MATCHMADE ON CHILD:
MEET TEMI, THE AUTONOMOUS ROBOT FOR TELE-COUNSELLING

Looking for a solution, Hong Yee found the answer quickly on CHILD. How did she do it?
By Tjut Rostina, CHI
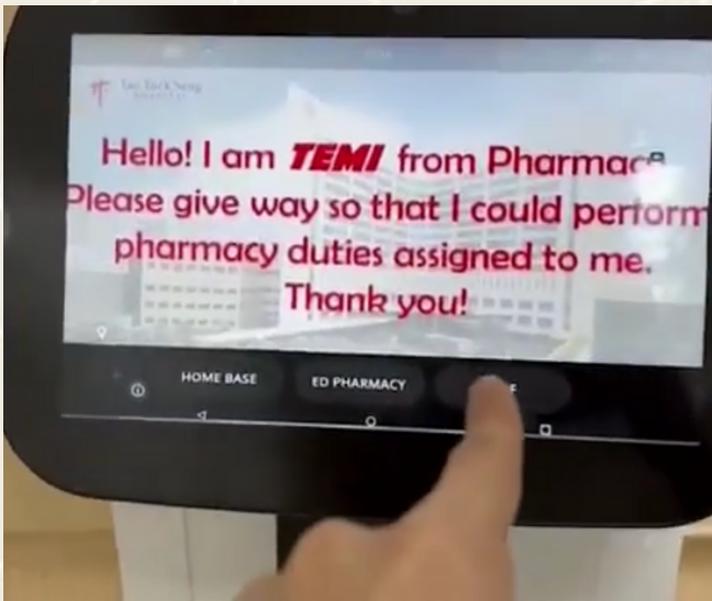
PROJECT LEADS, TTSH:
ALICIA LIN JIAWEN,
SENIOR PHARMACIST, OUTPATIENT PHARMACY UNIT.
FREDDY TANG HUNG MOOK,
SENIOR PHARMACIST, OUTPATIENT PHARMACY UNIT.
JOHN WINSTON AGUILAR,
SENIOR PHARMACY TECHNICIAN, OUTPATIENT PHARMACY UNIT

TEAM MEMBERS:
CHONG YI SAN,
HEAD OF SERVICE (PHARMACEUTICAL CARE SERVICES).
LIM WOAN CHYI,
PRINCIPAL PHARMACIST AND TRANSFORMATION LEAD.
RAYMOND LIEW,
PRINCIPAL PHARMACIST (INFORMATICS).
CHEE WEE, DEPUTY DIRECTOR,
PHARMACY OPERATIONS.
DARYL TOH, MANAGER,
PHARMACY OPERATIONS.
TIEW JIA QUAN, EXECUTIVE,
PHARMACY OPERATIONS.

"HOW DO I PROVIDE MEDICATION COUNSELLING WITH AN AUTONOMOUS ROBOT? WHO IN SINGAPORE CAN I CONTACT TO EXPLORE THIS IDEA FAST?"

These were the thoughts that raced through Lim Hong Yee's mind as she sees her colleagues un-donning their Personal Protective Equipment (PPE) at the end of their shift on yet another COVID-stricken day.

Having struggled with an increase for medication counselling for COVID-19 patients, Hong Yee and team were on a search for alternative solutions that could cater to this demand while keeping up with the department's current operations.

She recalled seeing autonomous robot being brought into Community Care Facilities to be used to communicate with patients in restricted zones, but was unsure of who and how to apply this innovation in Tan Tock Seng Hospital (TTSH).

The Director and Senior Principal Pharmacist then did what any of us would do when looking for answers to the everyday unknown - opened a browser on her laptop and started searching for 'Robot Dispensing CCF'.

EUREKA!

It was a 'Eureka' moment for Hong Yee when the first result that popped up was the solutions she has been looking for – a project on "**Streamlining the Process of Medication Counselling through deployment of TEMI robot**" by Singapore General Hospital featured on a Knowledge Management database called CHILD.

As an acronym for CHI Learning and Development system, CHILD presented the 5Ws and 1H (Where, What, Who, When, Why and How) that Hong Yee and her team needs to get down to work.

To explore the feasibility of rolling out TEMI robot in TTSH, her quest to do so was accelerated with the 'Who' component found on CHILD where Hong Yee was able to connect with the project owners directly to learn more about TEMI, tapping into the expertise of the wider healthcare community.

Now armed with the necessary 'Know-Hows', Hong Yee and team made adaptation and implemented the TEMI robot in TTSH within just the span of a week – solving a problem that has been plaguing her department for 1 year!

All in all, the improved version of TEMI deployed in TTSH is now able to provide beyond video medication counselling but also delivering medication to patient.

The team also went on to explore further use cases to handle medication delivery for patients being treated at our Emergency Department (ED) and awaiting for medications not stocked at ED.

CHILD FOR YOU

"**Anybody who is deeply involved in quality improvement projects and innovation work should utilise CHILD. It is a great platform to source for ideas, to see if there are ideas that can fit your problem statement,**" urged Hong Yee.

"And because this is a dedicated resource for relevant healthcare examples, you can find others in healthcare who might have done something similar, like we did!" she shared.

She added that it was also helpful that the resources are in the local setting, making the information more relatable, and that connections could be made easily, compared to using an overseas model of knowledge management database.

An interim CHILD webpage is now made available to all via this **website** while the team works hard to bring to you the official CHILD system in 2023.

About CHI Learning and Development (CHILD) System
Created based on the 'Share, Learn, and Do' model, CHILD serves as an open repository for healthcare innovation, improvement and productivity project reports, best practices and learning experiences. Contributed by innovators and improvement enthusiasts across the healthcare sector, CHILD is open to anyone (e.g. local and international healthcare institutions, industry players, academia and the public) keen to share, learn and collaborate. We welcome you to explore this snippet of CHILD and experience how it can enable your search for knowledge across walls and borders.

If you like to play a part in co-creating CHILD, we invite you to submit a contribution of your work here at **CHILD@chi.sg.**