

Tools for MOH Healthcare Practices

Service Cycle Time

Kitty Corbo

Acme

2008-Jul-22 : 12:09:32

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Applet Introduction

Applet Details								
Applet Title	Cycle Time							
Description	Service Cycle Time							
Objective	Sample example for Service Cycle Time							
Abstract	Cycle time is an important method to study delays in a system of service delivery.							
Team Leader	Kitty Corbo							
Commencement Date	03-Apr-2007							
Expected Completion Date	29-Jun-2007							
Completion Date								
Status	Not Completed							
Team Name	CycleTime Team							
Team Members	<table border="1"><tbody><tr><td>1</td><td>IR00110</td><td>Shahulk Tamin</td></tr><tr><td>2</td><td>IR0006</td><td>Azrin Othman</td></tr></tbody></table>		1	IR00110	Shahulk Tamin	2	IR0006	Azrin Othman
1	IR00110	Shahulk Tamin						
2	IR0006	Azrin Othman						

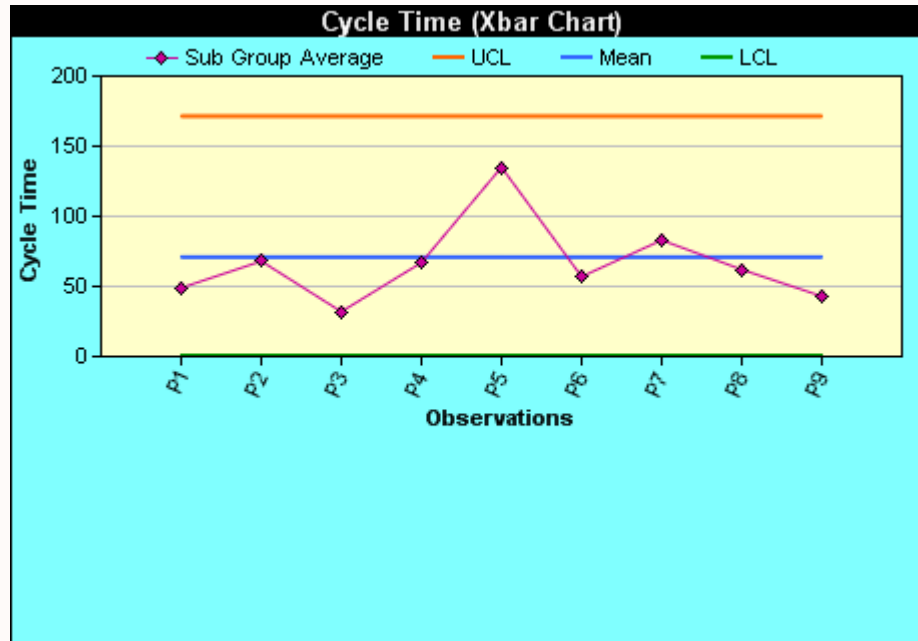
Data Collection

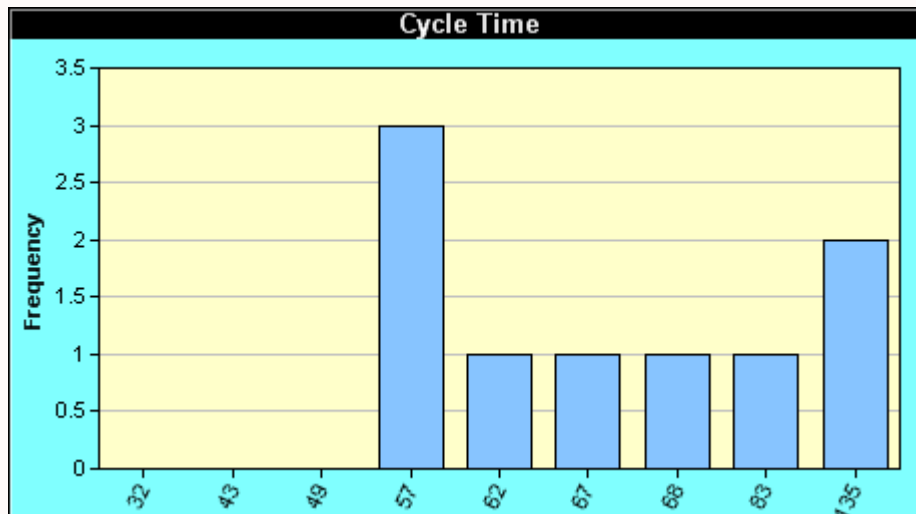
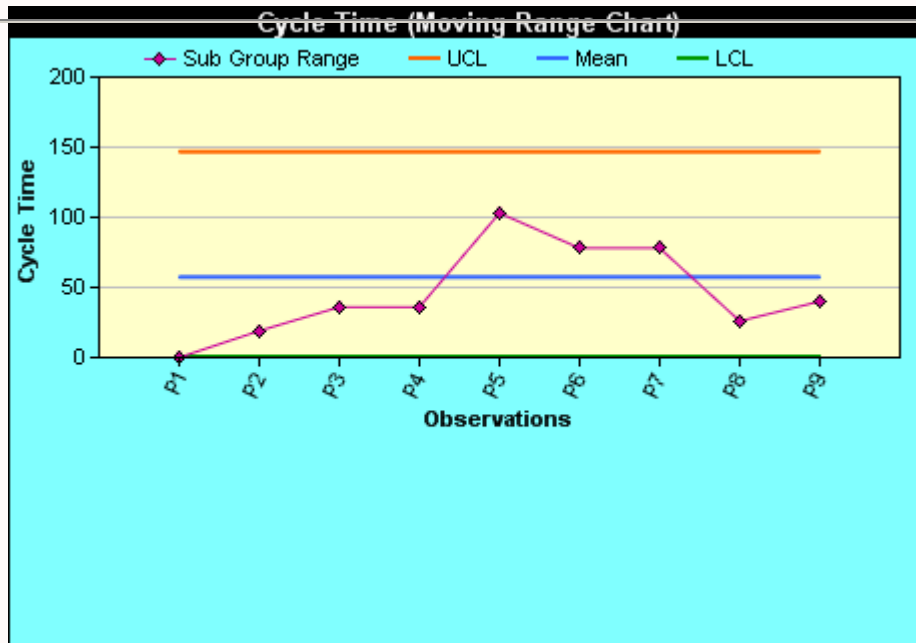
Data Collection Row Number From 1 To 1

Data Code	DT0001
Patient Name	P1
Start	22-Mar-2007 11:17 AM
Sign In	22-Mar-2007 11:25 AM
Triage by Nurse	22-Mar-2007 11:26 AM
Exam by Doctor	22-Mar-2007 11:30 AM
Bed Requested	22-Mar-2007 11:41 AM
Bed Request Time	22-Mar-2007 11:54 AM
Bed Assigned Time	22-Mar-2007 12:02 PM
Patient Assigned to Bed	22-Mar-2007 12:06 PM
Doctor	Dr. Allan Lin
Diagnosis	Fever of Unk Origin
Bed Type	Surg
Room No.	Room B
Delay	No Room

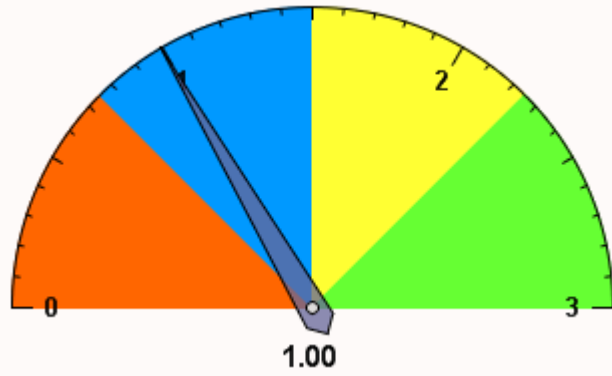
Current Process

Time Period : (01-Mar-2007 to 30-Mar-2007)

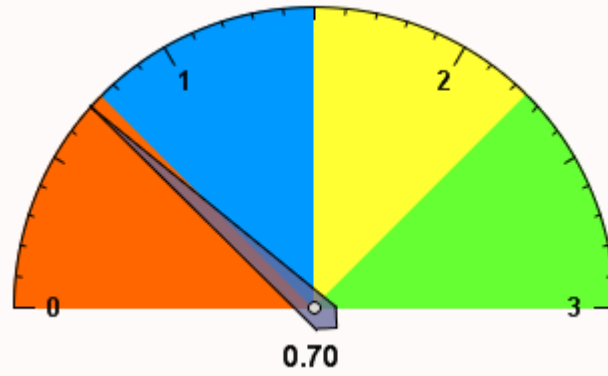




Cp Graph

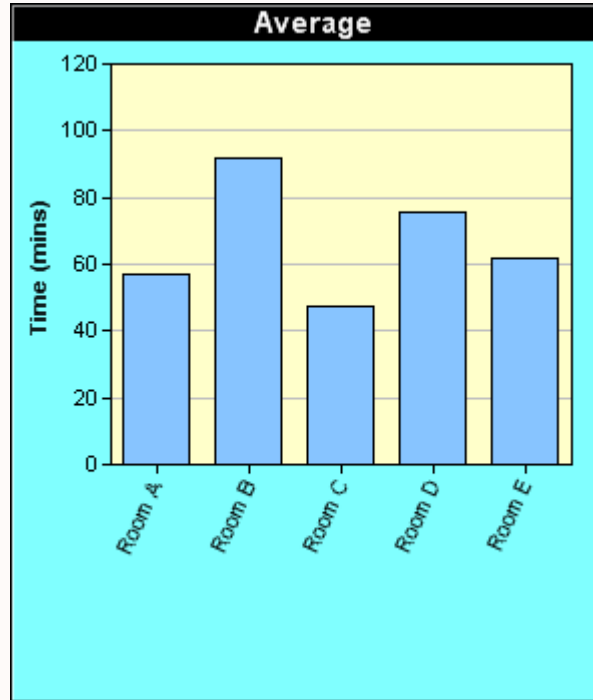
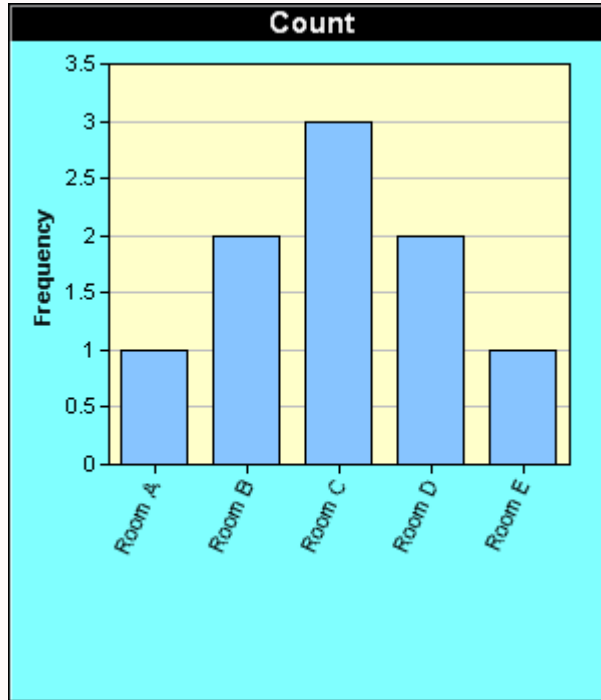


Cpk Graph



Before Pareto

Select Process : Room No. Time Period : (01-Mar-2007 to 30-Mar-2007)



Before Cycle Time

Time Period : (01-Mar-2007 to 30-Mar-2007)

No.	Process	Mean	Stdev	Duration	Process Cycle Time						
1	Sign In	15.667	8.485	15.667	←→						
2	Triage by Nurse	8.889	7.865	24.556		←→					
3	Exam by Doctor	7.556	6.710	32.111			←→				
4	Bed Requested	8.111	4.372	40.222				←→			
5	Bed Request Time	8.111	8.908	48.333					←→		
6	Bed Assigned Time	9.444	5.681	57.778						←→	
7	Patient Assigned to Bed	8.444	7.667	66.222							←→

Before Cycle Time Analysis

Time Period : (01-Mar-2007 to 30-Mar-2007)

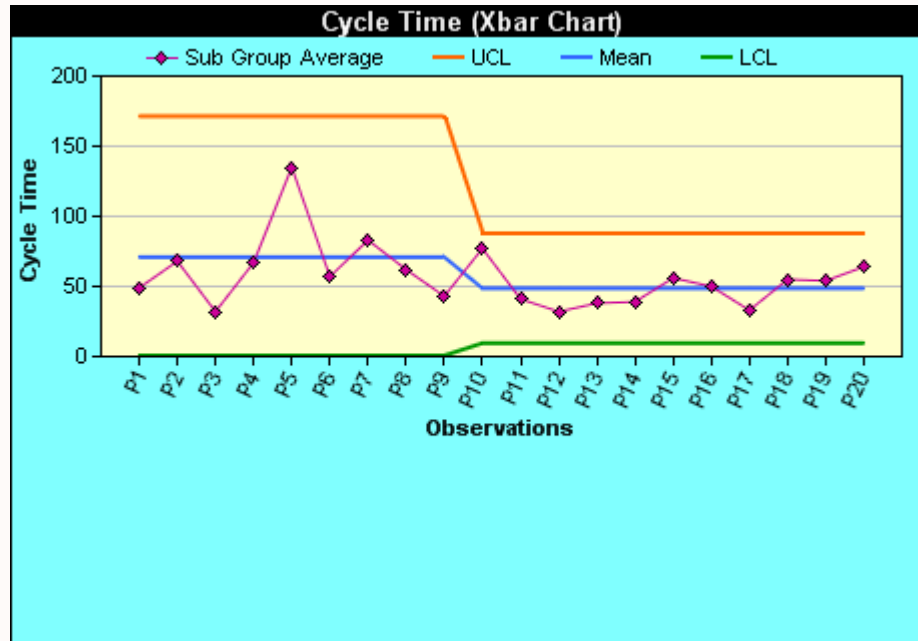
No.	Process Steps	Start	Elapsed	Bar Graph of Times	Comments
1	Start	0.000	0.000		
2	Sign In	15.667	15.667		Computer not available
3	Triage by Nurse	8.889	24.556		Waiting
4	Exam by Doctor	7.556	32.111		Doctor Not Arrived
5	Bed Requested	8.111	40.222		Information not send
6	Bed Request Time	8.111	48.333		Incorrect bed number
7	Bed Assigned Time	9.444	57.778		Wrong Patient
8	Patient Assigned to Bed	8.444	66.222		Waiting
Total			66.222		

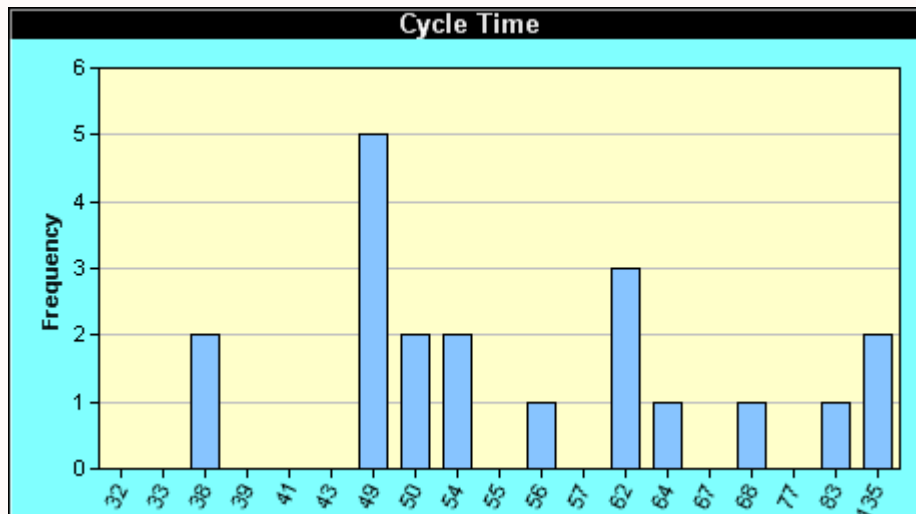
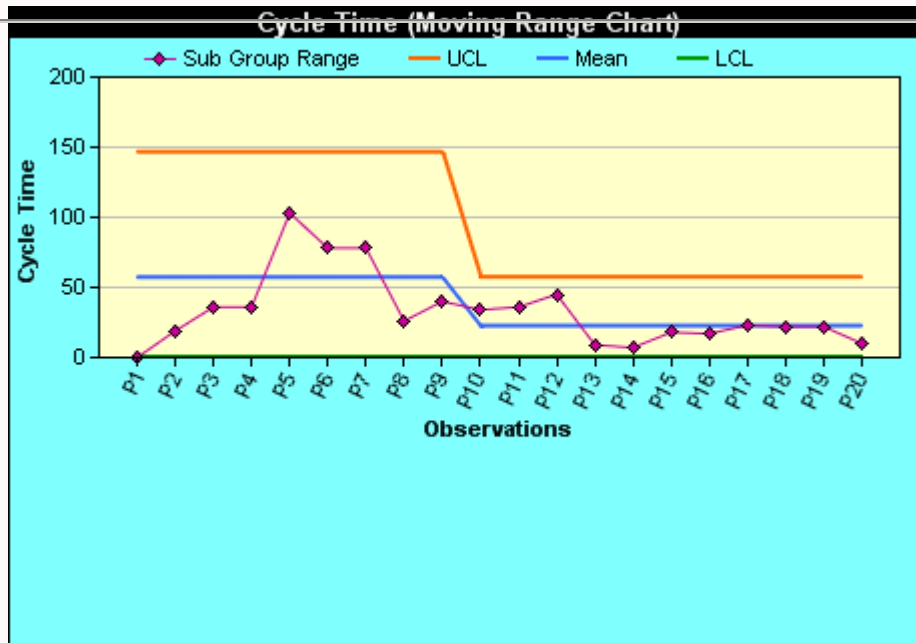
Retrieve files quickly

				Jul - 2008
Activity	From Date	To Date	No. of Days	31 Th
- Punctuality	5/8/2007	5/19/2007	12	
Late Doctors	05/08/2007	05/10/2007	3	
Schedule patients				
Remind patients of time	05/11/2007	05/17/2007	7	
Inform patients via SMS	05/16/2007	05/19/2007	4	
- Breaks	5/13/2007	5/22/2007	10	
Staggered breaks	05/13/2007	05/20/2007	8	
Staff should keep to break times	05/14/2007	05/18/2007	5	
Patients should be told of their times	05/14/2007	05/22/2007	9	
- Consultation	5/19/2007	5/23/2007	5	
Laboratory results must be inhand	05/19/2007	05/23/2007	5	
Use electronic records	5/21/2007	05/25/2007	5	
Retrieve files quickly				

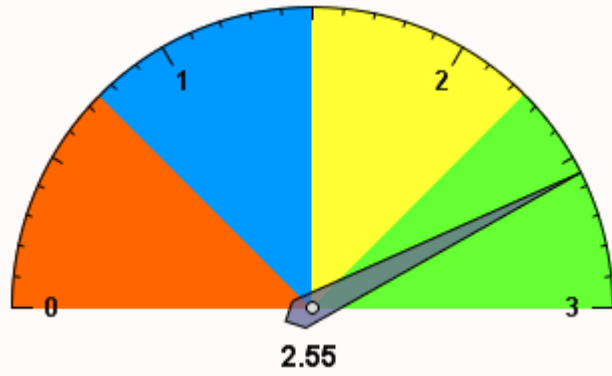
Before After Comparison Process

Before Time Period : (01-Mar-2007 to 30-Mar-2007) After Time Period : (30-Mar-2007 to 01-May-2007)

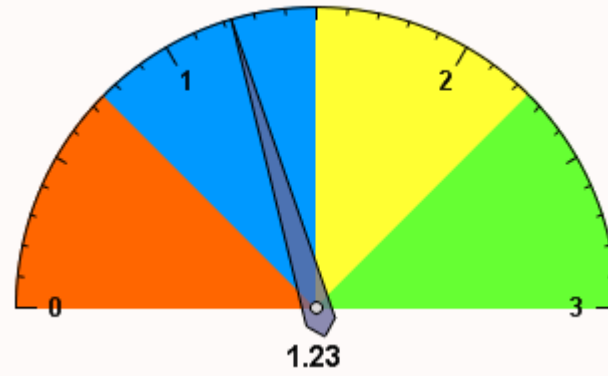




Cp Graph



Cpk Graph



After Pareto

Select Process : Bed Type Time Period : (30-Mar-2007 to 01-May-2007)

