



**Service Priorities and Programmes**  
**Electronic Presentations**

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**To Streamline the Workflow on Handling Clients who did not Bring their Referral Letters while Attending O&T Specialist Out-Patient Clinic**

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**Introduction**

When client did not bring their referral letters to attend O&T out-patient clinic, clinic staffs spent much time and several steps in retrieving the referral copy. The average lead time was 37 minutes. Therefore, the enhancement Lean project was implemented to streamline the workflow.

**Objectives**

1. To streamline the workflow in retrieving O&T client's referral letter. 2. To reduce clinic staff's workload and burden. 3. To enhance clinic nurse occupational health and safety via good filing method and relocated the store area.

**Methodology**

In analyzing the key constraints in the workflow, the tools "5 Whys & 5 Hows" was used to generate the possible root causes. Then a "Pre-test" vs "Post-test" design was employed to measure the outcome.

**Result**

1. Modified the O&T referral copies sorting method. 2. After the interventions, there was a 94.6% decrease (from 37 minutes to 5 minutes or below) in retrieving client referral copy. This result showed that there was statistical difference.