



Singapore Healthcare Management 2024

To Standardise Photo-filing Process and Patient/NOK Update Practices in High Dependency Wards to Improve Patient/NOK Experience and Satisfaction Levels

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Introduction, Problem Statement and Motivation

In Surgical High Dependency Unit, patients often come in with multiple skin issues. Family members struggle to understand the severity of impaired skin integrity when updated by nurses verbally. This has caused miscommunication and dissatisfaction. Investigations and service recovery took an average of 2 weeks per case. The current nursing practice on skin photo-taking varied across the various wards. The photos were not secured properly which posed as a potential risk in PDPA breaching in addition to its lack of professionalism. Our previous pilot project initiated a new photo-filing process and prompt patient/next-of-kin (NOK) update (termed as Workflow P1) since 2022.

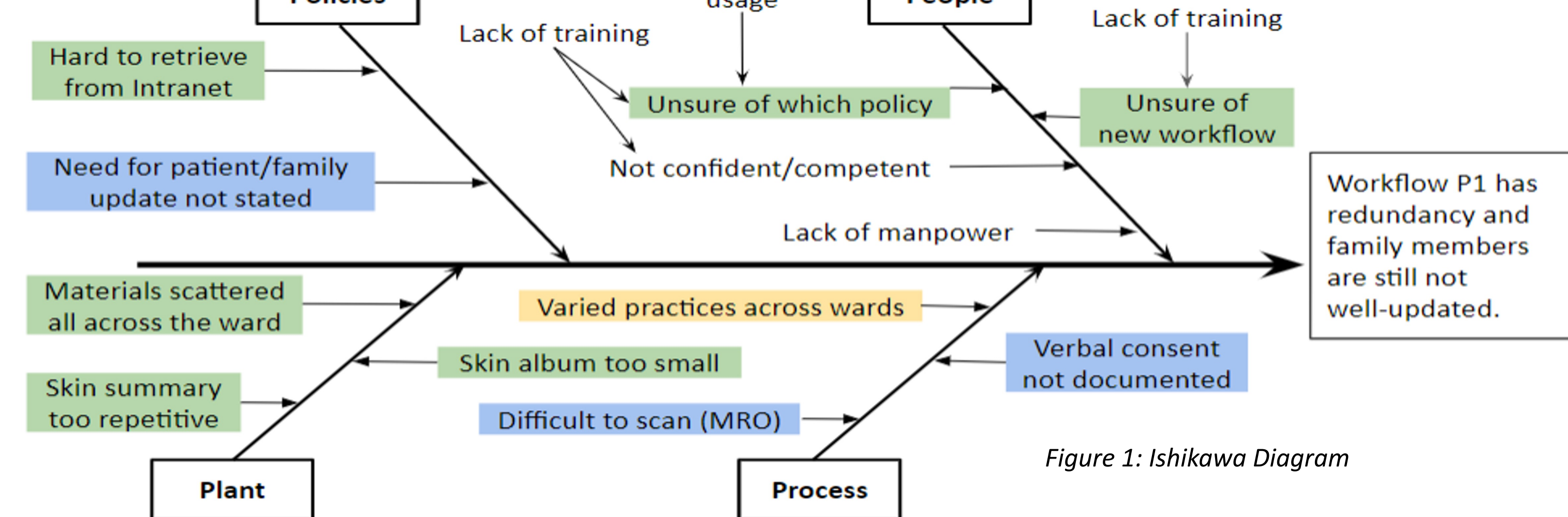
Aims

- The team aimed the following across all High Dependency Units (HDUs) in Changi General Hospital:
 - (1) receive 0 skin-related complaints by June 2023
 - (2) improve patient/next-of-kin experience with skin-related updates to at least 80% by June 2023, and
 - (3) standardise skin documentation and patient/next-of-kin update practices by Feb 2024

Methods

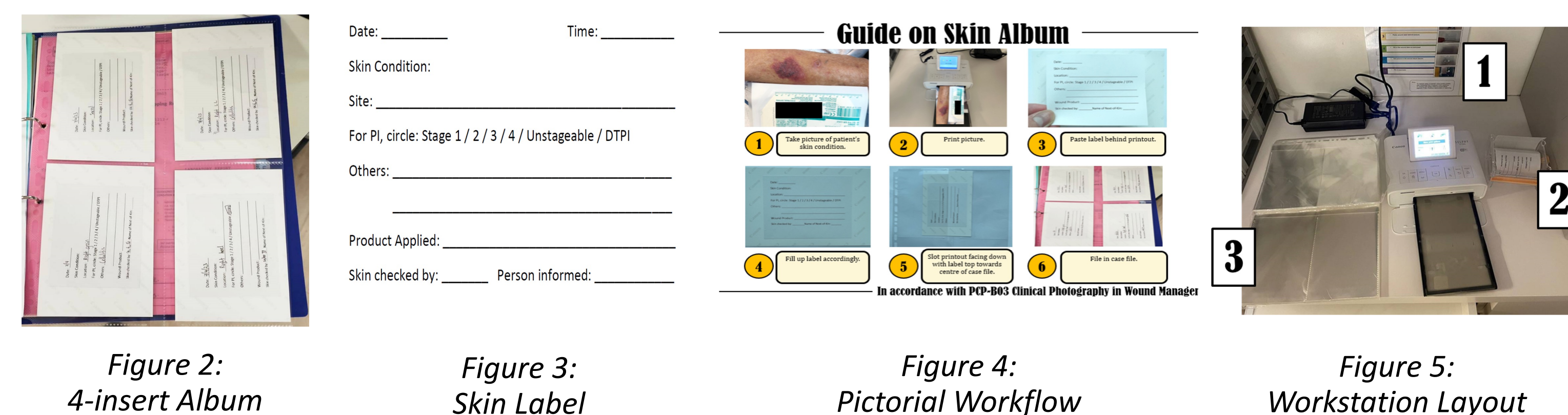
1. Root Cause Analysis (RCA) (Jan' 23)

Findings from the re-evaluation of our pilot project are summarised in a '4P' Ishikawa diagram (Figure 1).



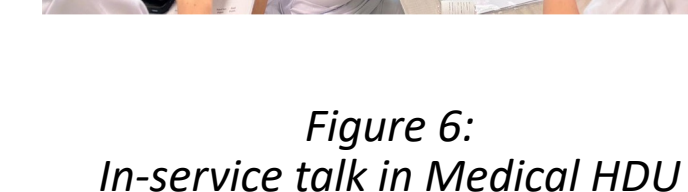
2. Improving Our Pilot Project in SHDU - Workflow P2 (Feb' 23)

Workflow P2 was configured to double the capacity of skin album (Figure 2), reduce redundancy while retaining essential skin details (Figure 3), facilitate compliance to new workflow (Figure 4) and recommend a workstation to consolidate the materials (Figure 5).

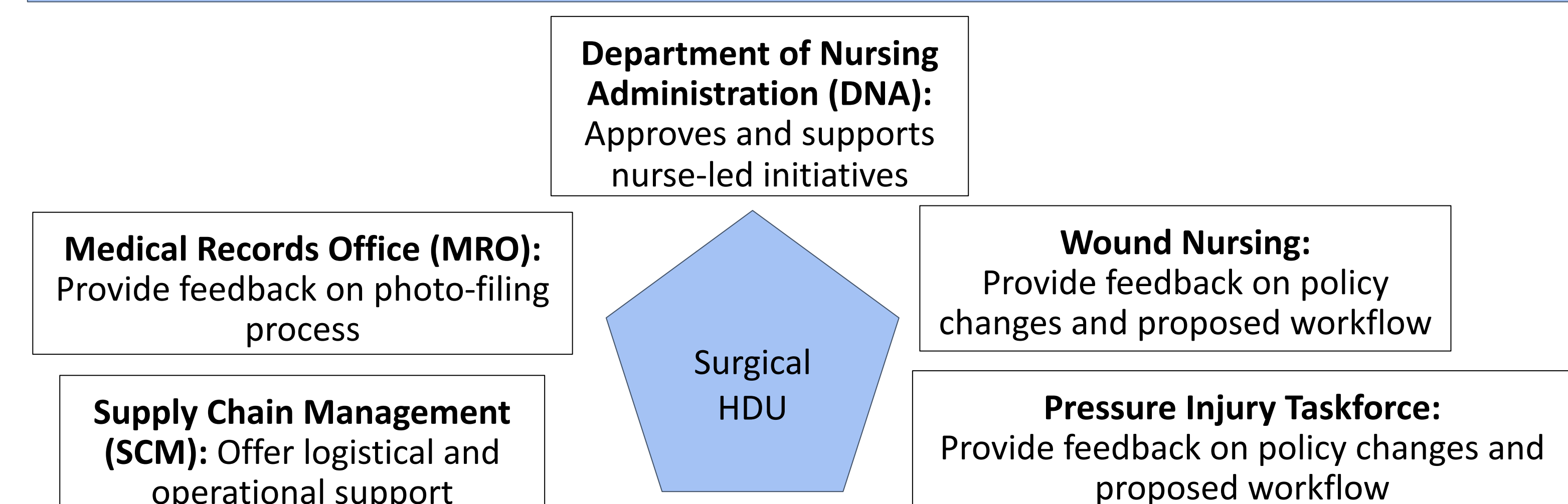


3. Spread- Launching Our Pilot Studies in HDUs (Mar '23)

Pre- and post-implementation surveys and random audits were conducted to gather feedback and assess compliance. Feedback was obtained from 148 staff (74.0%) out of a possible 200 (70 Surgical HDU + 80 Medical HDU + 50 Cardio HDU).



4. Collaborating with Stakeholders (May '23)

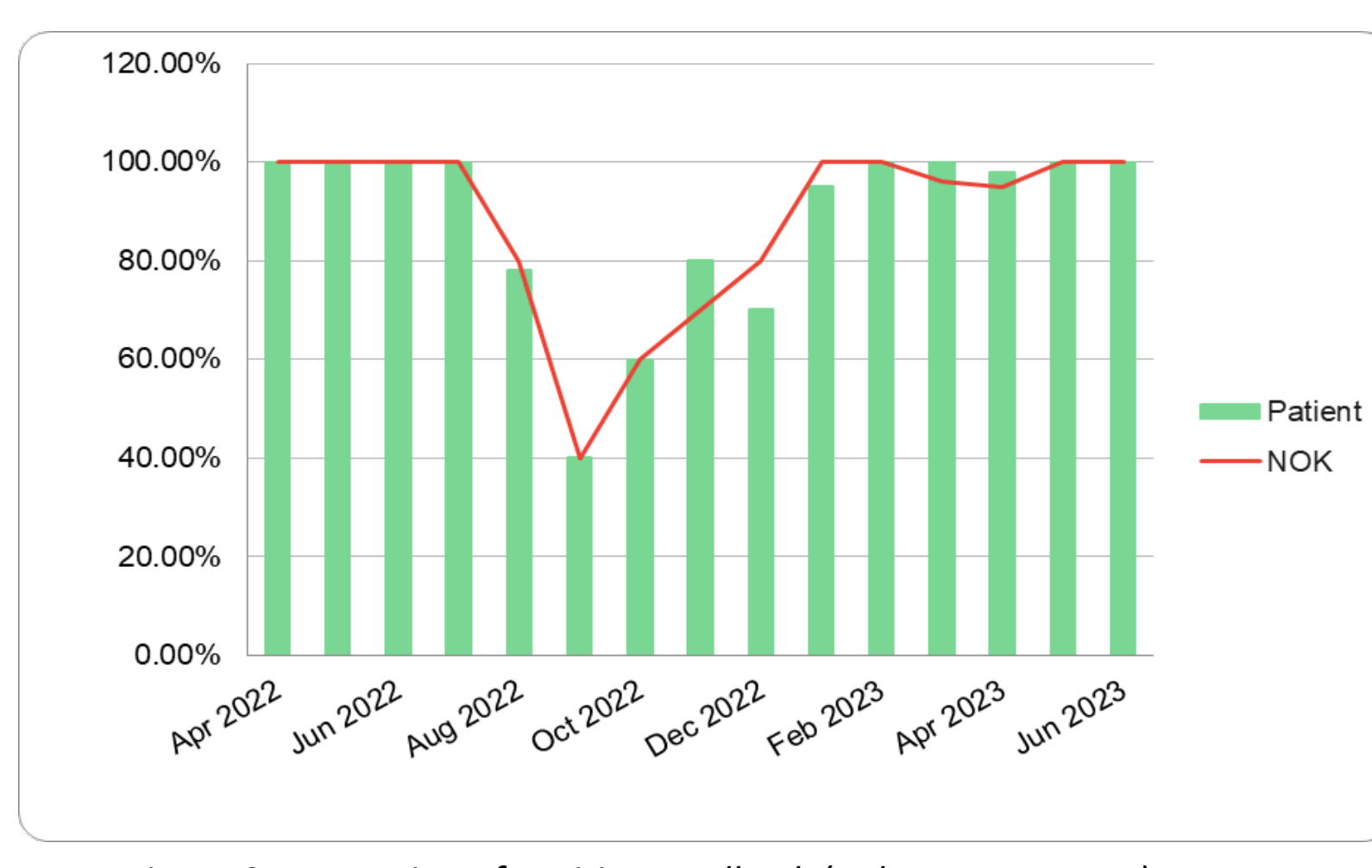
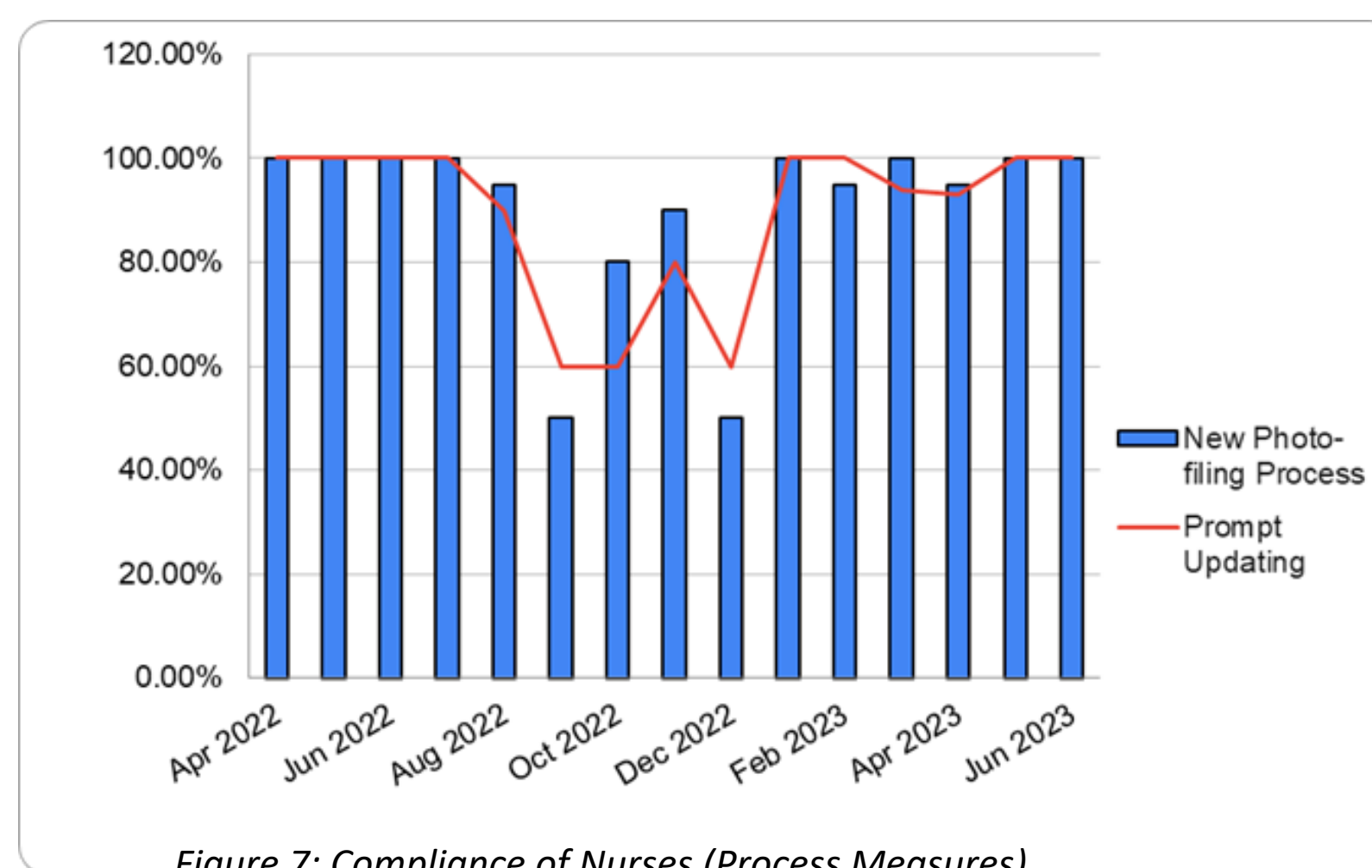


5. Audits (May '23)

Random two-weekly audits were conducted to monitor the compliance to new photo-filing process and the prompt updating of patient/NOK as documented in Patient/Family Education Records (PFER). The team surveyed 10 random patients and 10 random NOK per audit period. The results were shared with the nurses, and any difficulties encountered by them during day-to-day operations were explored.

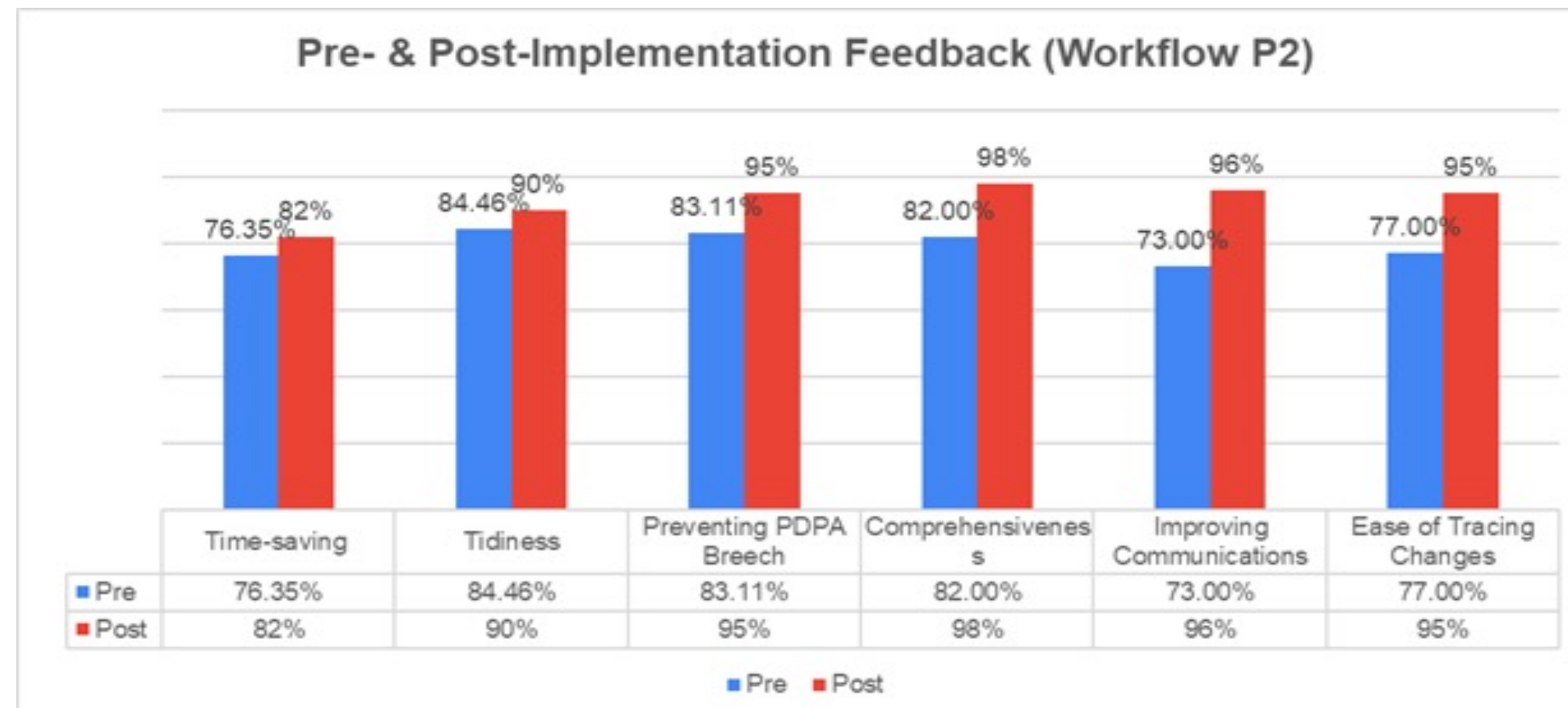
Results

SHDU: User/Patient/NOK Experience



- Implemented and standardized practices for skin documentation and patient/next of kin updates in all HDUs at the end of June 2023
- Zero** skin-related complaint or Hospital- Acquired Pressure Injury (HAPI) since 2022 till now.
- 90% of Nurses complied with the new photo-filing process and updated patients/NOK promptly (Figure 7)
- Average of 88.07% feedback from patients and NOK were generally positive (Figure 8).
- For the first 6 months of 2023, the ward had received a 98.84% of positive feedback from patients and 97% from NOKs.

HDUs: Pre- & Post-Implementation Feedback



- Out of 148 respondents, 93% prefer Workflow P2 to the existing one with various reasons (Figure 9).

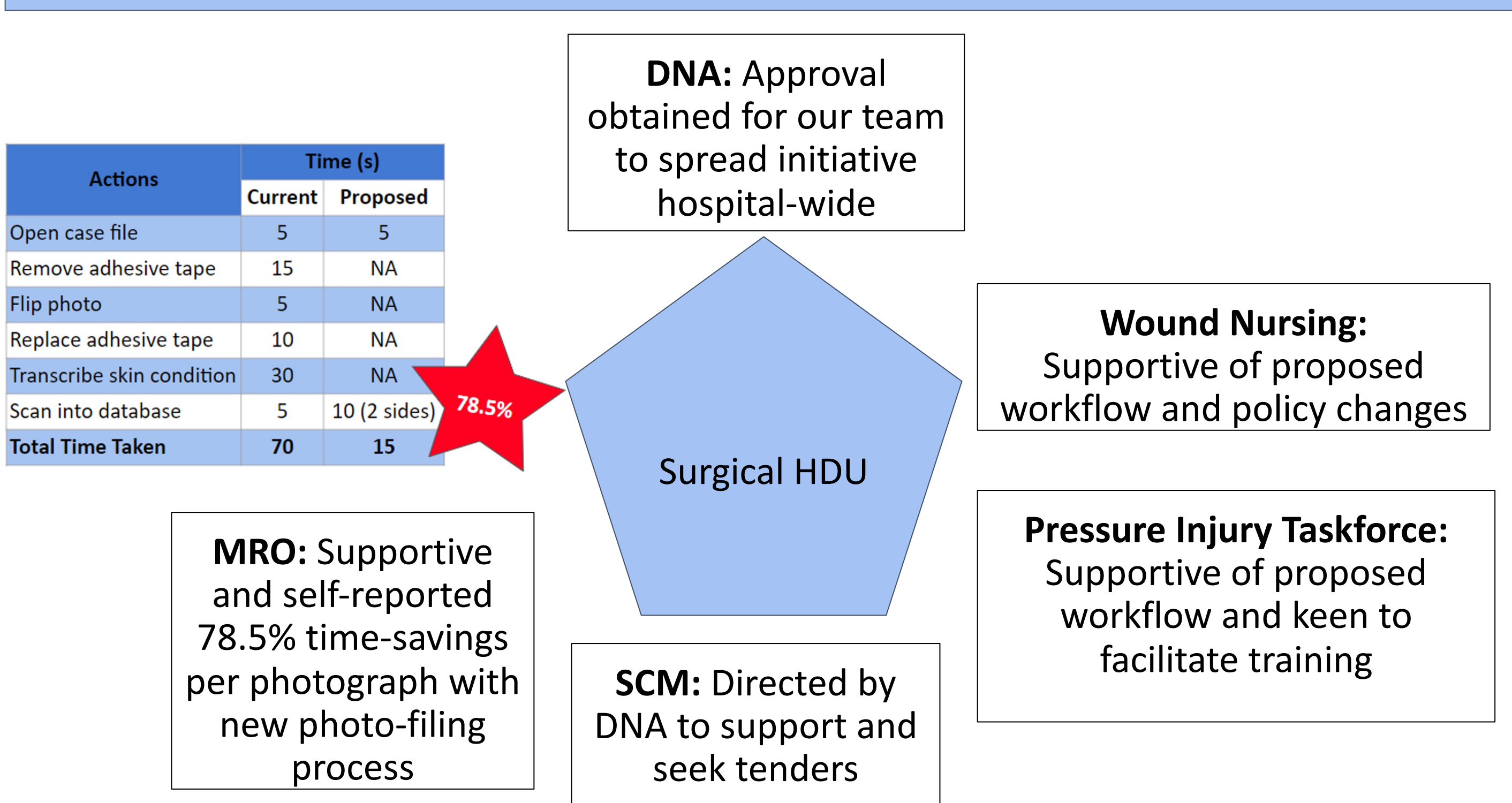
Figure 9: Reasons Favouring Workflow P2

Actions	Time (s)	
	Current	Proposed
Write skin details	88.8	168.05
Stick label to photo	NA	42.13
Walk to cubicle	25.8	25.8
Find materials to stick photo	52.2	NA
Secure photo	207.4	56.55
File into casenotes	6.6	12.4
Total Time Taken	380.8	304.93

- A time-motion study conducted with 10 SHDU nurses of varying years of experience found a time-savings of 19.9% for every 4 photographs taken.

Figure 10: Time-motion Study

Stakeholders: Collaboration Outcomes



Final projected FTE Savings (Annualised): 0.37 and 39% productivity Improvement

Conclusion

Workflow P2 has allowed nurses to describe all skin conditions, and update family members in a neat and presentable way with great results across the various outcome, process and balance measures. The new workflow also received great feedback within HDUs and our time-motion study proves significant time-savings despite the lack of familiarity. Successful collaboration with stakeholders beyond inpatient wards also illuminates the potential impact Workflow P2 has in terms of patient safety, patient experience and work efficiency. We will continue to collect feedback and work with other teams within the hospital to perfect the work process and hope to share this practice hospital-wide.