Improving efficiency and effectiveness in Aids Loan Workflow
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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