

# INCREASE OCCUPANCY, REDUCE VACANCY



## Enhancing RCCH Bed Utilisation Through Improved Discharge Planning & Admission Processes

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### 1. WHY IT MATTERS



RCCH Average Bed Occupancy (FY21)  
**86%**  
Baseline ABOR



Cost of Empty Bed  
**\$499**  
per bed per day



Our Goal  
Increase average RCCH ABOR to  
**93%**  
within 6 months



Achieved  
**94%**  
ABOR  
(Oct 2022 - Feb 2024)

### 2. KEY CHALLENGES



#### Late Discharge Updates

- 41% of discharges not updated promptly
- Poor communication between PSA and AMBU



#### Slow Referral Processing

- Multiple discussions required
- Delays in admissions

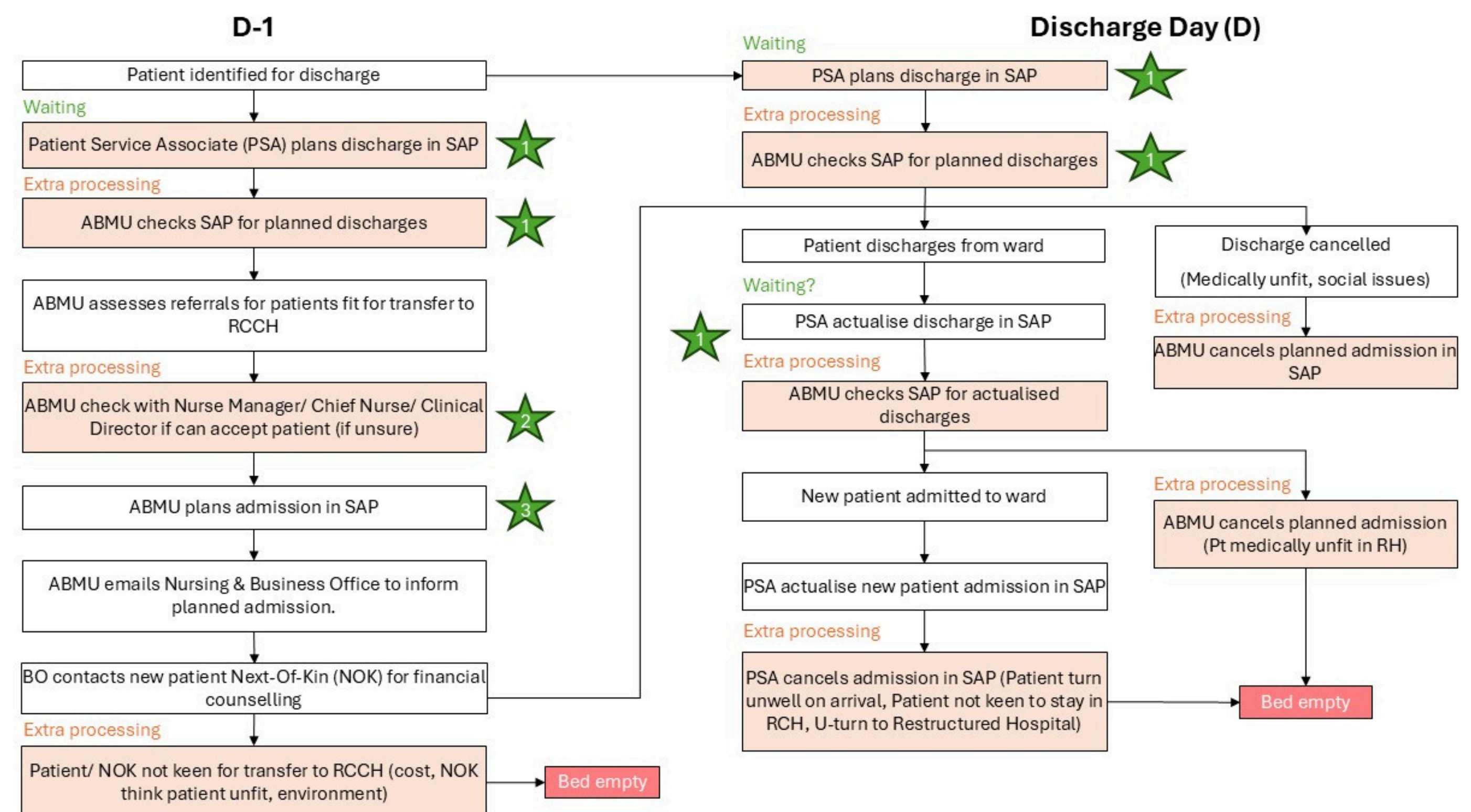


#### Weekend Bed Vacancies

- No weekend admissions
- Beds remained unused on weekends

### 3. METHODOLOGY

Value Stream Mapping (VSM) used to identify these root causes:



### 4. IMPLEMENTATIONS

1

#### Improved Discharge Planning

- Care teams used affirmative phrases to communicate discharge plans
- PSAs informed to plan discharges in SAP by 1pm day before discharge
- CH nurses trained to update discharges in SAP

2

#### Faster Referral Assessment

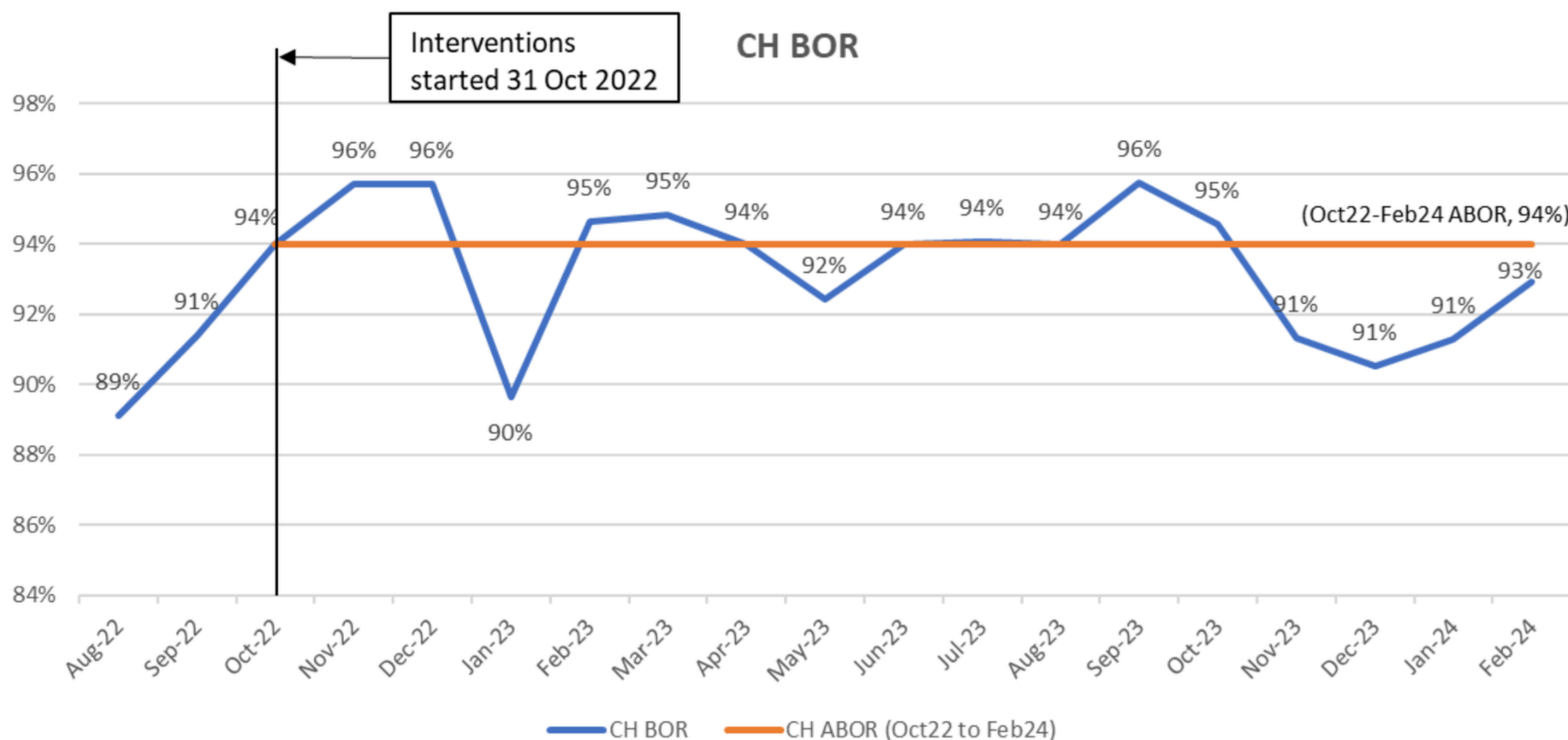
- Inclusion / exclusion criteria list created
- Reduced unnecessary discussions
- Standardised referral review to speed up processing

3

#### Weekend Admissions

- Planned admissions on Sundays and long weekend
- Optimised bed transfers
- Reduced vacant beds and bed crunch situations

### 5. RESULTS



#### Bed Occupancy Increased

**86% → 94%**

Between period  
Oct 2022 - Feb 2024



#### Referral Processing Time Reduced

**1 hour**

Saved per referral



#### Estimated Savings from Processing of Referrals

**\$30,300**

Saved per year



#### Reduced Cost of Empty Beds

**\$26,946**

Saved per year



TOTAL ESTIMATED IMPACT

**\$57,246**

SAVINGS PER YEAR

### 6. KEY TAKEAWAYS

- ✓ Clear communication improves patient flow.
- ✓ Standardised processes reduce delays.
- ✓ Weekend admissions maximise bed utilisation.
- ✓ Teamwork drives sustainable improvements.



### 7. CONCLUSION



Through streamlined workflows, better communication and proactive admission planning, RCCH increased average bed occupancy from **86%** to **94%**, reduced referral delays and achieved significant cost savings.