Implementation Site	JHC	Date of Implementation	Oct 2025

NUHS G.R.O.S.S. #1278

Breakfast Meal Delivery Workflow for Morning Dialysis Patients

What is Stupid? Why is it Stupid?

Lack of a standardised workflow across the wards, Kidney Unit and Food Service Team

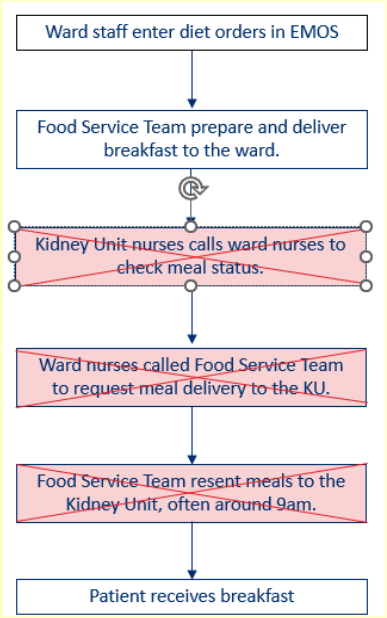
- Limited visibility of last-minute changes to inpatient dialysis schedules
- Kidney Unit nurses had to contact ward nurses to check meal status
- Difficulty in reaching the Food Service Team during peak meal delivery hours
- Delays in breakfast delivery resulted in delays to dialysis appointments and negatively affected the patient experience

What was Implemented?

Streamlined breakfast meal delivery workflow eliminated unnecessary handovers and follow-up calls between the wards, Kidney Unit and Food Service teams

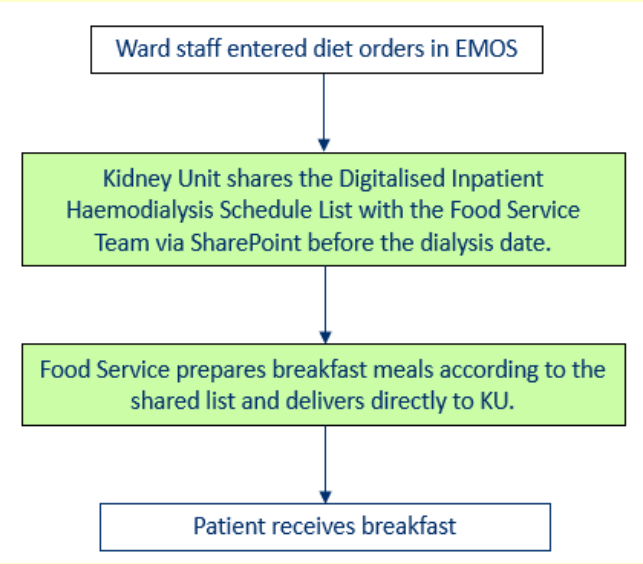
Before (Multiple handovers and calls)

Eliminated 3 non-value-added steps



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After (Direct scheduled delivery)



Impact

- **77.5% reduction in calls and a 97.3% reduction in recorded follow up time, resulting in ~13.1 hours saved per month** on follow-up calls (from 404 minutes to 11 minutes over a 2-week period)
- Reduced the potential for missed or delayed meals, resulting in a smoother patient journey through more timely meal arrangements

Restricted, Sensitive (Normal)

#1278 JHC Nursing

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(From left)
Nursing: Nurashidah Abdul, Nurse Clinician, Kidney Unit, Murniyati Rapsen, Nurse Manager, Nursing Wards (JCH), Anis Fitri, Nurse Manager, Nursing Wards (NTFGH), Assistant Director of Nursing, Ms Tan Chai Eng, Nursing Administration and Joey Hiew, Senior Executive, Nursing Administration
Group Hospitality Services: Kang Pei Ling, Senior Associate Executive, Lee Wei Qing, Senior F&B Assistant and Norasykin Binte Abd Rani, F&B Assistant

NUHS Get Rid of "Stupid" Stuff Success Story