

SMALL STEPS TO BIG CHANGES



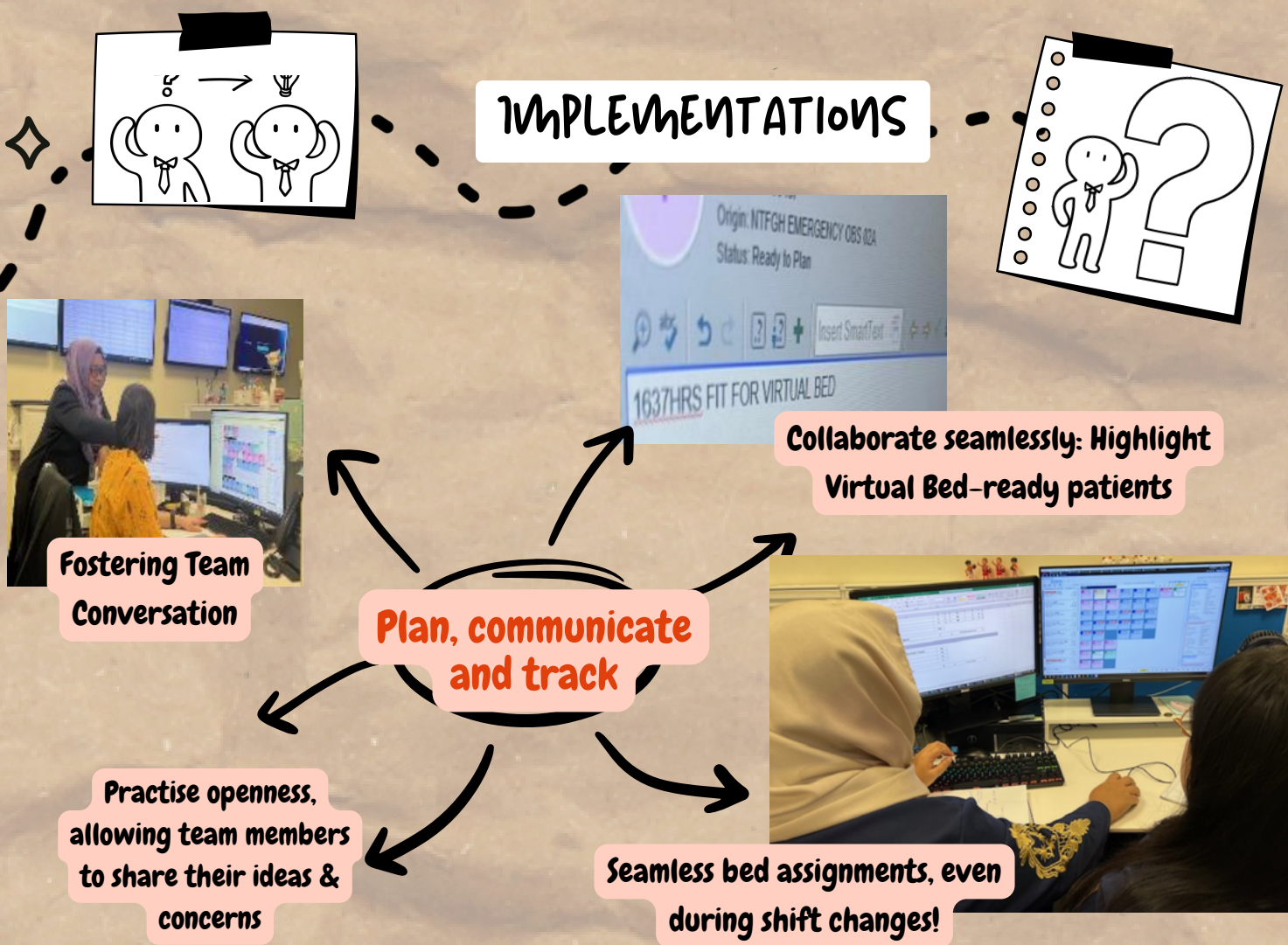
STREAMLINING VIRTUAL BED ASSIGNMENTS FOR FASTER, SEAMLESS WORKFLOWS!

Fewer Disruptions with Reduced Calls

CHALLENGES

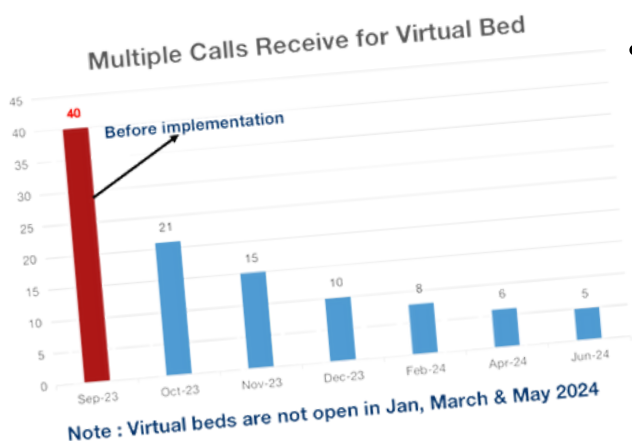
- **Patient Overflow Management:** During periods of high patient load, the Emergency Department (ED) experiences an overflow, increasing the number of temporary patients.
- **Opening Virtual Beds:** To accommodate patients until physical beds become available, the Inpatient Nursing team opens Virtual Beds in various wards.
- **Information Handling Inefficiencies:** Multiple staff members manage the same patient information, leading to potential inefficiencies and longer screening processes, especially during busy ED hours.
- **Communication Challenges:** The Bed Management Unit (BMU) frequently receives multiple calls from different nurses in the ED inquiring about the availability of Virtual Beds, complicating communication.

IMPLEMENTATIONS



OUTCOMES

Reduction of Multiple Calls



- BMU staff are able to collaborate closely with ED to identify Virtual Bed-ready patients.
- BMU staff are more observant in monitoring the availability of Virtual Beds
- Faster bed assignment
- Reduction in multiple phone calls on status of Virtual Beds

KEY

Problem-solve with the end in mind, and encourage open, clear communication through calls and detailed remarks in the system

THANK YOU FOR SHARING
Chua Lay Eng,
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