

Laboratory in 6 months

Jonathan C. Gatab, NHG Diagnostics-Laboratory

Mission Statement

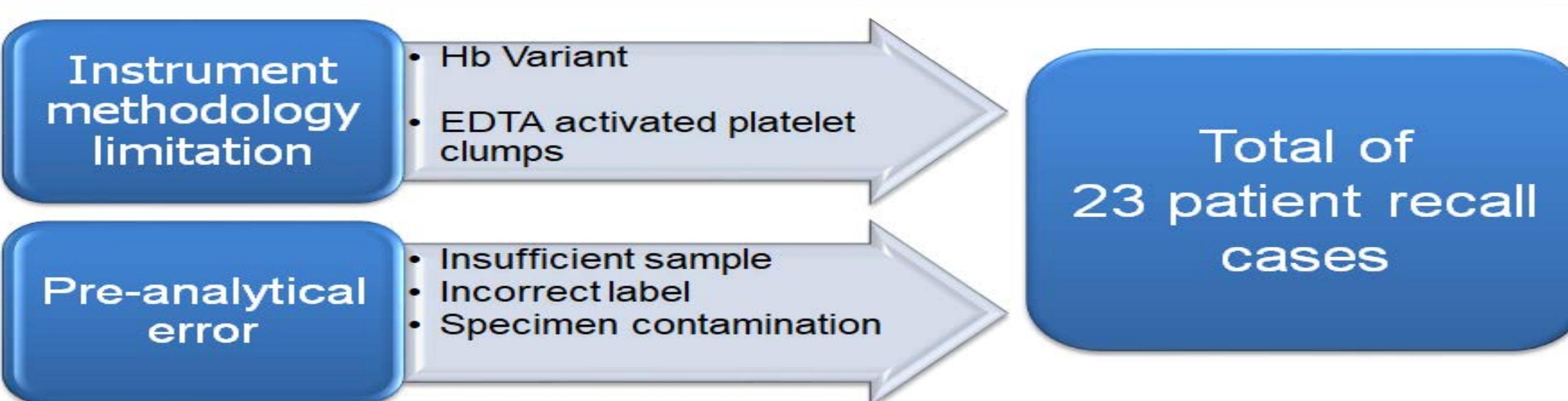
To achieve 95% reduction of patient recall at Geylang laboratory by identifying the different groups of patients who requires special preparations prior to blood collection.

Team Members

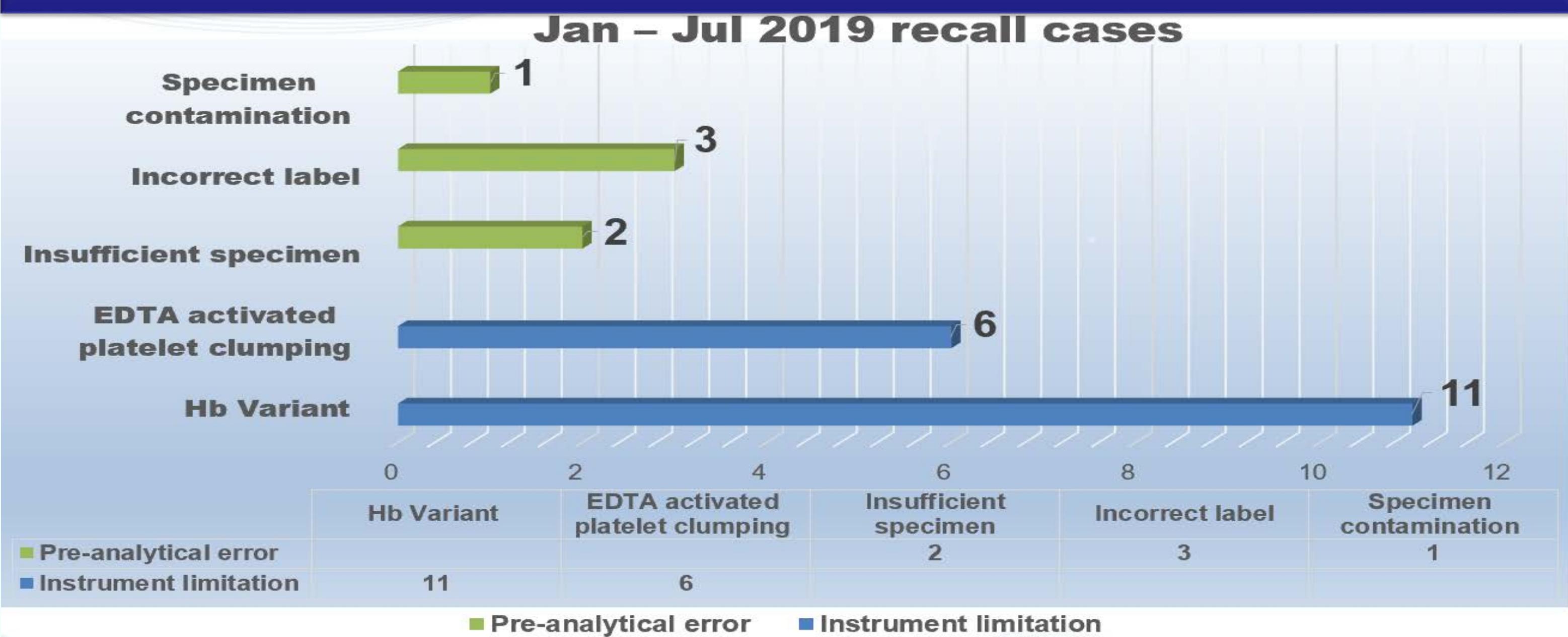
	Name	Designation	Department
Team Leader	Jonathan Gatab	Medical Technologist	NHGD-Lab
Team Members	Leow Chai Hong		
	Ellen Reandino		
	Sharda Rai		
	Wong Li Jean		
	Nur'Amira Binte Abdul Rahman	Clinical Support Assistance	
	Anja Asmara Binte Suhaimi		
	Hanisah Binte Hassan		
Facilitator	Catherine Gregorio	Medical Technologist	

Evidence for a Problem Worth Solving

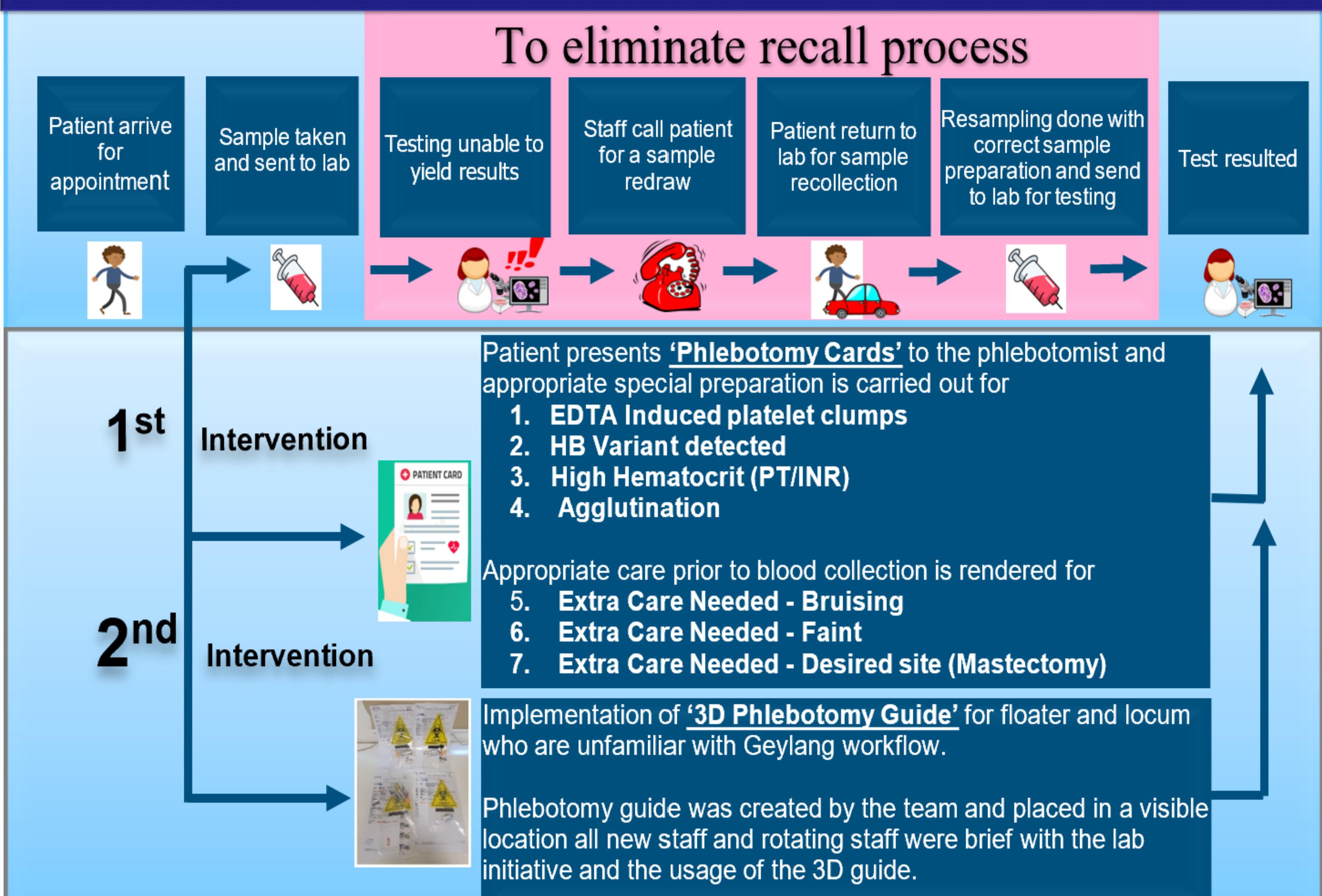
From Jan – Jul 2019 an average of 5 recall cases / month
Data analysis on the recall cases were attributed to 2 main areas of concern



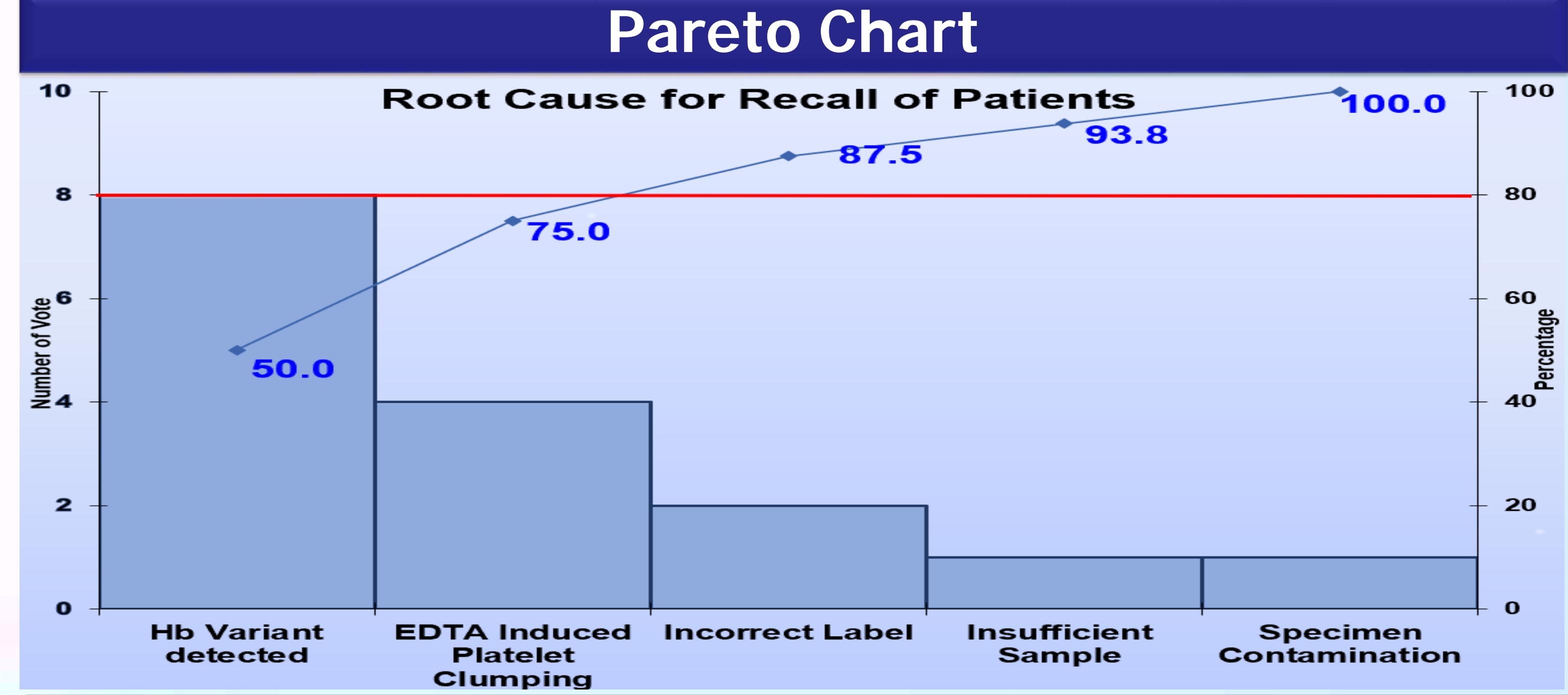
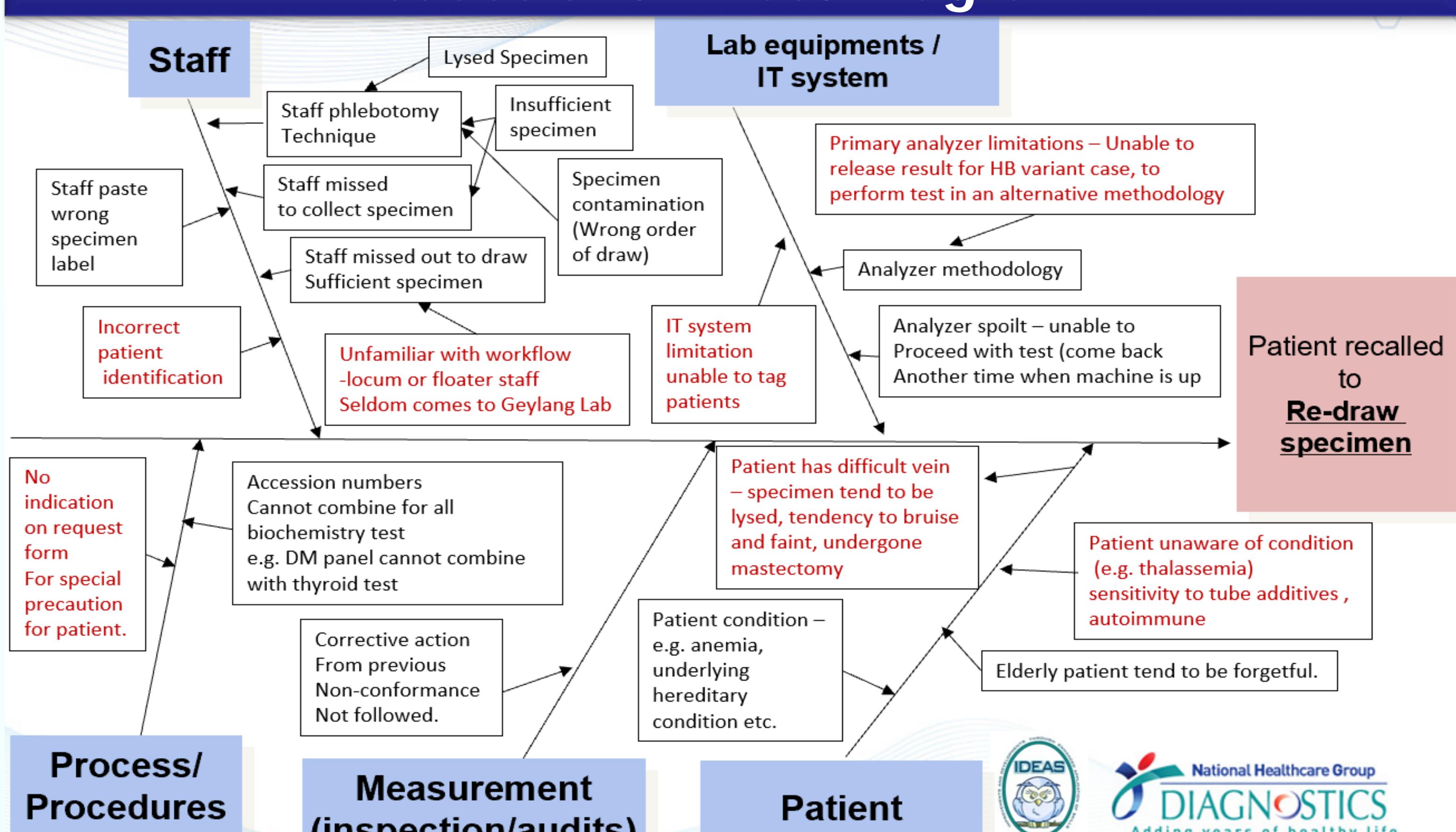
Current Performance of a Process



Flow Chart of Process



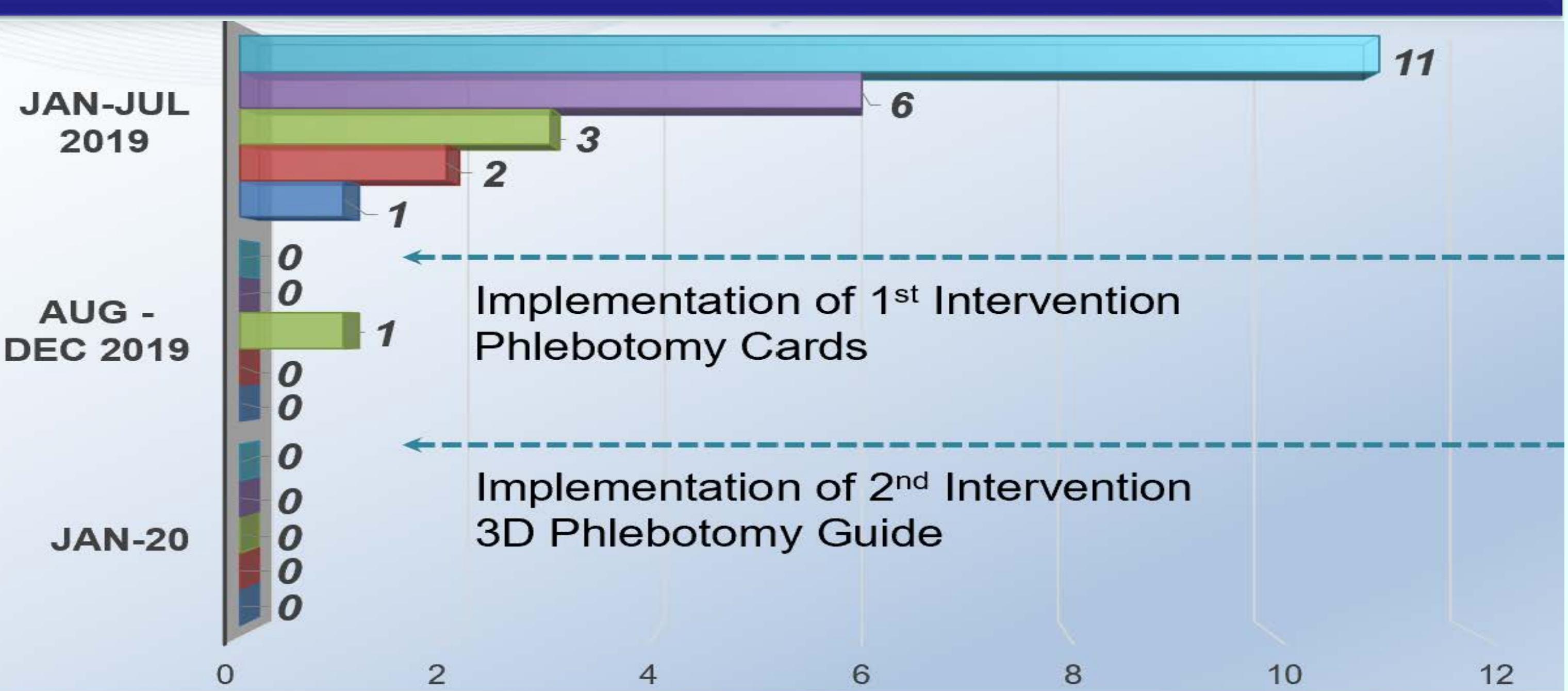
Cause and Effect Diagram



Implementation

Problem	Intervention and Date of implementation
1. Unable to identify patient who requires special preparation and care prior phlebotomy on their first visit.	<ul style="list-style-type: none"> Identify different groups of patients on their first visit. Issuance of Phlebotomy cards. 
2. Patient identified on their first visit were unable to be tag in the IT system for their subsequent visit.	August – December 2019
3. Unfamiliarity of the workflow from rotating non-static staff.	<ul style="list-style-type: none"> Implementation of 3D phlebotomy guide 

Results



Cost Savings

Manpower Resource	Minimum service recovery call time / case: 30 mins: \$9.62 23 cases = 11.5 Hours / 6 months = \$ 221.26
Phlebotomy Cost	Estimated consumable cost: \$ 11.5 Manpower allocation 5 mins/case = \$ 36.87
Testing Cost	FBC/test: \$30.00 HbA1c/test: \$12.00 / 6 months = \$ 312.00 Manpower 30mins / case / 6 months = \$ 221.26
Transport Cost	Estimated incurred cost / trip: \$ 5.0 Estimated patient transportation cost = \$ 115.00

Estimated operational cost Jan – Jul 2019 = 24.92 hrs. = \$ 917.89
Estimated savings per year = 49.83 hrs. = \$ 1835.78

Problems Encountered

Being the first to adopt the initiative, time is needed for staff to adapt into the workflow. Non-static staff added on the challenge on keeping the workflow consistent through the first month of implementation. The core team is constantly ensuring that the workflow is adhered to through briefing and reminders.

Strategies to Sustain

Sustainability Data Year 2019 to 2021

