



# One Communication Hug!

## Singapore Healthcare Management 2024



Guo Yan, Singapore National Eye Centre  
 Ng Lai Heong, Singapore National Eye Centre  
 Loo Rong Siew, Singapore National Eye Centre  
 Claris Lim Ting Xuan, Singapore National Eye Centre

### Introduction

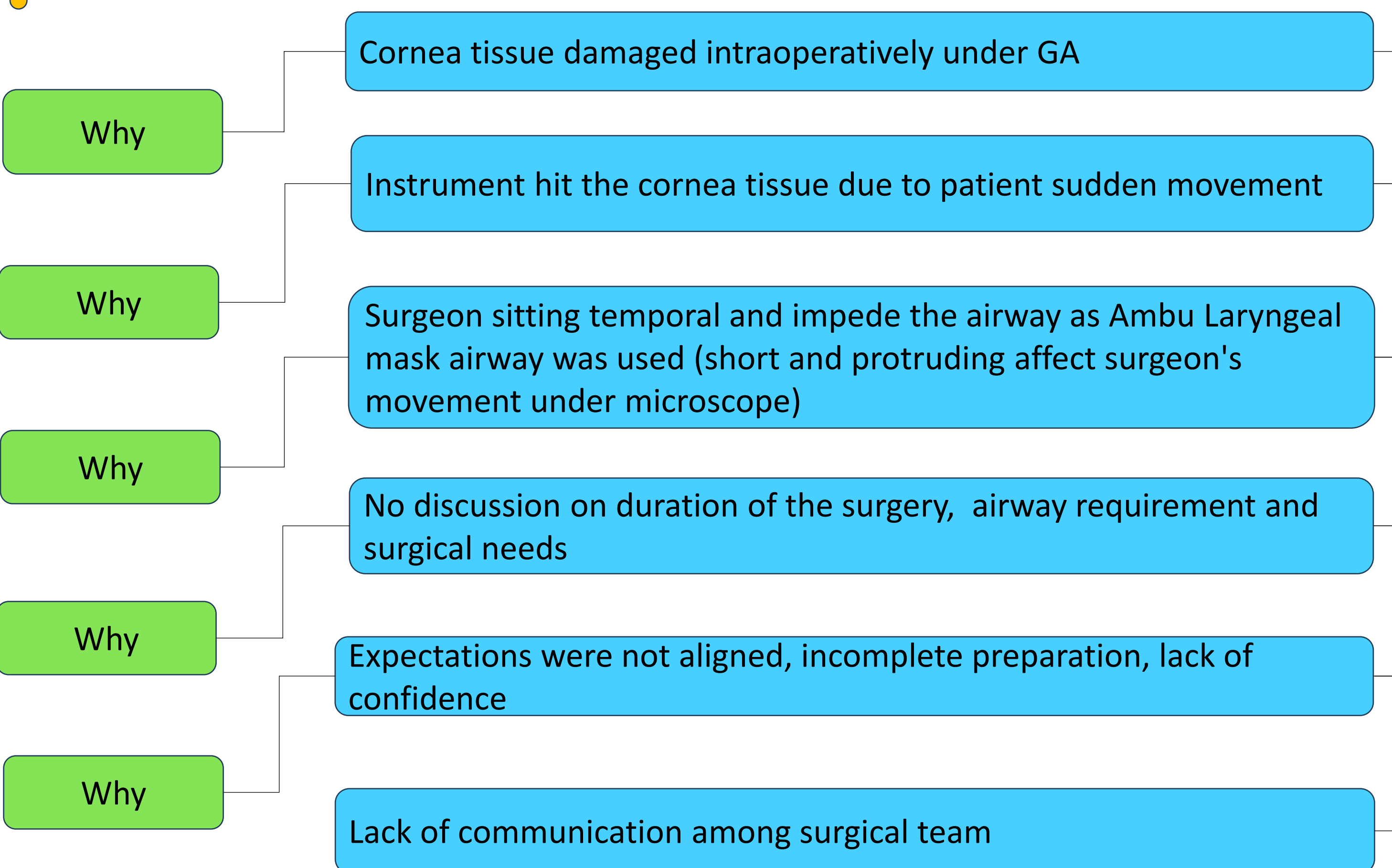
In Singapore National Eye Centre, pre anaesthesia assessment is done in induction room on day of surgery. At times, communication among surgical team is compromised due to fast turn over and high volume in Operating Theatre. There were two reversed anaesthesia events reported due to the lack of communication between surgical team members. Implementing huddle before General Anaesthesia (GA) and complex surgery list to set expectation, equip and prepare in advanced promote patient safety and improve staff satisfaction.

### Aim

The aim of this project is to enhance communication and collaboration within the peri-operative team through the introduction of Operating Theatre (OT) Huddles, ensuring seamless information dissemination across the entire surgical team.

### Methodology

#### Root Cause (5 Why)



#### PDSA 1

- The Team decided to embark on corneal surgeries under GA.
- Introducing pre-surgical huddles 15 minutes before each surgery.
- The entire surgical team convened in the OT to discuss requirements and special instructions.

#### PDSA 2

- Huddles were extended to include selected complex surgeries.
- Incorporating surgical preference such as surgical steps, requisites, additional instruments in the discussion.



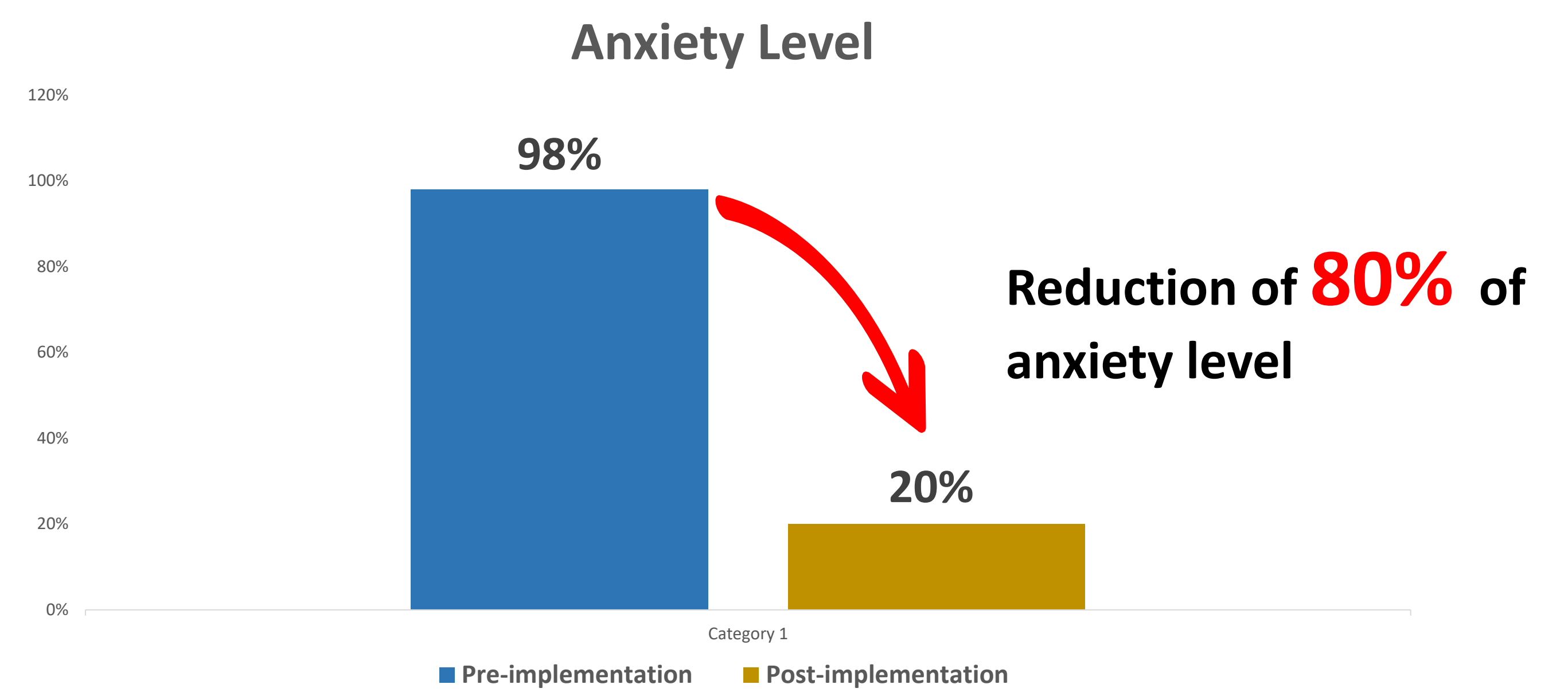
#### PDSA 3

- All complex and surgeries under GA have been integrated in the implementation of huddles prior to surgery.
- Huddles guide was created for reference.
- Scan QR code in preparation.
- New information is shared among team members.

### Results

Effectiveness was assessed by a pre- and post-implementation survey, and six months after the implementation, **no adverse events were reported.**

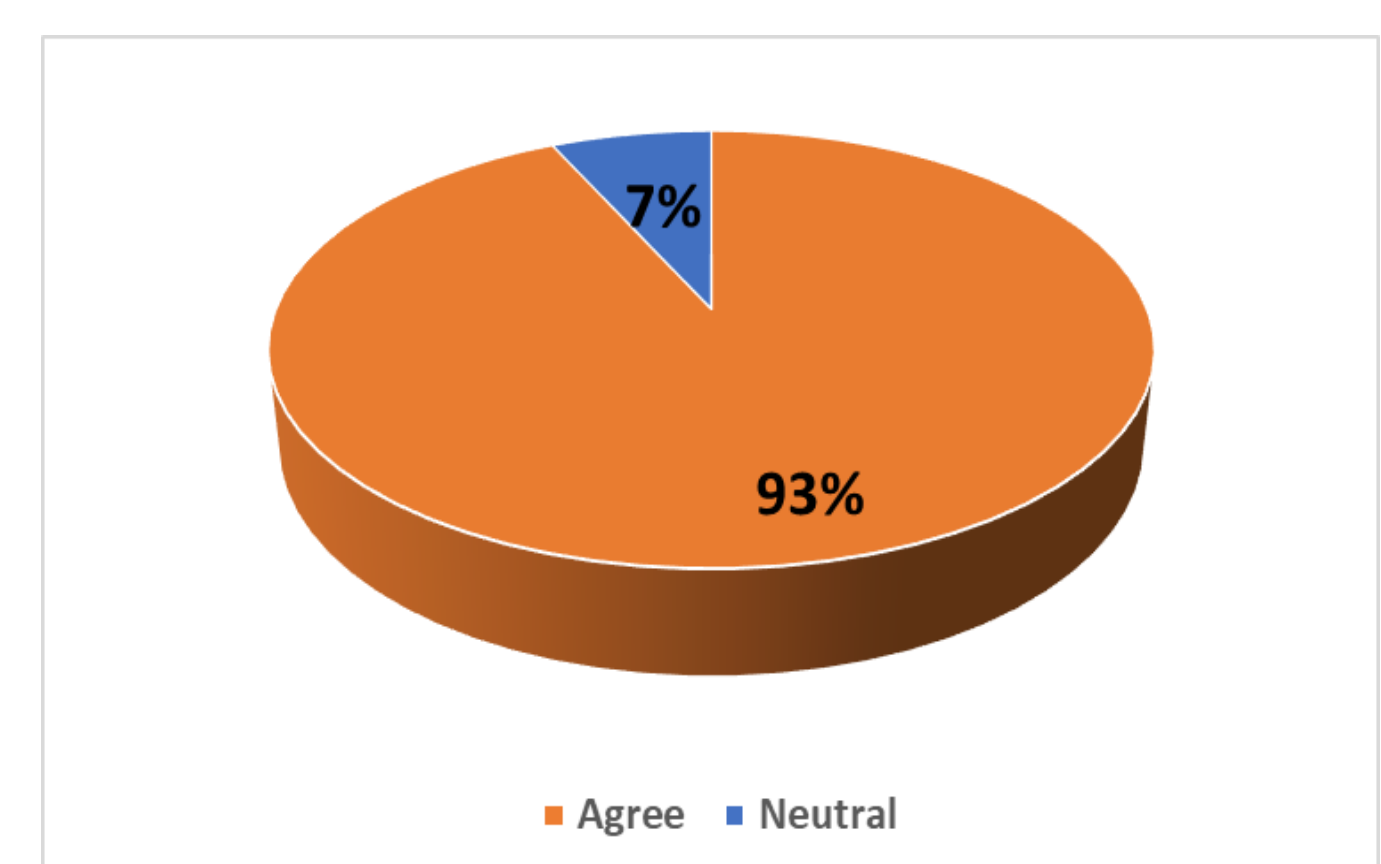
- There were total 45 responses received from survey
- Anxiety level before and after implementing OT huddles



- Post survey results

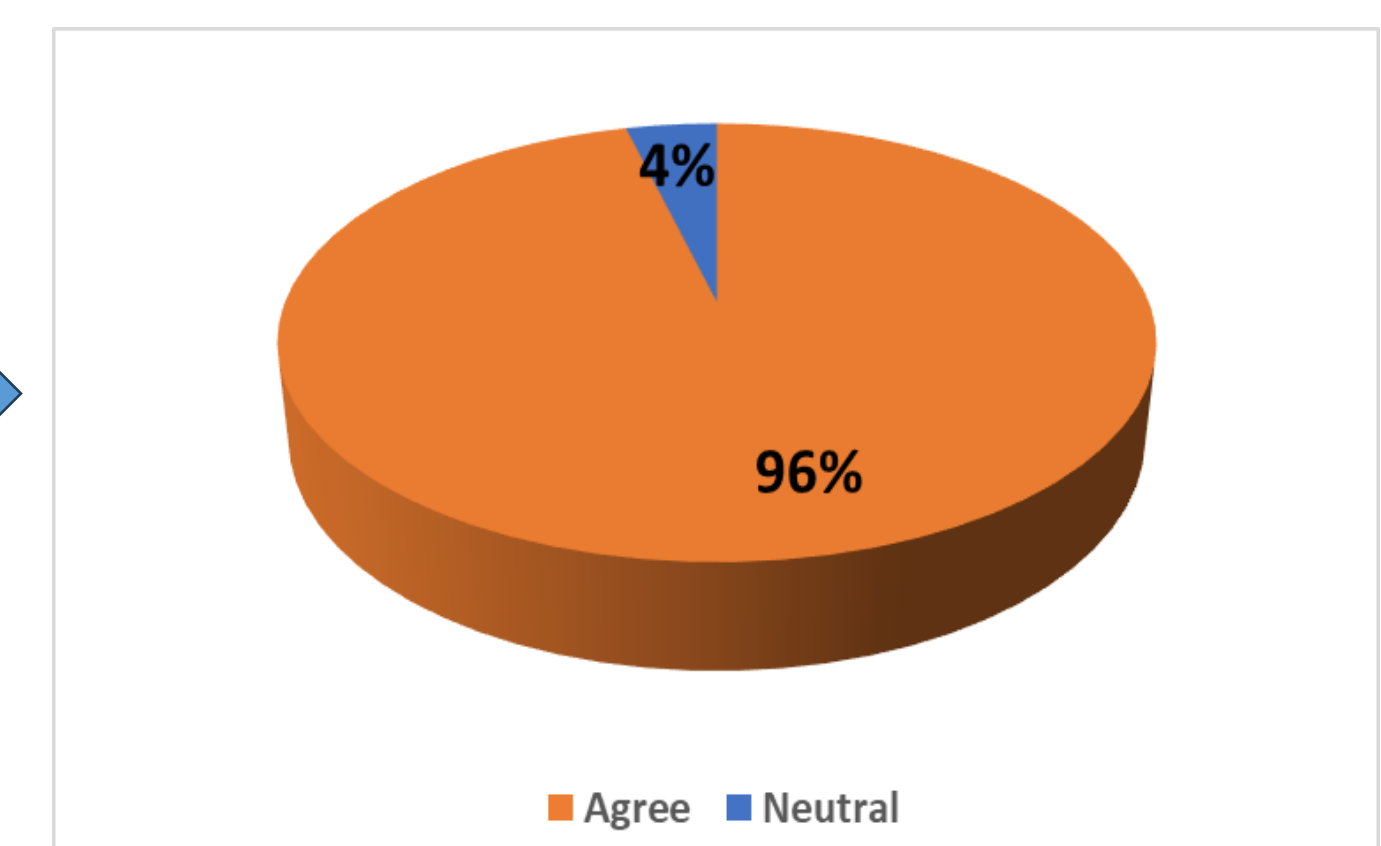
Huddles effectively clarified information in a timely manner

**93% Agree**



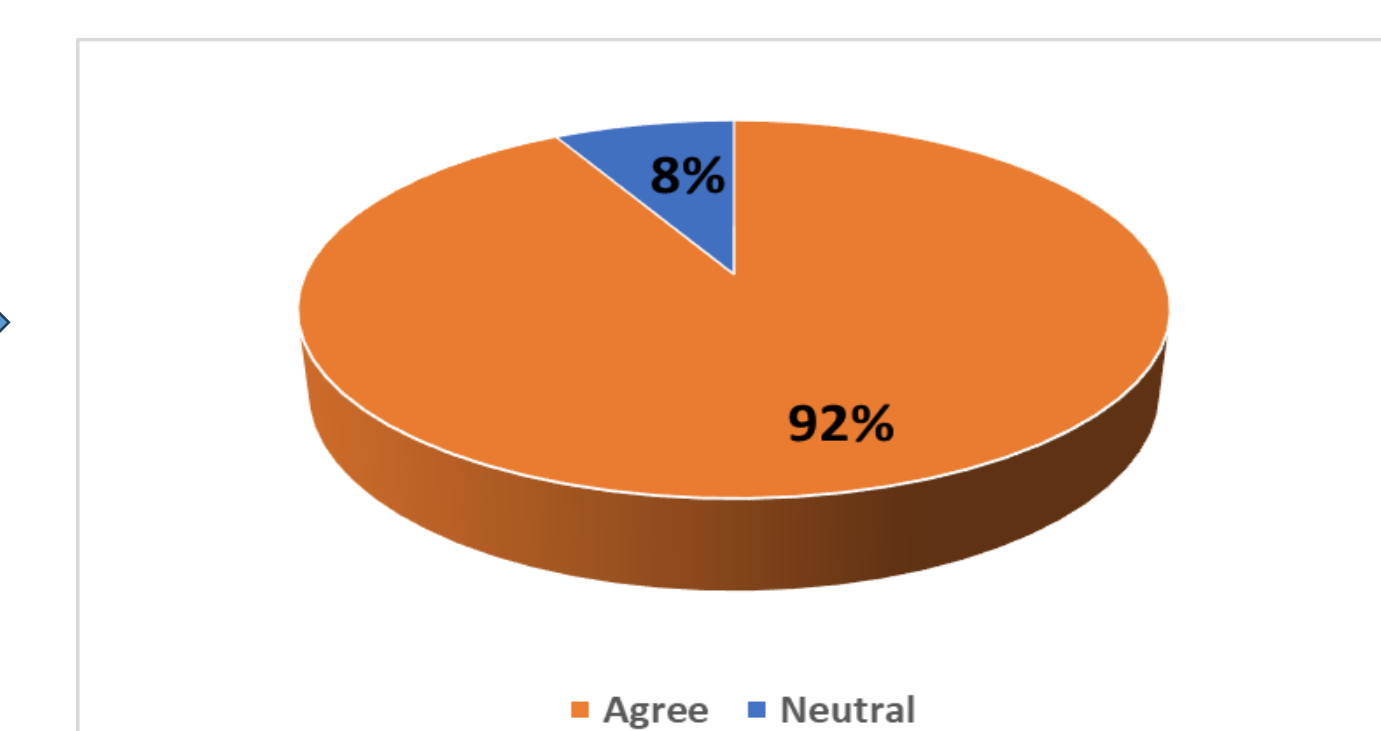
Increased team confidence and readiness due to huddles

**96% Agree**



Improved communication and expectation alignment

**92% Agree**



### Conclusion

- Communication is the key to promote team collaboration and enhance patient safety.
- The introduction of OT Huddles significantly improved communication, fostering trust and teamwork throughout surgeries.
- This initiative not only enhanced patient care but also cultivated a culture of trust, confidence, and unity within the surgical team, ultimately benefiting both staff and patients alike.

### Future plan

- ❖ Huddles among interdepartmental team daily to identify potential issues, expectations and tighten possible gaps.

### Acknowledgement

Ms Soh Ling Ling, Assistant Director of Nursing for her support and guidance.