



Service Priorities and Programmes Electronic Presentations

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Team Force - Making impossible to possible

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Introduction

Traditionally, distribution of wards in Ruttonjee Hospital was according to gender whereas male wards were located in Block A and female wards were located in Block B. With the demand of service expansion, not only the historical distribution could not be maintained, even wards of similar specialties could not be assigned in the same floor. This increased the problem of staff travelling time, spacing for storage and sharing of equipment when caring of patient. In an attempt to improve the quality of care, it had been brainstorming by frontline nurses and doctors to relocate the same wards of similar specialties on the same floor.

Objectives

1.Relocate 5 wards-relocation within 9 months 2.Aim at zero incident and compliant

Methodology

With the endorsement from Senior Hospital Management, the 5 wards-relocation exercise carried out in 2 phases within 9 months. It involved approximate 180 times of patient transfer, each wards took less than 4 days to prepare for the setting and less than 3 hours to decant. Administrative Division, Supporting Services, Facilities Management Division, Information Technology Division were seek for support. All frontline doctors, nurses and supporting staff were briefed to prepare for the new changes. It was aimed at Zero incident and compliant and ultimately was achieved.

Result

After the ward-relocation exercise, travelling time greatly decreased by 50%. Neighborhood support between wards was achieved in terms of manpower support, sharing of equipment and storage space for consumables. It was noticed that the new arrangement was highly appreciated by all frontline nurses and doctors. The effective and efficient result illustrated a strong commitment, strong cooperation attitude and fluent communication from the teamwork.