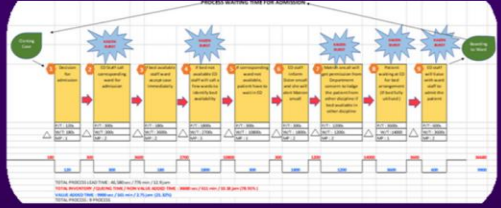


1 INTRODUCTION

The topic was chosen to emphasize issues associated with prolonged Bed Waiting Time (BWT) for hospital admission. It is a substantial contributor to emergency room crowding, resulting in increased morbidity and mortality. Improved waiting time will improve treatment efficacy, in keeping with the State Director's Key Performance Indicator of Hospital Percentage BWT more than 80% for admissions lasting less than 240 minutes.

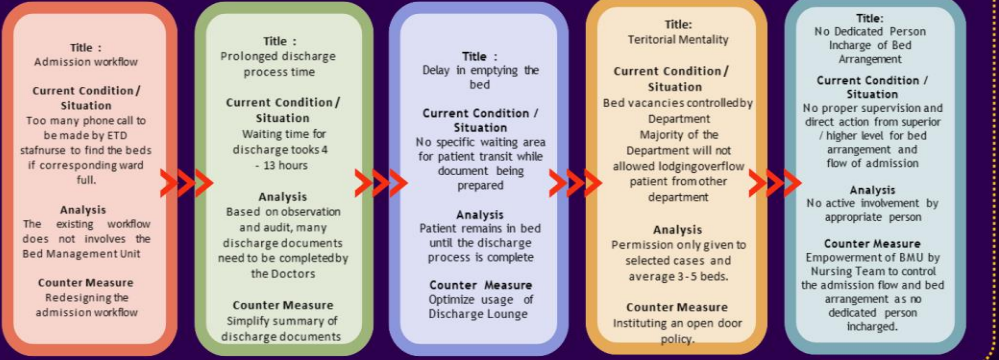
CURRENT VSM



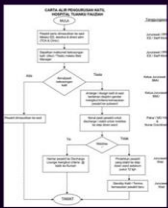
2 METHODOLOGY

The nursing team opted this project in July 2022. Data was gathered through auditing, observation, and a checklist. A value stream map was created, potential improvements were discovered, and non-value contributed tasks were eliminated. The major corrective measures were: redesigning the admission workflow, instituting an open door policy, simplifying the process of discharging patients (the current process took 4 to 13 hours), breaking the territorial mentality (previously, beds vacancies were controlled by the department), enhancing the Bed Management Unit (BMU) by the Nursing team as there was no dedicated person in charge of bed arrangement, and establishing a Discharge Lounge for patient transit while documents were being prepared.

KAIZEN BURST



CORRECTIVE MEASURE



FLOW CHART



WHATSAPP GROUP



BMU

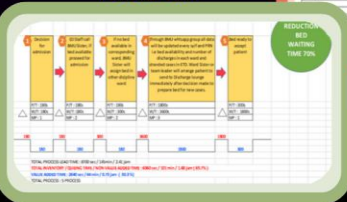


DISCHARGE LOUNGE

3 RESULTS

With an average BWT of 121.75 minutes and a reduction in waiting time of 70% from the year 2021, the KPI BWT was 100% achieved from January to June 2023.

FUTURE VSM



ACHIEVEMENT

121.75 minutes and percentage of waiting time was reduced by 70% compared to year 2021.

Year	Average Bed Waiting Time (min)	Percentage of Bed Waiting Time < 240 min
2021	175.00	70%
2022	121.75	100%
2023	121.75	100%

4 DISCUSSION

1. Meeting with hospital director, HOD and head of units
2. Regular ED and ward rounds by BMU team to monitor discharge process and stranded cases.
3. monitoring and updates data via BMU Whatsapp Group
4. Fully utilize discharge lounge
5. HOD, Matrons and Ward Sisters to monitor of discharge processo be done within 4 hours after decision made

CONCLUSION

By implementing Lean concept, the nursing team's collaboration with the institution as a whole was effective in reducing waiting times and increasing patient satisfaction.

Penghargaan :

Jutaan terima kasih kepada Pengarah Kesihatan Negeri Perlis (Dr. Ismuni B. Bohari), Pengarah Hospital Tuanku Fauziah (Dr. Nordin B. Mohamed), Ketua Penyelia Jururawat Negeri (Lim Ai Choo), Unit Kualiti Perubatan JKNPs, Unit Kualiti HTF, dan semua yang terlibat secara langsung dan tidak langsung dalam menjayakan projek ini.