Project Title

Improving Ease of Obtaining Information for Patients

Project Lead and Members

Project lead: Zeng Hui Hui

Project members: Chin Chi Hsien, Kesajil Lim Li En, Jayden Tan

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Allied Health

Applicable Specialty or Discipline

Medical Social Workers

Project Period

Start date: Aug 2022

Completed date: May 2023

Aims

The team aims to reduce the time taken for MSWs to attend to care-related and/or financial-related from 9 hours to 2.25 hours, and improve the user experience of HCW in providing care-related information from 2.75/5 to 4/5 by May 2023.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

1. To take into account system limitations of Russell Chatbot.

2. Buy in from various stakeholders is important to increase take-up rate of our implemented change.

3. We observed positive impact on the ward case managers as this inspired them to consolidate care resources in Intranet.

Conclusion

See poster appended/ below

Project Category

Technology

Digital Health, Chat Bots

Care & Process Redesign

Access to Care, Turnaround Time

Keywords

Care and Financial Information

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IMPROVING EASE OF OBTAINING INFORMATION FOR PATIENTS

MEMBERS: ZENG HUI HUI, CHIN CHI HSIEN, KESAJIL LIM LI EN, JAYDEN TAN

☐ **SAFETY** ☑ **PRODUCTIVITY**
☑ **QUALITY** ☑ **COST**
☑ **PATIENT EXPERIENCE**

Define Problem, Set Aim

Problem/Opportunity for Improvement

Between 30 June 2022 to 14 July 2022, MSWs took 9 hours per month to attend to care-related and/or financial-related enquiries from other healthcare workers (HCW). In addition, the user satisfaction of HCW in obtaining and providing community care and financial information to patients is 2.75 out of 5.

As a result, this could create unnecessary delay for the patients as it takes time for MSWs to attend to the referrals. Moreover, it increases additional administration load for the MSWs and reduce MSWs' efficiency in handling other complex-needs patients.

The team aims to reduce the time taken for MSWs to attend to care-related and/or financial-related from 9 hours to 2.25 hours, and improve the user experience of HCW in providing care-related information from 2.75/5 to 4/5 by May 2023.

Establish Measures

Before introducing interventions:

How would you rate your present user experience in obtaining and providing community care and financial information to patients? (baseline)
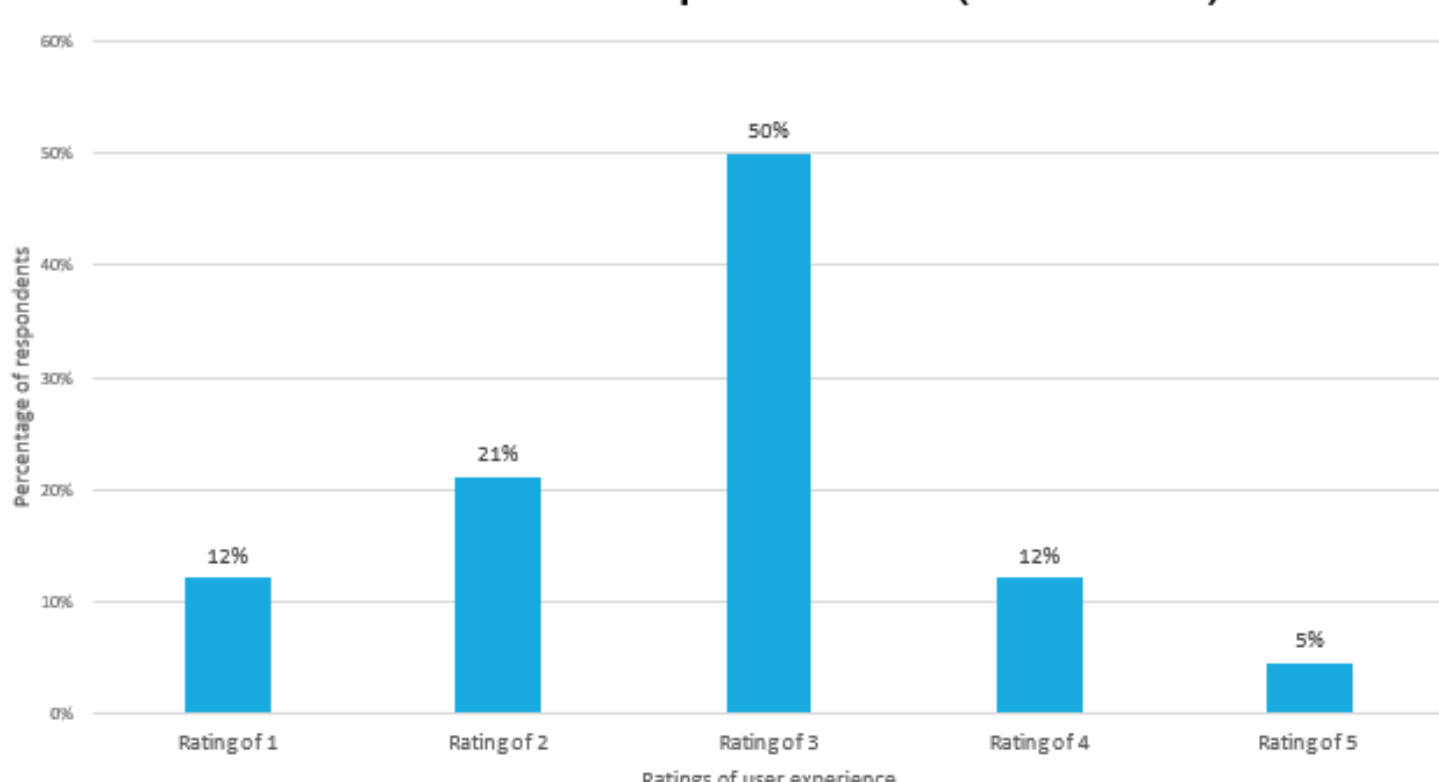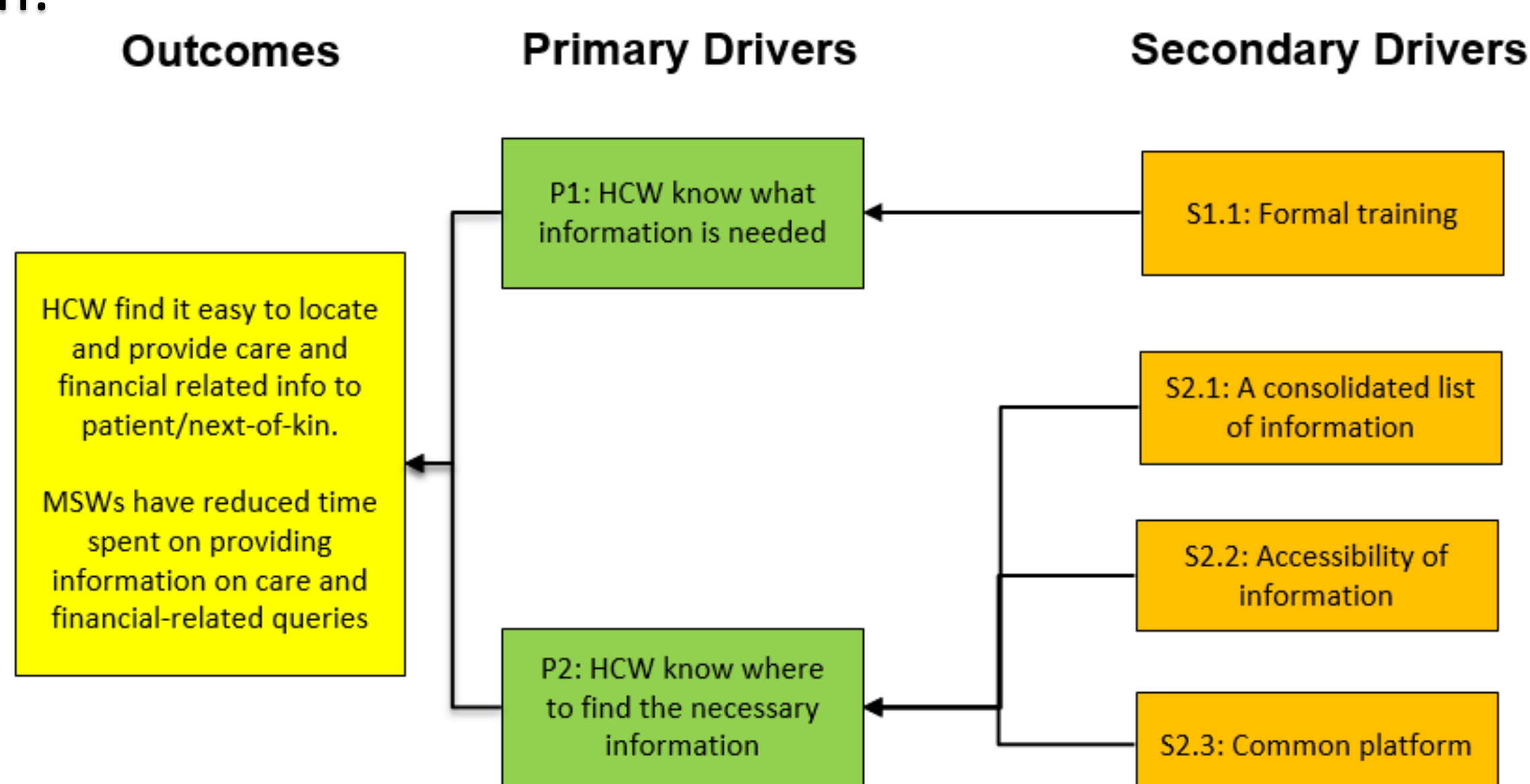

We surveyed 76 HCW (including doctors, nurses and allied health professionals) for their user experience of obtaining and providing information to patients. The average user experience was 2.75 (out of a maximum score of 5). In addition, the average time taken for MSWs to attend to such queries is 9 hours in a month.
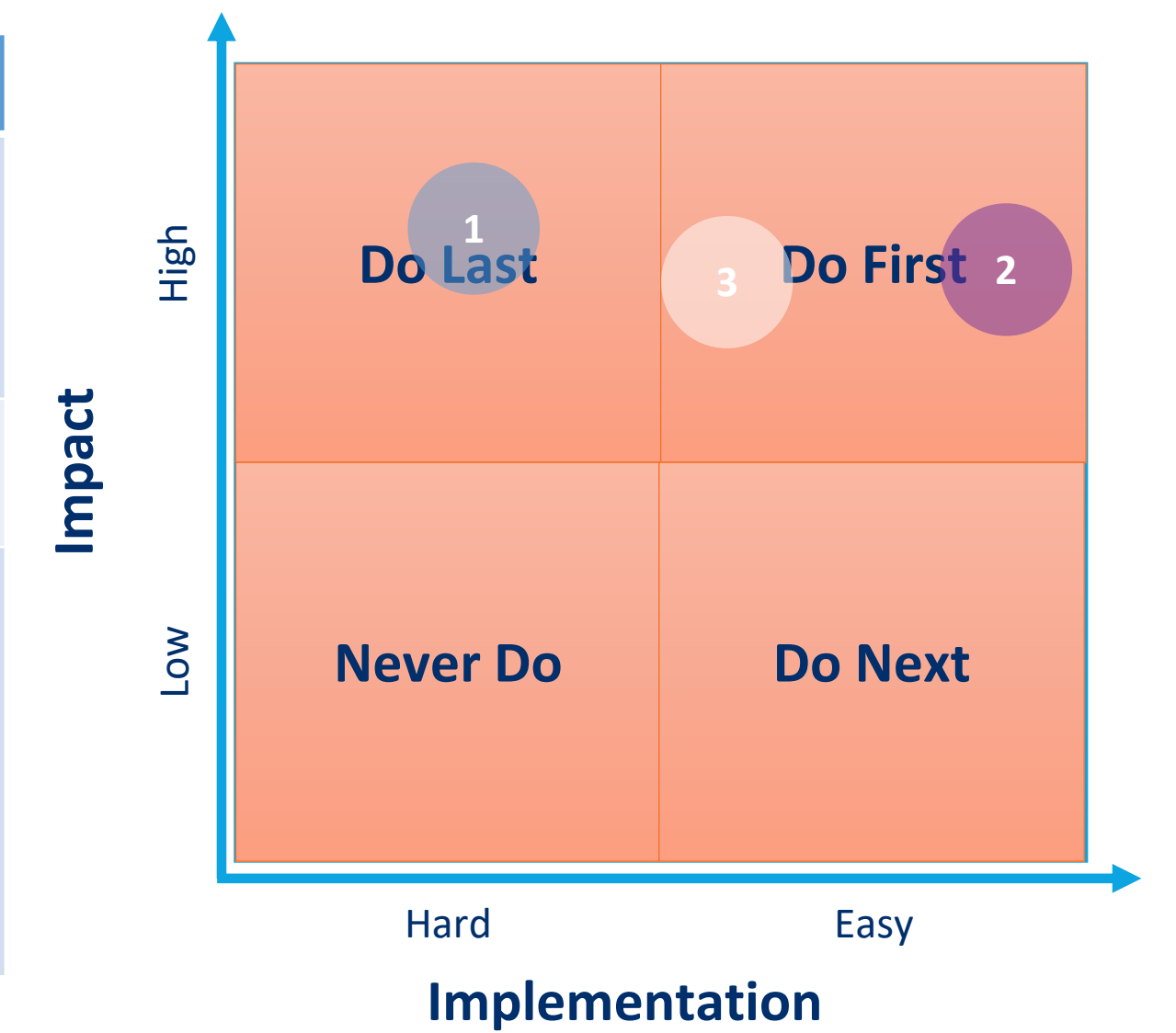
Analyse Problem

Workflow:
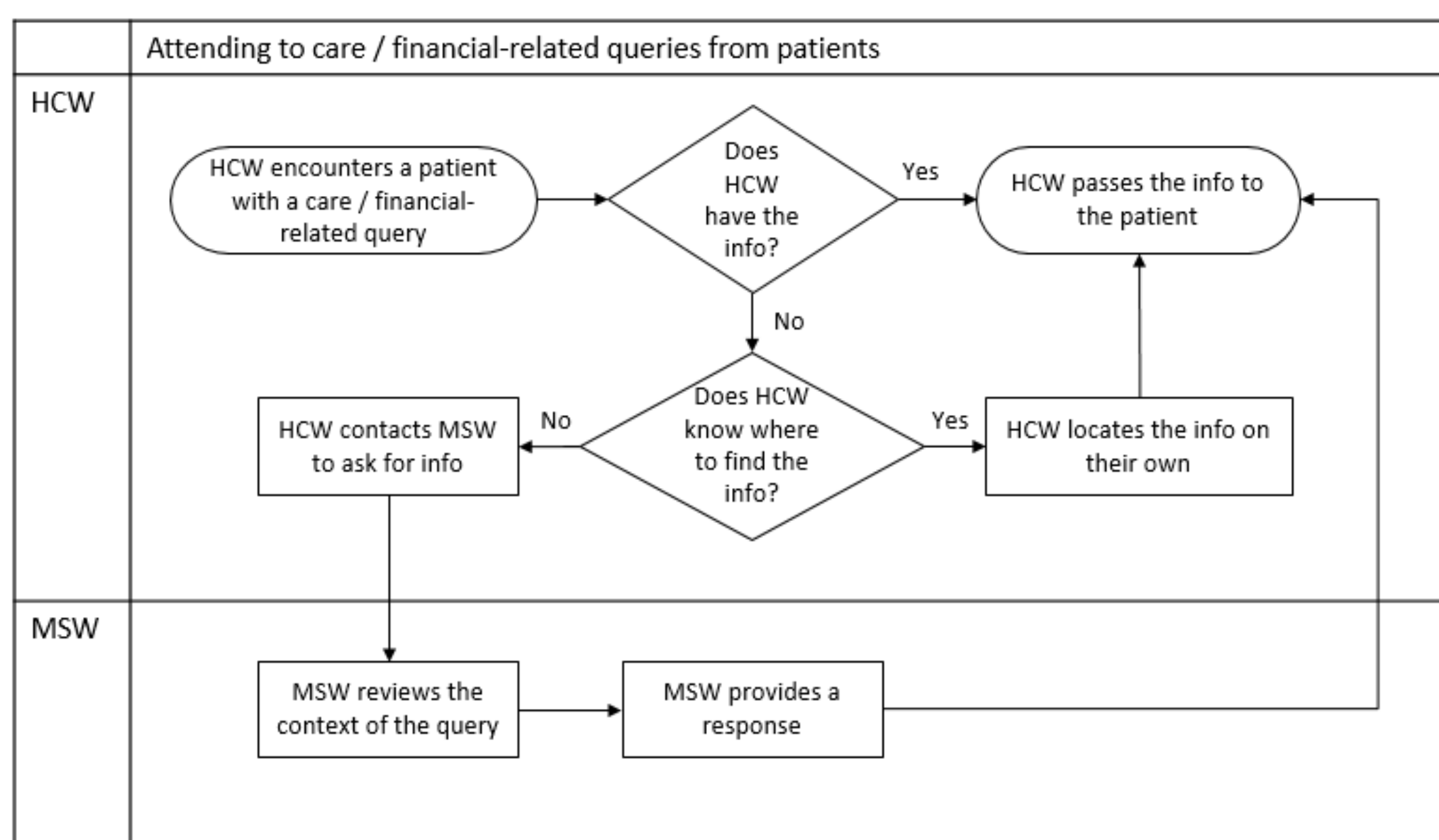
Driver diagram:

Select Changes

Root Cause		Potential Solutions
HCW does not know what info is needed	1	*Inter-disciplinary cross training sessions*
	2	*Ward resource file*
HCW does not know where to find the info	3	*Russell chatbot (an automated informative Chatbot through an application in the mobile phone)*

Test & Implement Changes

| CYCLE	PLAN	DO	STUDY	ACT
1	Place a Ward Resource File (containing frequently asked community care and financial resources) in each ward Organize engagement session with ward case managers	- A ward resource file was placed in each ward. - Engaged the nursing leaders and ward case managers on roles and task clarifications. - Enlisted ward MSWs to communicate to the Ward Sister and Case Manager.	Ward staff found static ward resource file less useful.	Refine the platforms of information by tapping on existing Russell Chatbot
2	Roll out use of Russell Chatbot to access community care and financial resources in wards	- Roll call and outreach done to Allied Health Professionals, Nurses and Case Managers	Both user experience and time taken for MSW to attend queries remained the same.	Adopted change

How would you rate your present user experience in obtaining and providing community care and financial information to patients?
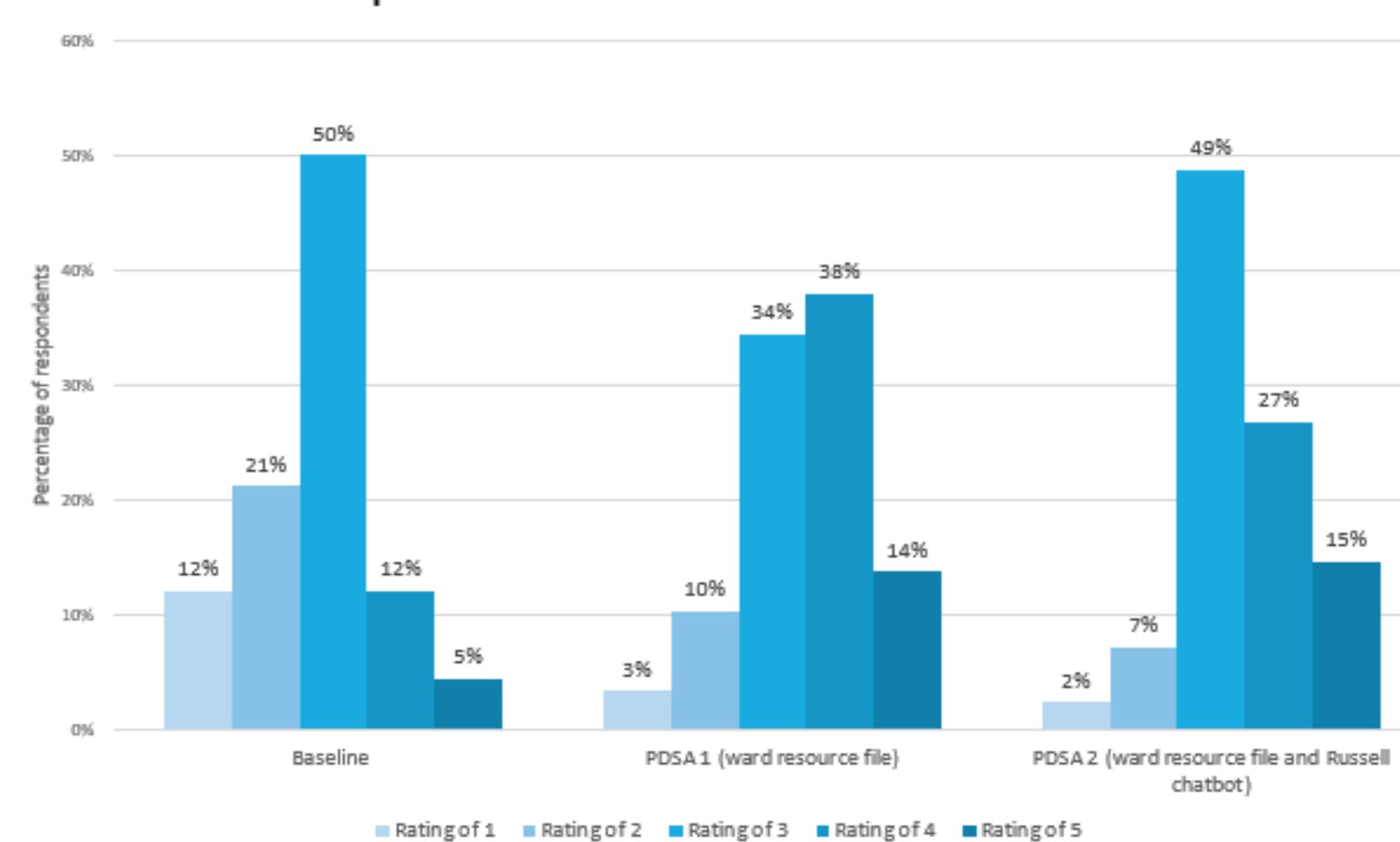
The user experience of HCW in providing care / financial-related information to patients has maintained at average of 3.48 and 3.44 in PDSA 1 and 2 respectively.

There is greater percentage of ratings of "3 and above" in PDSA 1 and 2.

Time taken for MSW to address such queries
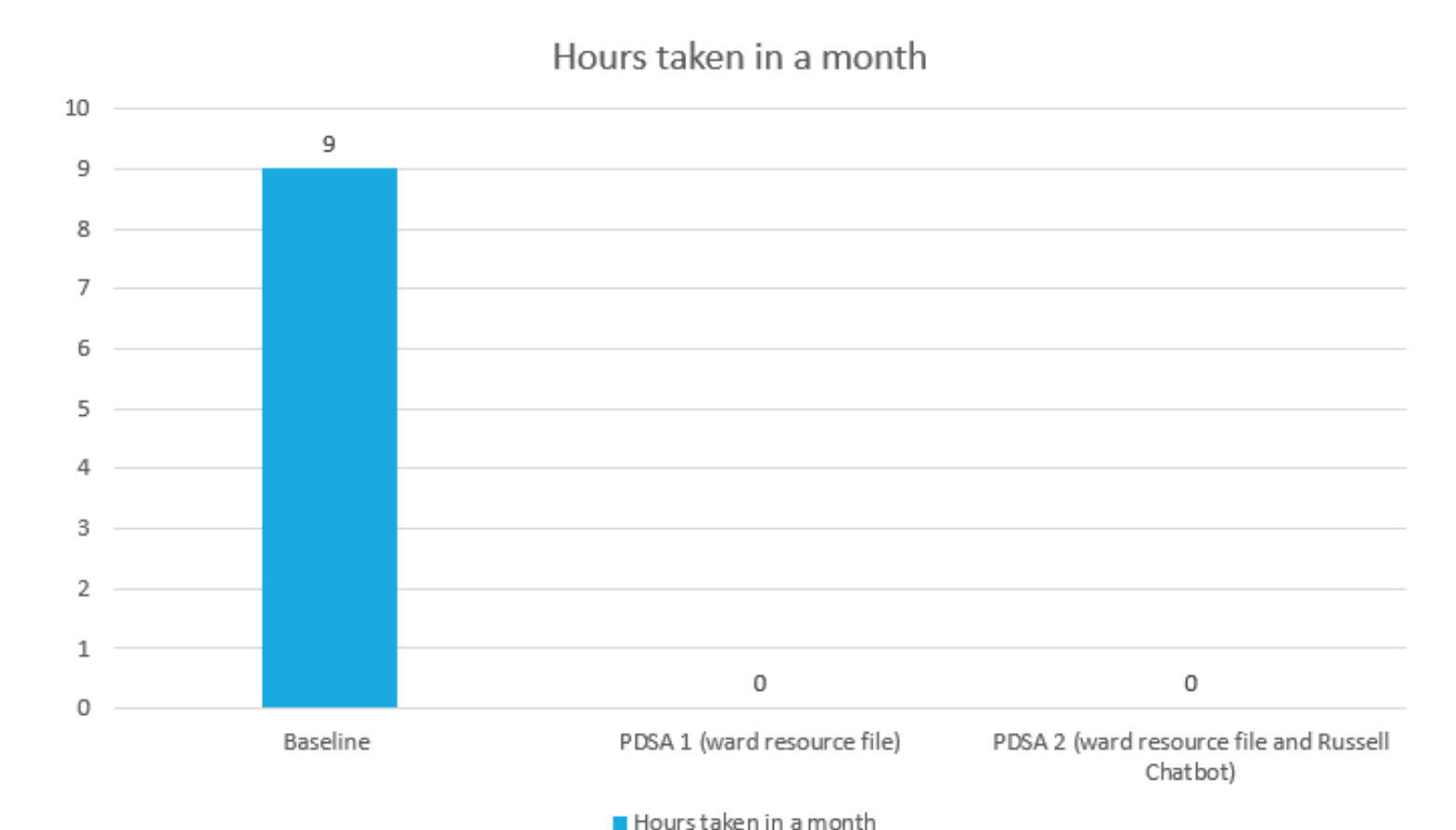
The time taken for MSWs to address queries have dropped to 0 in both PDSA 1 and 2. This is mainly contributed by better collaborations in the wards (as a result of accessibility of information).

Spread Changes, Learning Points

What are the strategies to spread change after implementation?
1. Ward MSWs will continue to remind ward staff about the ward resource file/Russell Chatbot and direct relevant enquires to these resources.
2. MSS department will continue to introduce the ward resource file and Russell Chatbot during orientation trainings.

What are the key learnings from this project?
1. To take into account system limitations of Russell Chatbot.
2. Buy in from various stakeholders is important to increase take-up rate of our implemented change.
3. We observed positive impact on the ward case managers as this inspired them to consolidate care resources in Intranet.

Ng Teng Fong General Hospital

Jurong Community Hospital