

## 1. WHY IT MATTERS



### Inefficient access to information

- This resulted in wasted manpower, time and resources



### Lack of resident information

- Hinders the delivery of person-centred care



### Data collection

- Tedious and time-consuming process
- Multiple departments often seek the same information from the same sources, leading to duplication of efforts



### Administrative overload

- Prevents care staff from focusing on resident care



**GOAL: Reduce the time taken by staff to gather resident information from various departments by 80% and achieve at least 85% resident satisfaction from their participation in activities.**

## 2. KEY CHALLENGES



### Communication

- Multiple communication was required across different stakeholders to understand where are the pain points of this process



### Change Management

- A lot of adjustments and involvement were required from staff

## 3. METHODOLOGY

The project adopted the **Plan-Do-Study-Act (PDSA)** approach to test and refine the solution.

Different stakeholders would be responsible to update the resident database with the information that they have. This would allow all stakeholders to have the information needed without them having to spend time manually reaching out to each department.

### Stakeholders/ Editors

Operations

Physiotherapists

Occupational Therapists

Nursing

Business Office Assistants

### Information

Diet Type/ RFID Tagging

Functional Status

Mobility Devices

Interests

Admission/ Discharge/  
Resident Info

### Frequency of update

As necessary

Resident Database

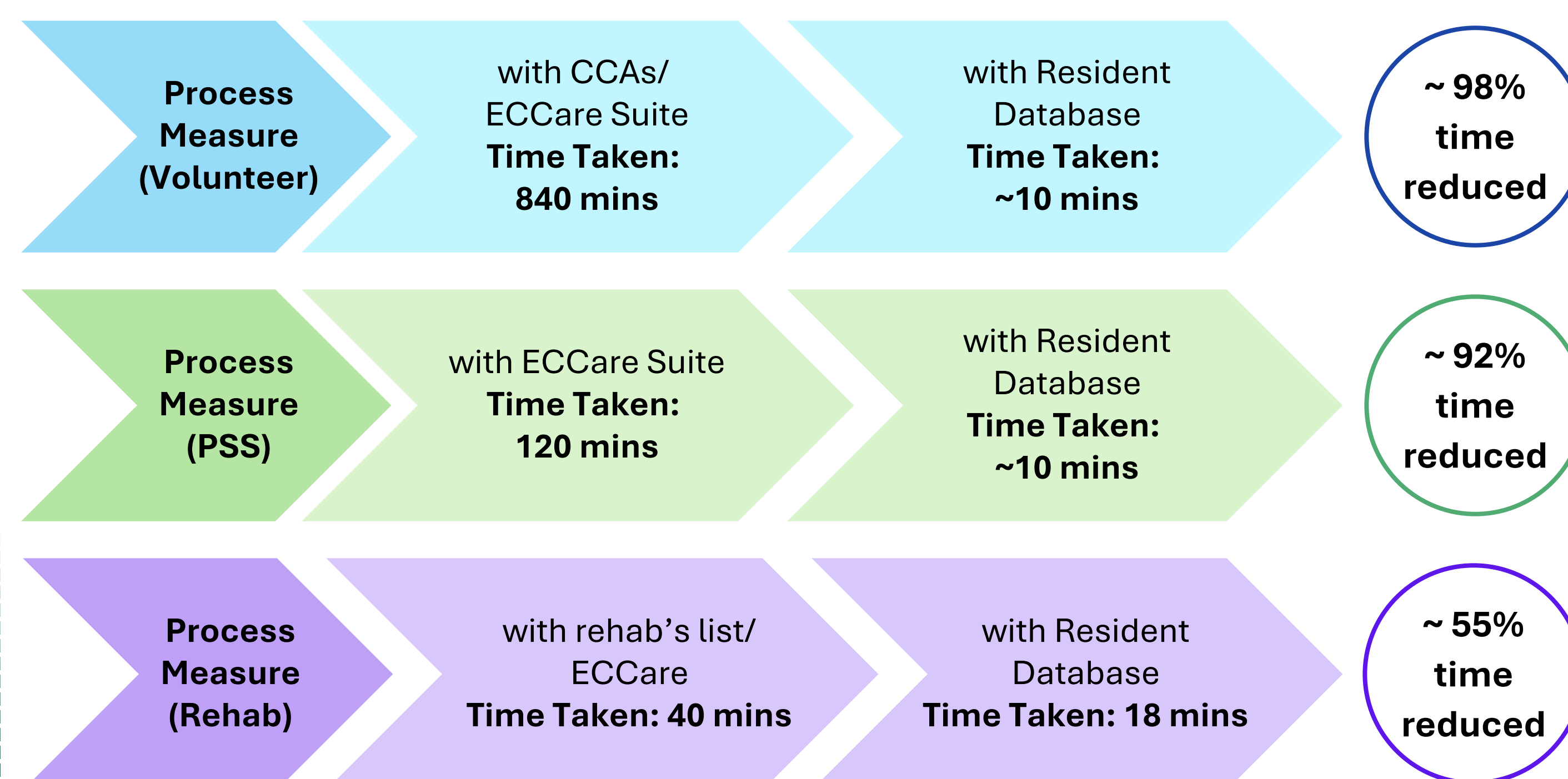
## WORKFLOW FOR UPDATING RESIDENT DATABASE

## 4. RESULTS

Measures	Pre-intervention			Post-intervention		
	Reach of activity	Activity compatibility with residents	Engagement of residents	Reach of activity	Activity compatibility with residents	Engagement of residents
Volunteer	80%	75%	85%	100%	100%	100%
PSS	75%	78%	85%	100%	100%	100%
Rehab	85%	83%	85%	100%	100%	100%

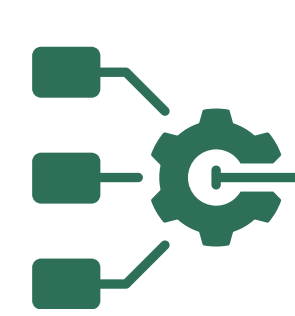
The stakeholders are able to select suitable residents for activity that matches their interest to produce a 100% positive outcome.

### Gather resident's information



Time spent on retrieving the relevant information were greatly reduced with resident database. Staff are able to filter and look for the information that they need in a glance.

## 5. KEY TAKEAWAYS



### Streamlining Processes

- Eliminated repetitive data retrieval tasks, allowing staff to focus more on direct care and programme planning.



### Staff motivation

- Staff are more motivated to continue using the system having experienced its effectiveness.

## 6. CONCLUSION



The impact on residents has been equally profound. Happier residents are more engaged in activities, which not only boost their satisfaction but improve their mood.