



**Singapore Healthcare Management 2024**

# Say NO to hypoglycemic agent before fasting lab

SSN Dai Ziyu  
 SSN Nurhasnieza Binte Hashim  
 SSN Rahjee Chalson  
 SN Amirun Nessa Binte Homid Gaji  
 NM Chong Bee Yen  
 CE Ow Lishuang



## Background and Methodology

### Background

Taking diabetic medication before fasting laboratory test is a common issue seen in patients with diabetes. Consequences of taking diabetic medications prior to fasting lab test can include hypoglycemia and inaccurate test results, which can lead to incorrect diagnoses and inappropriate treatment for the patient.

### Mission Statement

To increase ESTHER's awareness of the importance of omitting hypoglycaemic agent before fasting lab tests by 70% within eight months.

### ESTHER Cafe



16 ESTHER were recruited to gather insights into their perspectives

What ESTHER wants?

- Clarity of Instructions
- Clear and easily understandable guidance to empower themselves
- Being informed

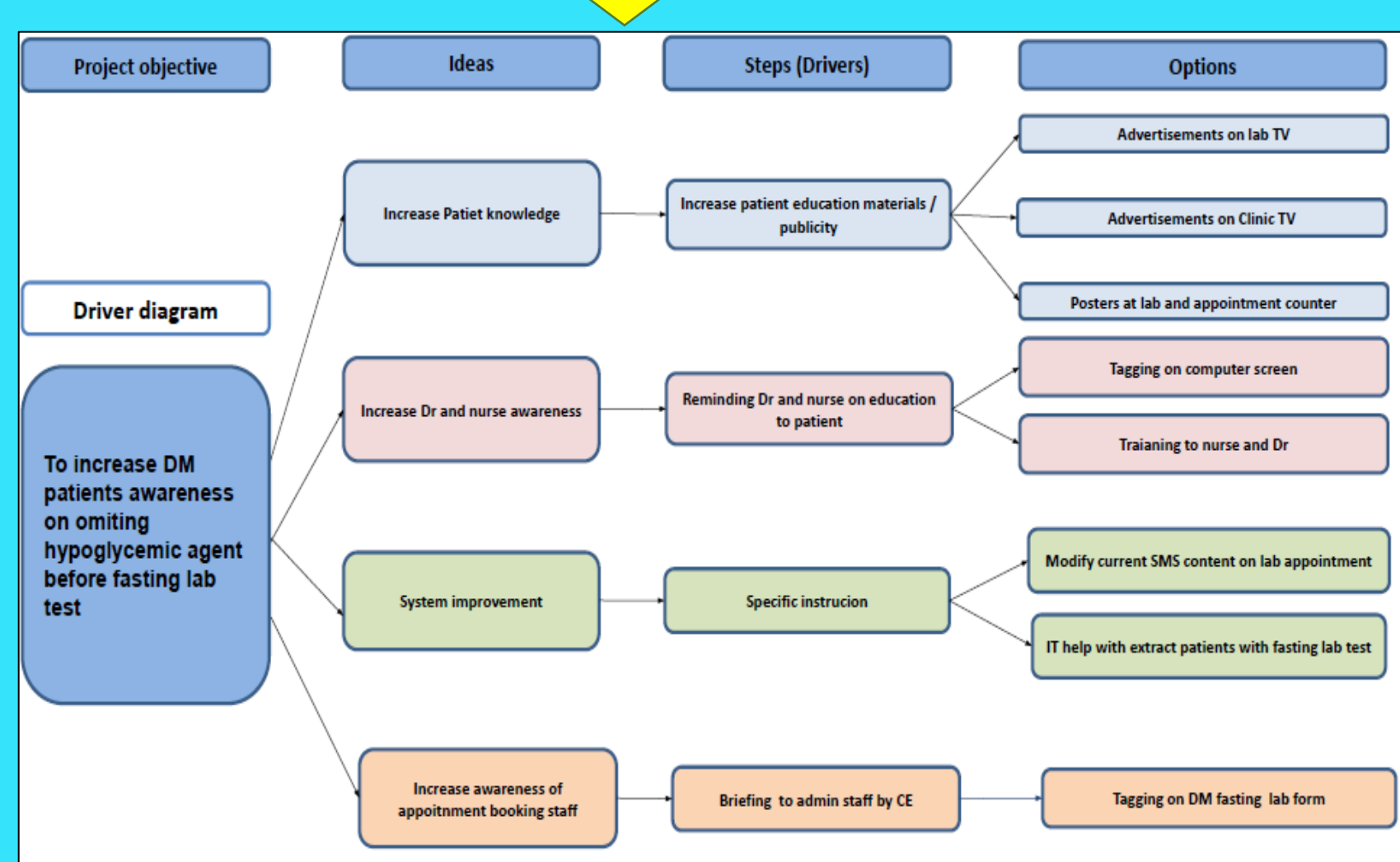
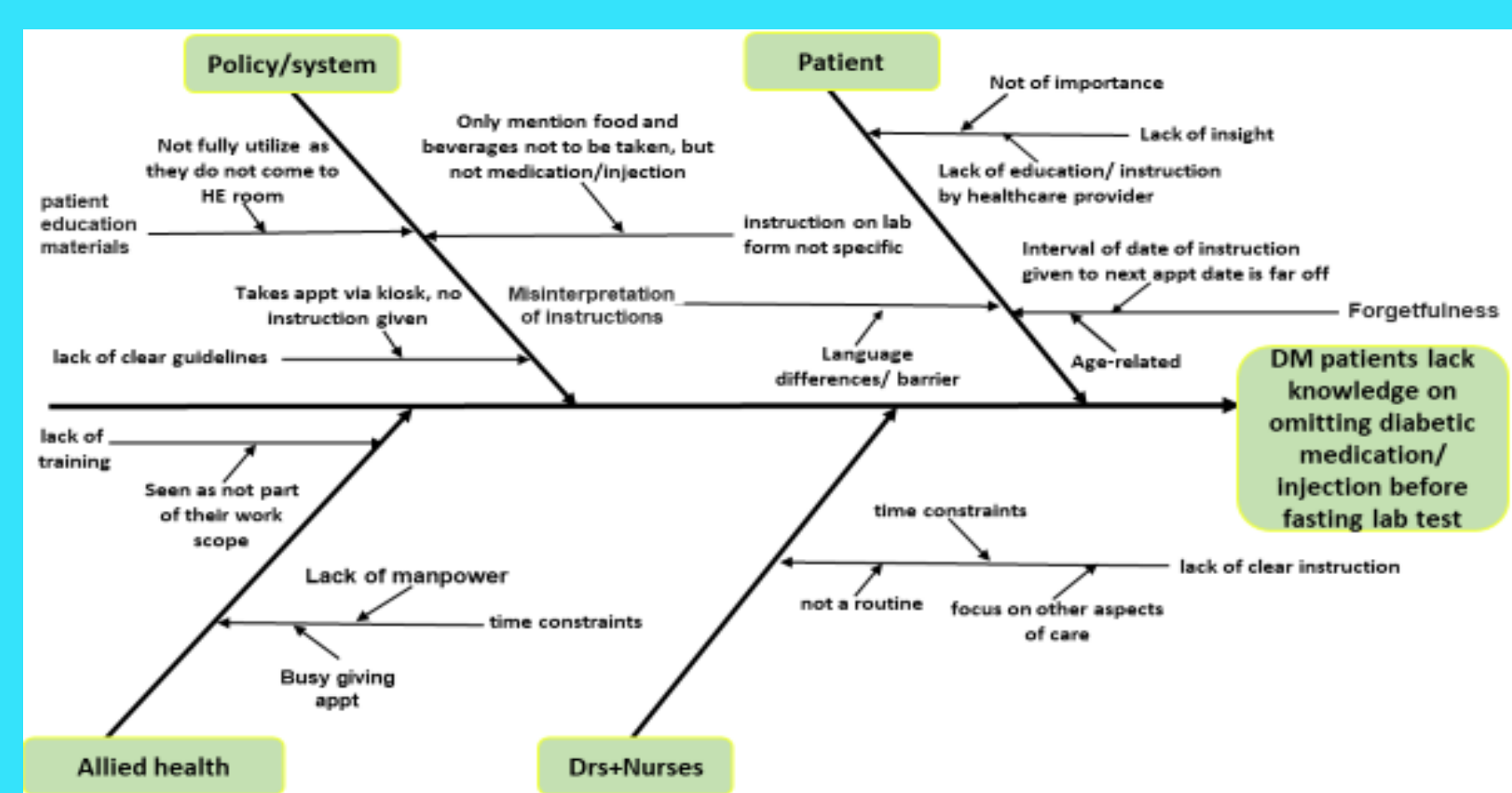
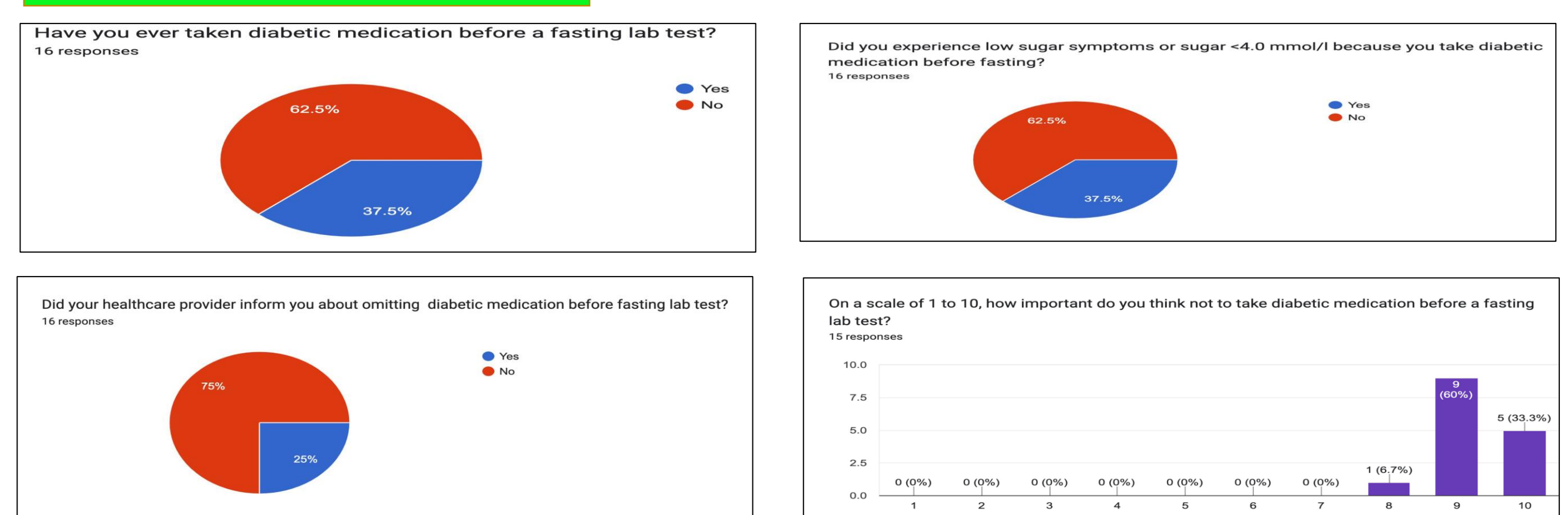
### Criteria

Diabetic patients under regular follow-up with Outram Polyclinic and were prescribed hypoglycaemic agents

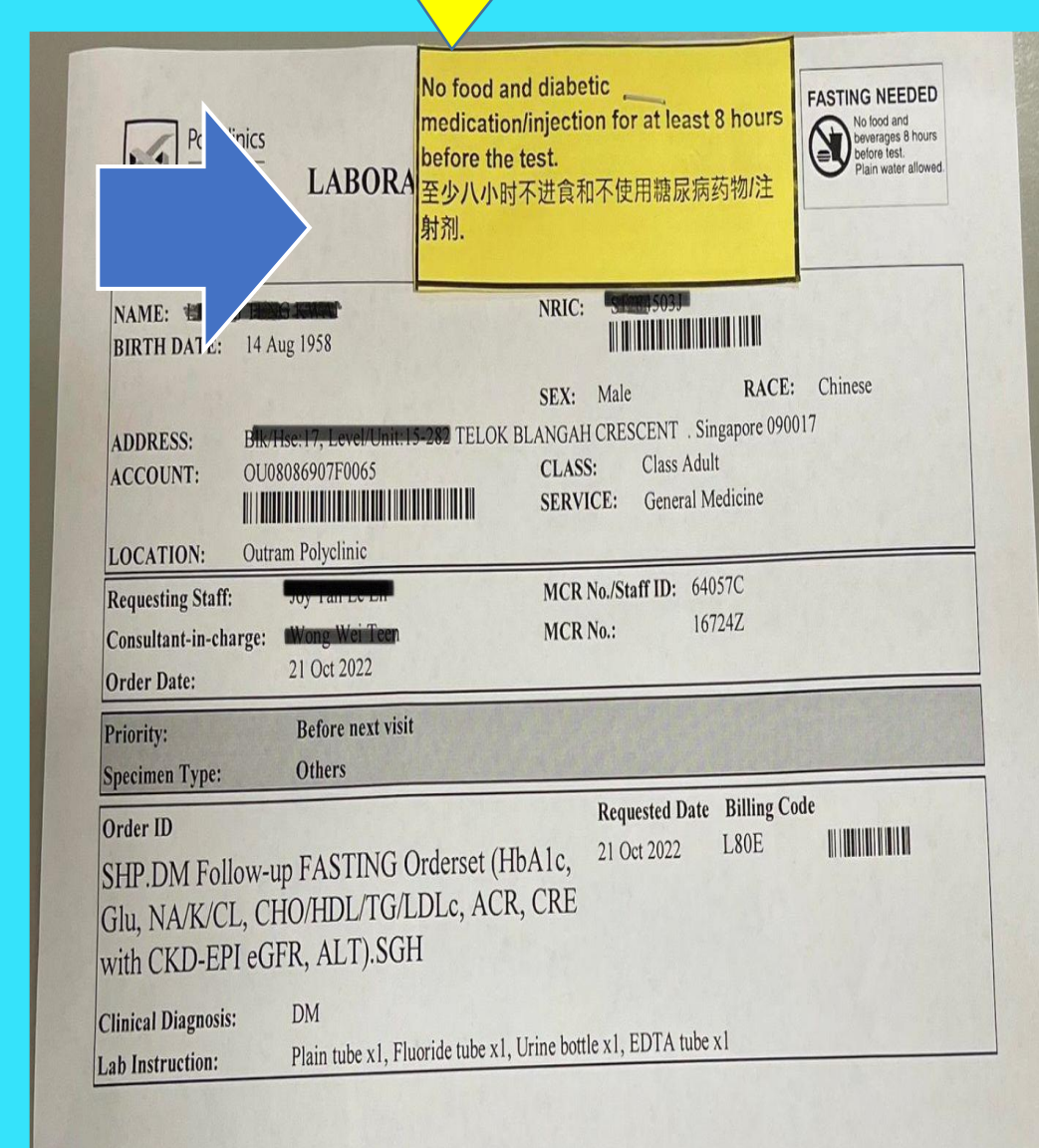
### Benefits for ESTHER

- Avoid potential complications such as severe hypoglycemia
- Provide more accurate test results and appropriate treatment given by Doctor.
- Improve knowledge about managing conditions effectively
- Empowered to make informed decisions and enhance communication with their healthcare providers

### Cafe Findings

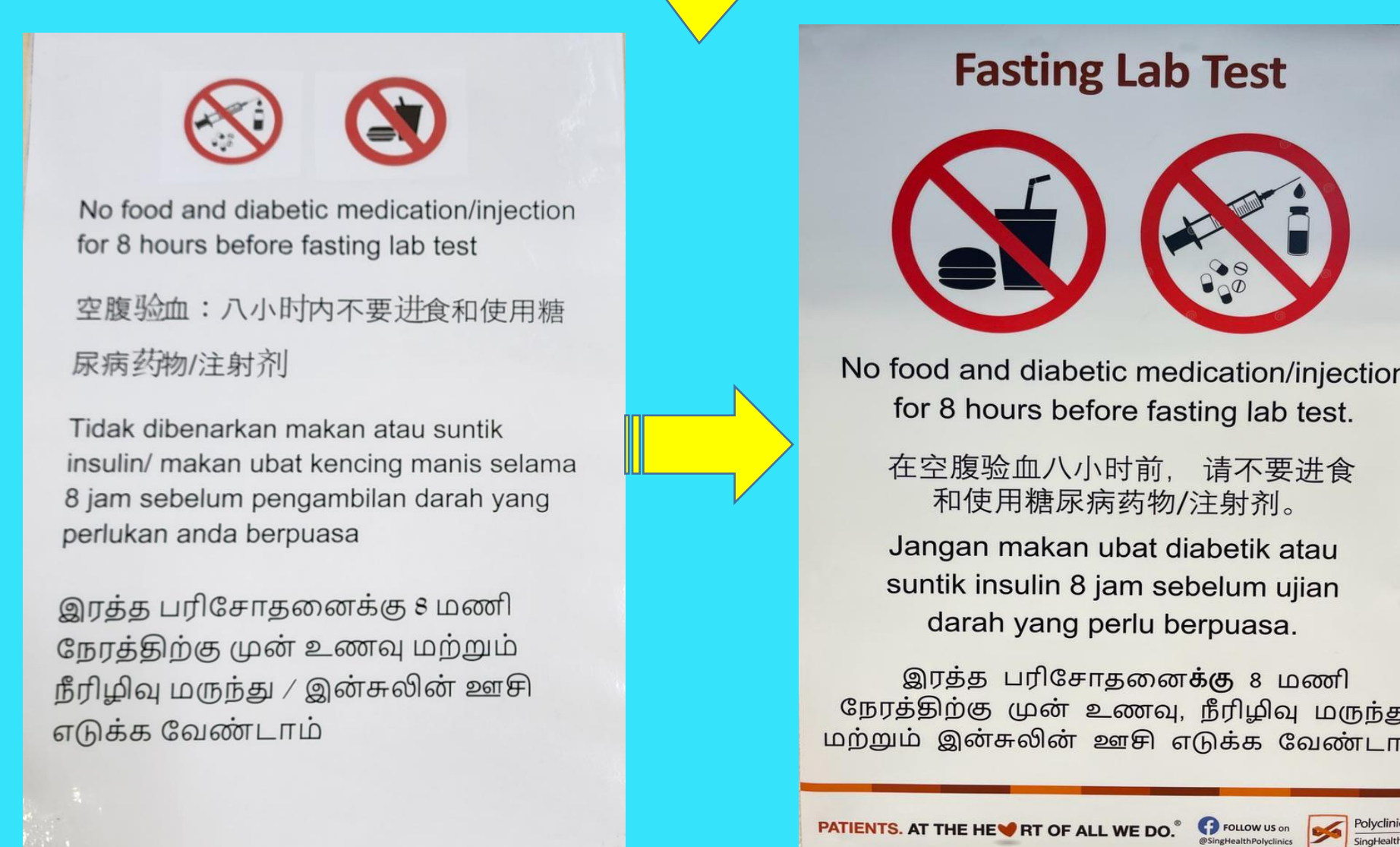


### 1st PDSA



Specific instructions were developed and tagged on Diabetic Mellitus fasting lab forms

### 2nd PDSA



New improved poster displayed after receiving feedback from ESTHER

### 3rd PDSA



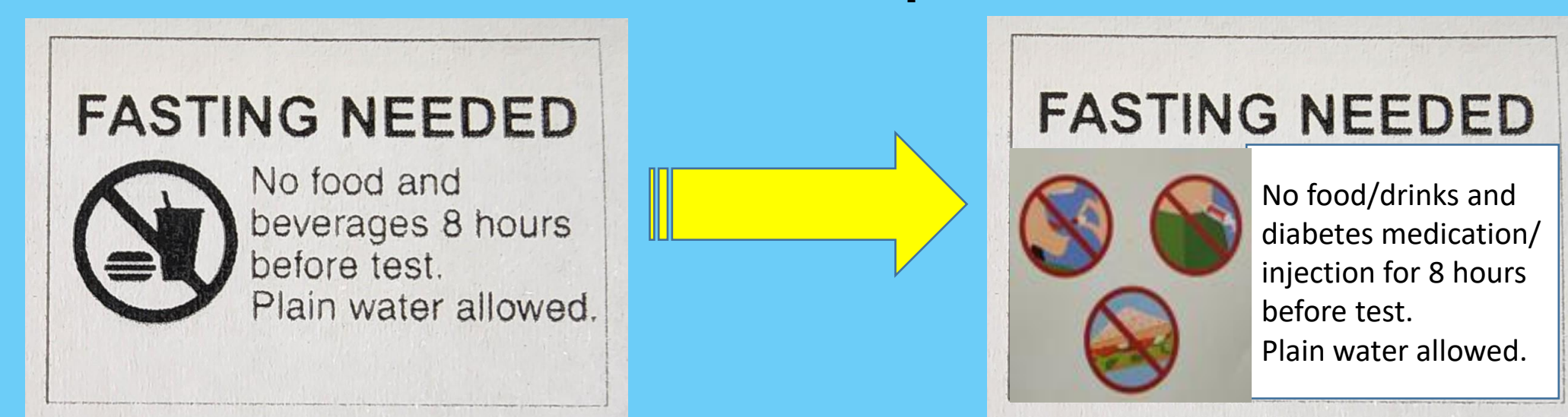
Nurse Briefing Reinforced to give proper instruction to patient regarding fasting blood test

## Outcome/ Learning Points

- ESTHER café provide healthcare providers crucial information on patients' understanding on omitting hypoglycemic agents before fasting lab test.
- Collaborative teamwork between ESTHER with healthcare providers and appointment booking staffs are necessary for the success of the project.
- Hypoglycaemia incidents decreased by 50%, enhancing patient safety. These results showed significant improvements in patient safety and awareness.
- ESTHER are empowered to make informed decisions and enhance communication with healthcare providers.

## Future Plan

1. Modify instruction on blood test form – to provide clearer instruction to ESTHER



Current Instruction

Proposed new instruction

2. Automated text messages: to be sent to patients before fasting lab appointment, reminding them on fasting instruction

### Drafted SMS

"Dear XXX, you have **FASTING** lab appt on 01/09/2023@0900AM at Outram Polyclinic. No food and drinks for 8-12 hours before your appt. Plain water is allowed. **DO NOT** take diabetes tablets/injection when fasting. View/change appts on Health Buddy app at <https://healthbuddy.page.link/apps?m=appts> To call: 6643 6969.