

Problem Statement

NTUC Health promotes choice and encourages independence for our residents through a person-centered approach.

We strive to respect our residents identity and individuality in enabling them to age with dignity and purpose.

In alignment with our care philosophy, this project aims to promote resident choice when it comes to selecting what they would want to wear in the nursing home.

Potential Solutions

The team mapped out the current workflow and identified opportunities for redesign. Changes included outsourcing label sewing to a community tailor, sorting clean linen by cluster level, a Kanban style organisation of linen cabinets for seamless return and pickup from ward, and an enhanced sorting process with customised dividers by resident.

The new workflow and prototypes was tested in a pilot.

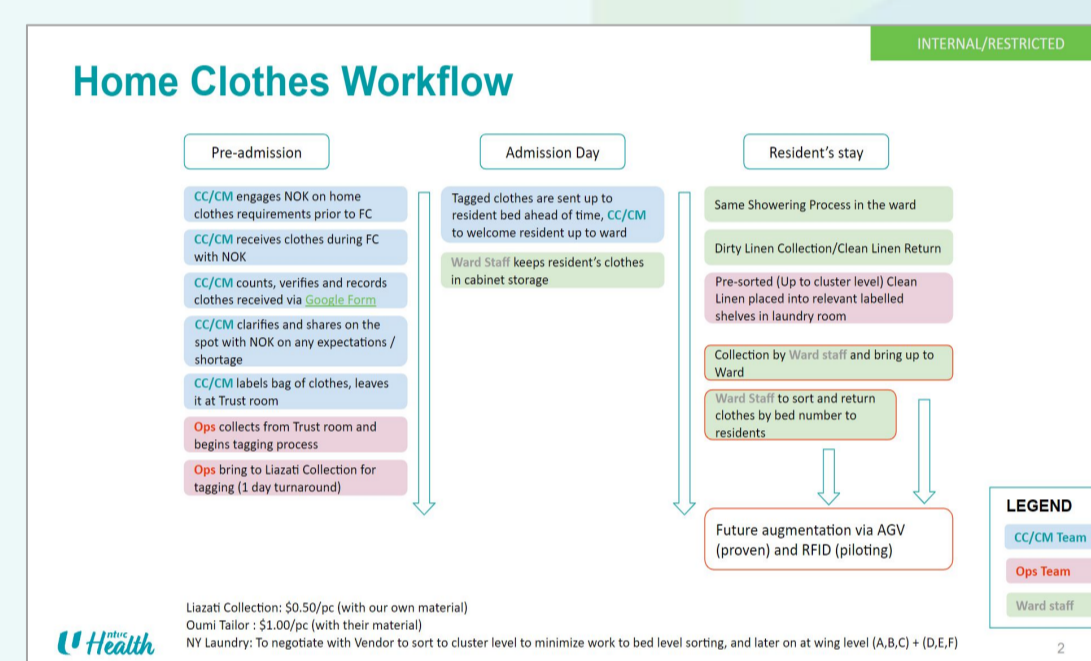


Figure 1: New Linen Workflow

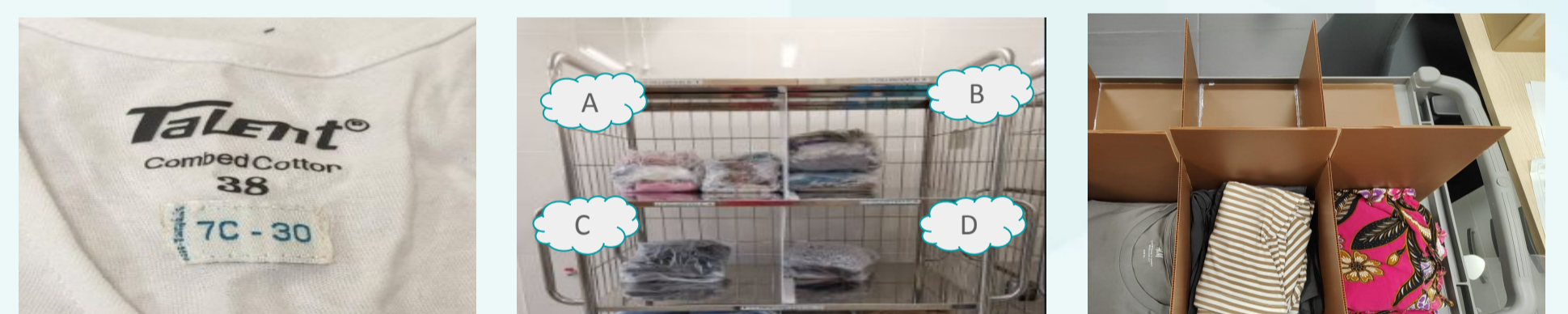


Figure 2: Clothes labelling and sorting

Project Aim

- Improve resident well-being by facilitating their choice in clothing options.
- Develop a new linen management process to support the transition required from laundering uniforms, to the washing, sorting and storage of personalised clothing.

Lessons Learnt

- Big changes can be broken down into smaller and more manageable process improvements, and shared between stakeholders for greater success.
- Tapping on community resources, such as community tailors, to optimise internal processes while providing opportunities to small businesses.

Outcomes & Impacts

- Average time taken to tag clothes was reduced from 3 working days to 1.15 working days.
- Time taken to return clothes to resident post-wash, reduced from 2 working days to 1 working day.
- 43.5% overall man hour reduction for sorting and returning of clean linen to resident bedside.
- 10% improvement in resident satisfaction with linen services such as feeling happy and comfortable wearing home clothes.

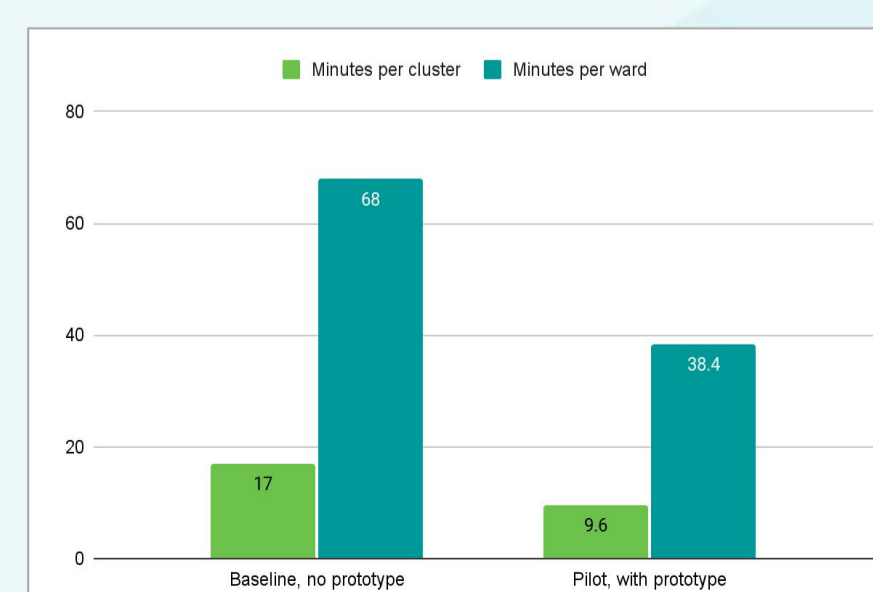


Figure 3: Time taken for clothes sorting



Figure 4: Resident Satisfaction