

CASE STUDY: Improving efficiency in multiple processes influenced by resident profile by St. Andrew's Nursing Home (Taman Jurong)

Aim:

- To improve productivity for processes influenced by resident needs through cohorting and technology adoption

What was done:

- A pilot was set up to cohort residents into 'high care needs' and 'high fall risk' categories
- Criteria for 'high care needs' residents included weight, bed-bound status and Nasogastric Tube Feeding (NGT) needs
- Assistive technology was used for residents with 'high care needs' (e.g., ceiling hoists for the transfer of bed-bound residents for showering, NGT holders for safe and concurrent feeding)

Outcomes:

- Reduced overall time and effort for targeted monitoring of residents who require more attention
- Freed up time for staff breaks and documentation
- Facilitated installation and utilisation of suitable assistive technology to improve staff ergonomics
- Improved safety and care quality for residents
- Reduction in transfer and travel time for commode showers from an estimated 1h 4 min to 1h 1 min
- Reduction in staff travel time to patient's bedside for NGT feeding from an estimated 54 min to 48 min 36s



**ST. ANDREW'S
NURSING HOME**
TAMAN JURONG



Staff preparing ceiling hoist



Staff using ceiling hoist for safe transfer of bed-bound resident

"We don't have back pain when using the ceiling hoist because there's no need for us to use more strength. It is easy for us to shift residents or transfer them using the hoist compared to the bath trolley. Our residents feel comfortable and with the ceiling hoist, it's also safer for them."

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