



Service Priorities and Programmes Electronic Presentations

Convention ID: 919

Submitting author: Mr Matthew KWOK

Post title: Occupational Therapist I, Pok Oi Hospital

Improving efficiency and effectiveness in Aids Loan Workflow

Kwok PHM(1), Fung YSE(1), Ho CY(1)

(1) Occupational Therapy Department, Pok Oi Hospital

Keywords:

Continuous Quality Improvement

Efficiency

Effectiveness

Aids loan service

Introduction

There are about 15-30 aids loan per month in Occupational Therapy Department in POH.

Colleagues expressed different problems found in aids loan workflow like:

- Long time and travelling distance to check availability of aids
 - Difficult and time consuming to find specific aids loan record
 - Limited aids available for loan
 - Difficult and time-consuming in calculating aids loan statistics
 - No systematic record on checking and maintenance of aids
 - Unclear labelling
- 4M1E analysis was used to analyze the problems

Objectives

To streamline and improve efficiency and effectiveness in aids loan workflow

Goal:

- To minimize long time and travelling distance to check availability of aids
- To minimize time used and difficulty to find specific aids loan record
- To enhance availability of aids for aids loan
- To minimize time used and difficulty to calculate aids loan statistics
- To improve staff satisfaction in aids loan workflow

Methodology

-Introduction of Aids Loan Access Database

-Aids Loan Access Database was developed through Microsoft Access by OT staff. A database of the aids was stored in the Access file.

From the database, the information and availability of aids for aids loan can

Result

-240mins/month saved assuming 60 enquiries on aids loan availability/month

-4200metres/month saved assuming 60 enquiries on aids loan availability/month

-20mins/month assuming 10 enquiries on specific aids loan record

-Patient gets their reply on enquiry