

Reduction in Specimen Rejections in NTFGH SOC's

What is Stupid? Why is it Stupid?

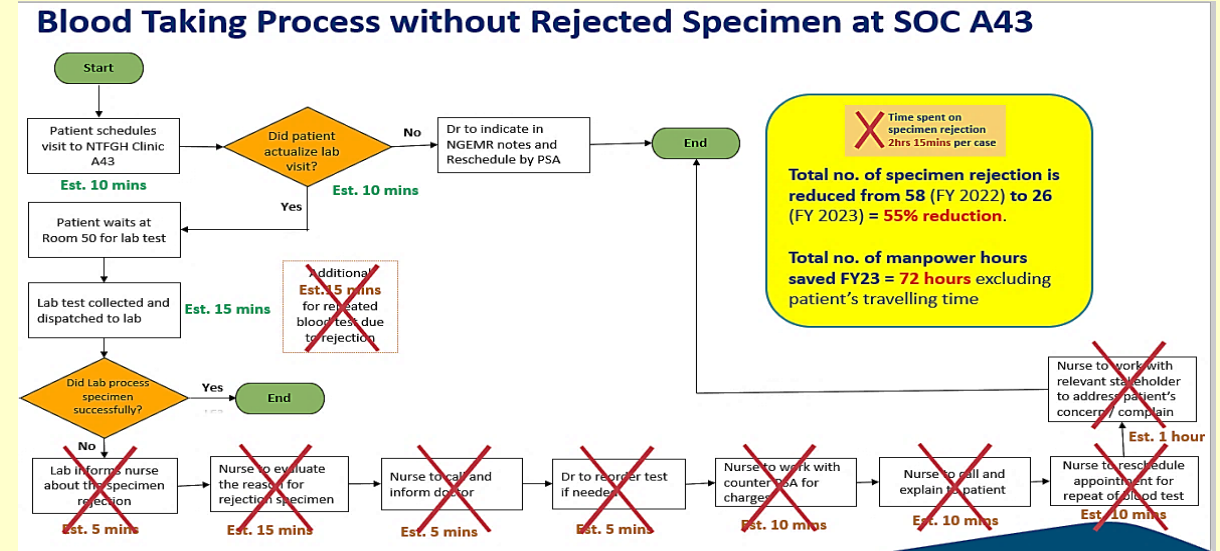
Specimen rejection has significant clinical consequences, including:

- Delayed test results, affecting timely diagnosis and treatment.
- Need for repeat procedures, causing patient discomfort and anxiety.
- Increased patient travel time and longer wait for results.
- Higher workload and stress for staff.
- Extra time spent on rework and address concerns from patients and families

What was Implemented?

Implemented solutions to address the top 4 common preventable reasons for specimen rejections:

- **Ordering code issues** : Ensure that samples ordered using old codes are updated and sync with new ordering codes
- **Insufficient samples** : Collect specimen up to the required marking on blood tube
- **Hemolyzed/clotted samples** : Re-educate nurses on the proper technique
- **Specimen tubes related error** : Share with nurses as part of continuous learning



Impact

- From 2023 to 2024: **0.16% reduction in SOC's specimen rejections (=416 specimens)**
- **Nursing time savings: 936hrs/annum** through reduced errors and improved efficiency
- **Manpower savings: \$40,655/annum**
- Started in SOC A43 In 2023 and then rolled out in Medicine Clinic in 2024 and across the entire SOC's in 2025.

NTFGH SOCs

Reduction in Specimen Rejections in SOC

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Streamlined Type & Screen (T&S) Workflow

What is Stupid? Why is it Stupid?

Type & Screen Workflow in NTFGH is cumbersome with the following problems:

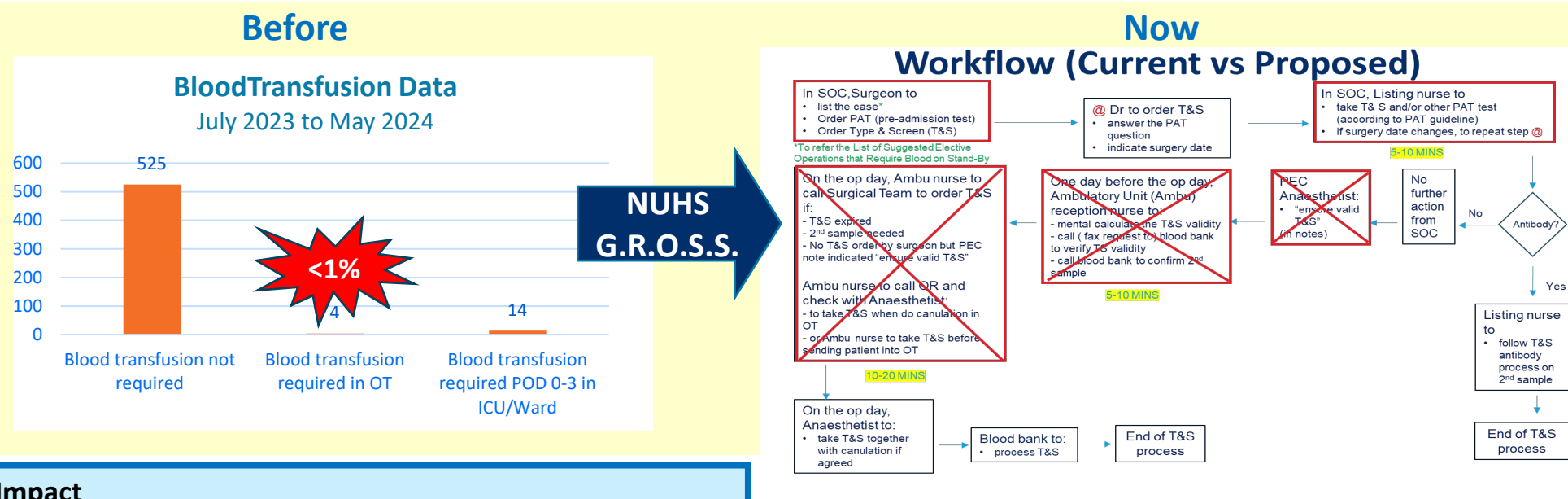
- No proper guidelines
- No visibility of T&S validity
- No visibility of historical record
- Non-standardised workflow

Resulting in...

- Unnecessary time wasted in checking (with blood bank, surgical team, anaesthetist)
- Potential error in T&S validity
- Potential Delay in Surgery
- T&S over production

What was Implemented?

- Eliminated Unnecessary Request for Blood on Standby for Elective Surgery
- Eliminated Unnecessary Phone calls, Repeat Ordering and Performing in Ambulatory Unit



Impact

- Significant Reduction of Unnecessary T&S across NTFGH General Surgery, Orthopaedics and Urology** [post-8 months : ↓36.74%]
- Total Savings Based on 217 cases per year:**
Time : 4,991 minutes
Cost : \$14,756

Key Highlights

- Eliminated unnecessary requests by getting Surgeons to refer to the list of suggested elective operations that require blood on stand-by
- Leveraged on Epic T&S Results to eliminate Unnecessary Phone calls, Repeat Ordering and Performing in Ambulatory Unit to prevent potential delays in Surgery.

Ng Teng Fong General Hospital

Streamlined Type & Screen (T&S) Workflow

1. Eliminated Unnecessary Request for Blood on Standby for Elective Surgery
 2. Eliminated Unnecessary Phone calls, Repeat Ordering and Performing in Ambulatory Unit
- Time saved : 4,991 minutes
 - Cost savings : \$14,756
 - Significant Reduction of Unnecessary T&S across NTFGH General Surgery, Orthopaedics and Urology : ↓36.74% post 8 months



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Not in picture: Tang Min Yee

NUHS Get Rid of “Stupid” Stuff Success Story