



Service Priorities and Programmes Electronic Presentations

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Using LEAN methodology to enhance operation process in preparing Admission Ward for Bachelor of Medicine and Bachelor of Surgery (MBBS) Final Medical Student Examination at Department of Surgery, Tung Wah Hospital (TWH)

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Introduction

Bachelor of Medicine and Bachelor of Surgery (MBBS) Final examination for medical student is an annual event at Tung Wah Hospital (TWH). For years, Tung Wah Hospital has been an Examination Centre involved in the provision of all necessary resources including patients, sites and equipment. This demands a lot of manpower and can affect the clinical service and staff deployment. LEAN methodology is a method to change the focus of management from optimizing the workflow of service through eliminating wastes along the entire value streams resulting in high quality of service as provided. It is a kind of thought process to guide your action.

Objectives

To improve the preparatory process by simplifying the workflow and reducing wastes in the preparatory work of MBBS examination.

Methodology

LEAN methodology was applied to the patient journey map in Department of Surgery, TWH. It aimed to speed up the workflow in patient admission and discharge process, control patient movement to the examination centre, documentation preparation, nursing procedure and the special arrangement for patient who planned for the operation at the end of the examination.

Result

A list of changes were identified: space for patient admission was greatly reduced, time for the workflow was shortened, team communication became more efficient and there was significant reduction of the manpower in the process. As a conclusion, preparation for MBBS examination is a complex system that required a lot of resources and good communication. The effective use of LEAN methodology can enhance a significant reduction of wastes during the operation and provide a better performance with minimum effect on the clinical service.