. The outcome evaluation was conducted from 8.7.2012 to 22.7.2012.

Result

A streamlined injection process was developed with the average process time reduced from 19.8 minute to 12 minute.