



Singapore Healthcare Management 2024

Artful Surgical Streamlining



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Introduction

In the fast-paced environment of the Singapore National Eye Centre (SNEC) Operating Theatre (OT), where there is an average of 80 cases being handled daily across 10 OTs, effective communication during patient handovers is crucial.

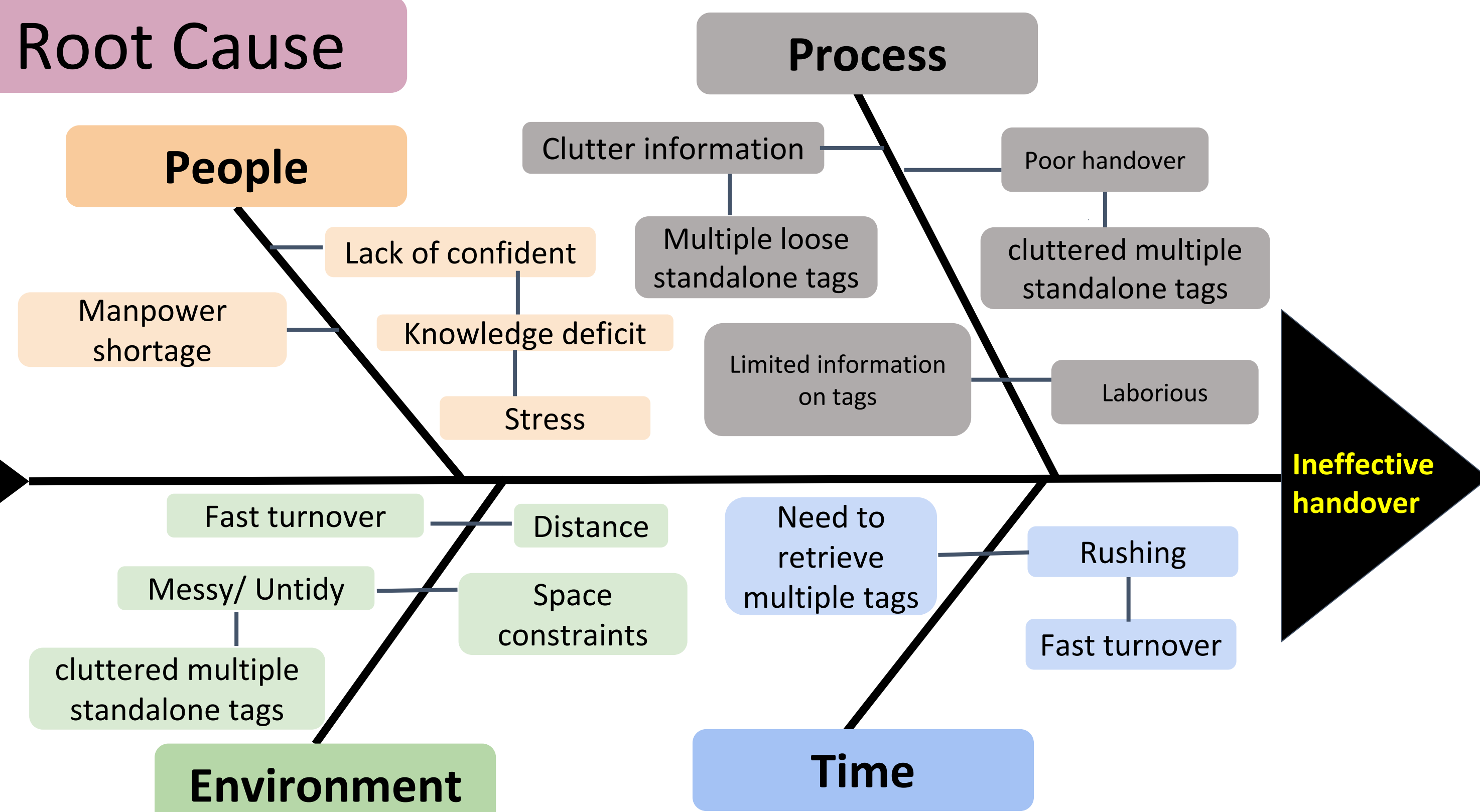
A recent incident of a patient needing an immediate second operation occurred when specific post-operative care instructions was not effectively communicated from the OT to the Dayward. This has led to poor patient experience for the patient such as the need to physically go through another surgery and the wastage of healthcare resources. It is essential that care instructions are effectively communicated consistently to prevent similar preventable events from happening again.

Aim

This project aims to simplify instructions and identification needs during the handover process from the Operating Theatre to the Dayward, ultimately ensuring safe patient journey **through effective communication**.

Methodology

Root Cause



PDSA 1

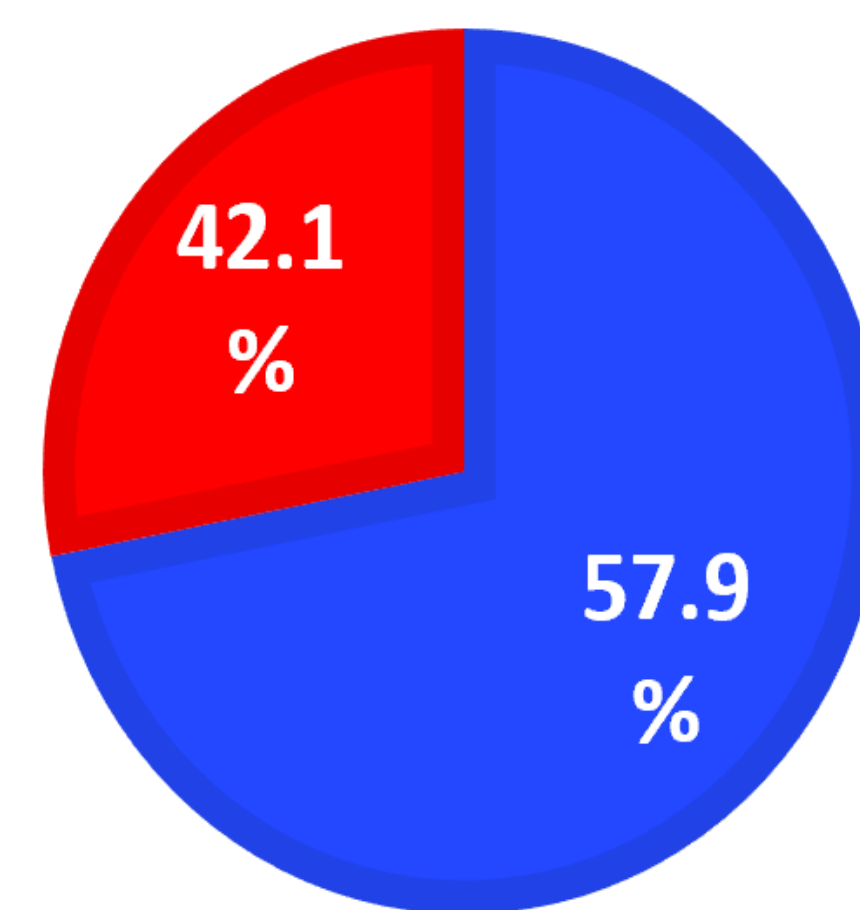
By combining the multiple tags into a single multi-purpose tag, we addressed the issue of clutter and communication issue.

- Erasable marker is given to staff to mark on the reusable multipurpose tag to facilitate usage of the new initiative.
- Staff marks the relevant information specific to different patients' status which enhances clarity and efficient understanding between different patient touchpoints.
- This multipurpose tag remains with the patient throughout their care, ensuring consistent and concise information handover which facilitates communication between patient touchpoints.



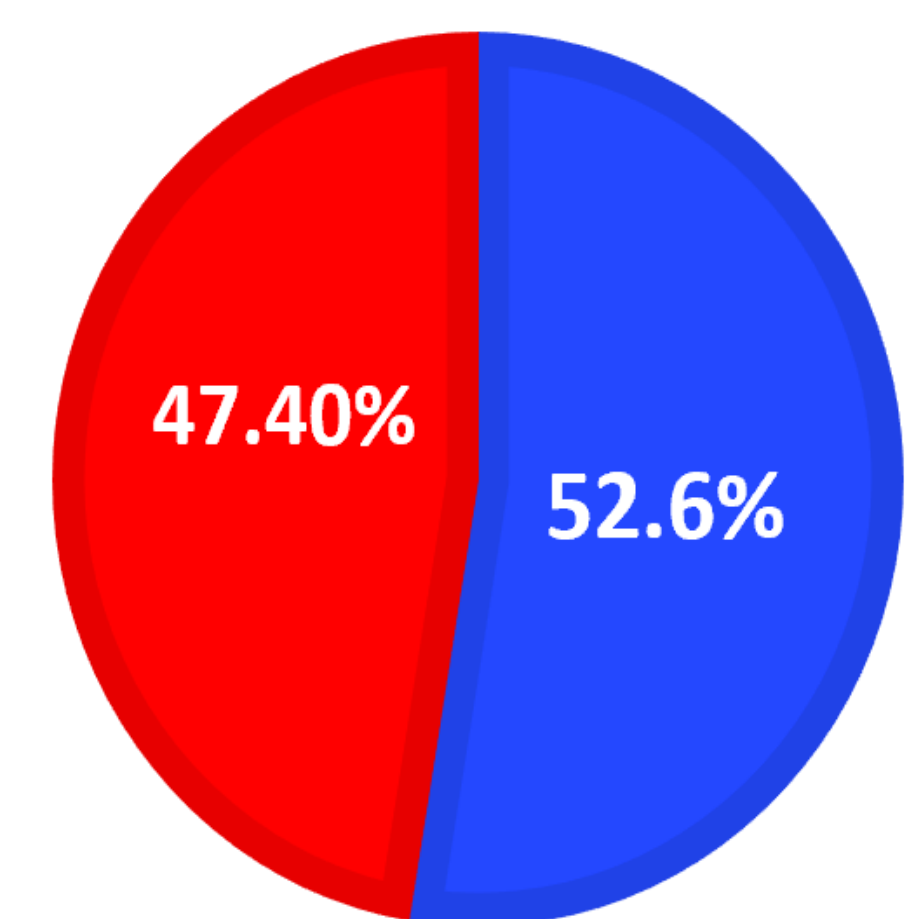
Result

Do you think the information provided on this tag aids the handover process?



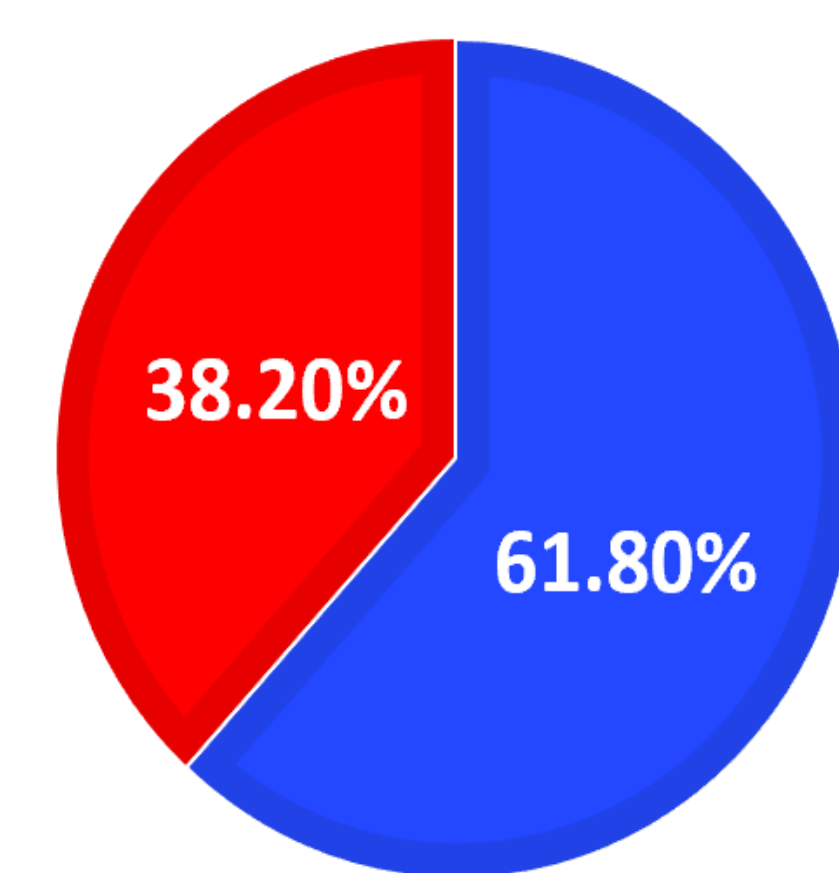
■ Yes ■ No

Are the information in the tag easily visible?



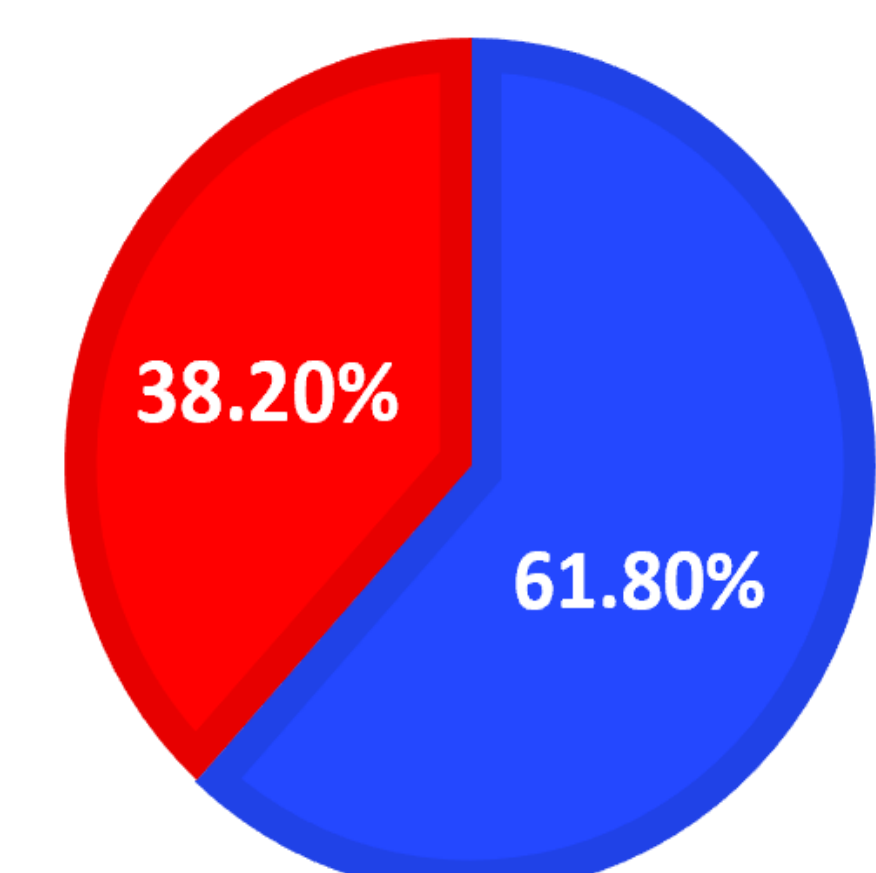
■ Yes ■ No

Comparing the multi-purpose tag vs our previous tags? Which do you prefer?



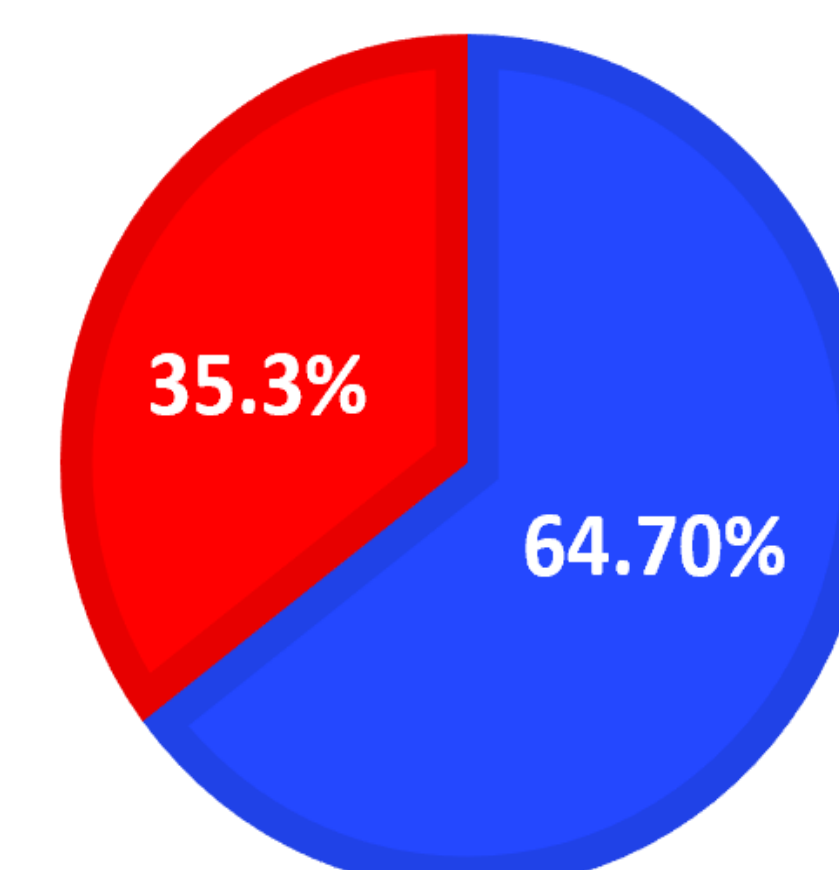
■ Multi purpose tag ■ Previous tags

Is the colour coding in the tag enough to draw your alertness/attention?



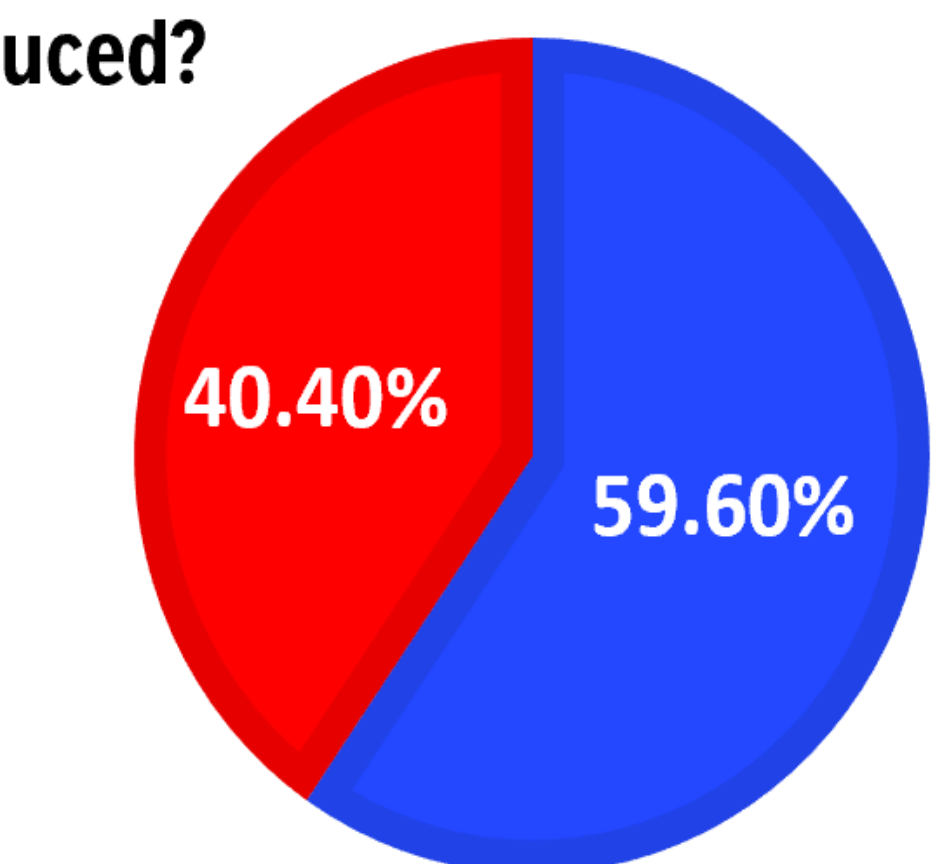
■ Yes ■ No

Do you find the multi-purpose tag useful?



■ Yes ■ No

Do you agree that with the multi-purpose tag, the time required to count the tags is reduced?



■ Yes ■ No

NO incident related to handover issues were raised within **7** months of implementation!!

Conclusion

The simplified multi-purpose tags provided an effectual method to **ensure effective communication** during handovers at different patient touchpoints. This contributes to smoother and safer perioperative journey for patients in our fast-paced environment.

Future Plan

Using this concept of communicating essential information via a visual aid, departments with similar needs of communicating multiple crucial information in a fast-paced environment with multiple touch points in a short span of time, can benefit from this project to enhance patient care standards.