

Project Title

To Streamline the Referral Process to Dietitian for Patients with High LDL In the Acute Stroke Unit

Project Lead and Members

Project lead: Melody Foo

Project members: Tan Mei Hong, Yong Yen Ling, Maznah Marmin, Lim Ruey Jiun, Adj Asst Prof Aftab Ahmad

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Allied Health, Nursing, Medical

Aims

To reduce the number of unsuccessful referrals to DT for pts with high LDL in ASU from 58% to 20% by April 2023.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

It is important to continuously look for ways to enhance the provision of services to enhance pt care and increase productivity. When implementing such changes, engaging and having the buy-in of all relevant stakeholders is crucial. This is because good teamwork allows for: 1) smoother execution of the proposed solutions to achieve the aim, and 2) transdisciplinary approach to empower healthcare professionals and provide holistic care for pts.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Access To Care (Referral Rate)

Keywords

Referral, High, LDL, Acute Stroke Unit

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TO STREAMLINE THE REFERRAL PROCESS TO DIETITIAN FOR PATIENTS WITH HIGH LDL IN THE ACUTE STROKE UNIT

Members: Melody Foo¹, Tan Mei Hong², Yong Yen Ling², Maznah Marmin², Lim Ruey Jiun¹, Adj Asst Prof Aftab Ahmad³

1. Dietetics and Nutrition
2. Nursing Clinical Services
3. Medicine, Neurology

- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST

Define Problem, Set Aim

Opportunity for Improvement

As per Ministry of Health, patients (pts) with LDL of > 4mmol/L are recommended to make dietary changes to help optimise their lipid profile. As such, pts in the Acute Stroke Unit (ASU) with high LDL will be referred to a dietitian (DT) to help control their risk factors. Regrettably, pts may reject DT intervention due to various reasons. Some common reasons include recently seen by DT or pt claiming to be aware of the dietary changes to make and do not see a need for DT despite explanation from the team/DT. Between April to August 2022, up to 58% of pts in the ASU with high LDL declined DT intervention. Dietitians spent an average of 10 minutes per pt for pre-assessment before each session. The time spent on pre-assessment for these pts who declined DT may have been better utilised on enhancing care of other pts.

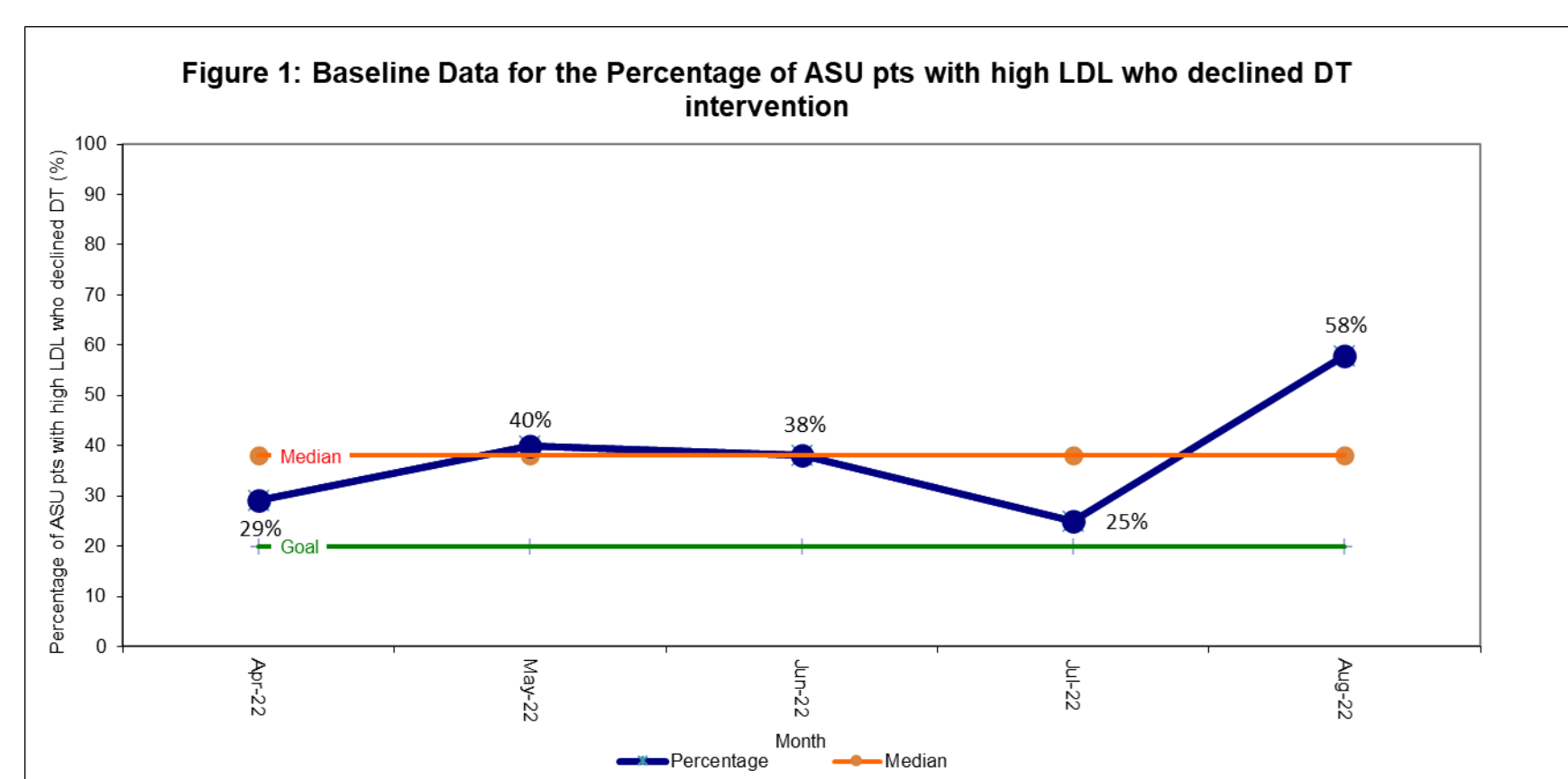
Aim

To reduce the number of unsuccessful referrals to DT for pts with high LDL in ASU from 58% to 20% by April 2023.

Establish Measures

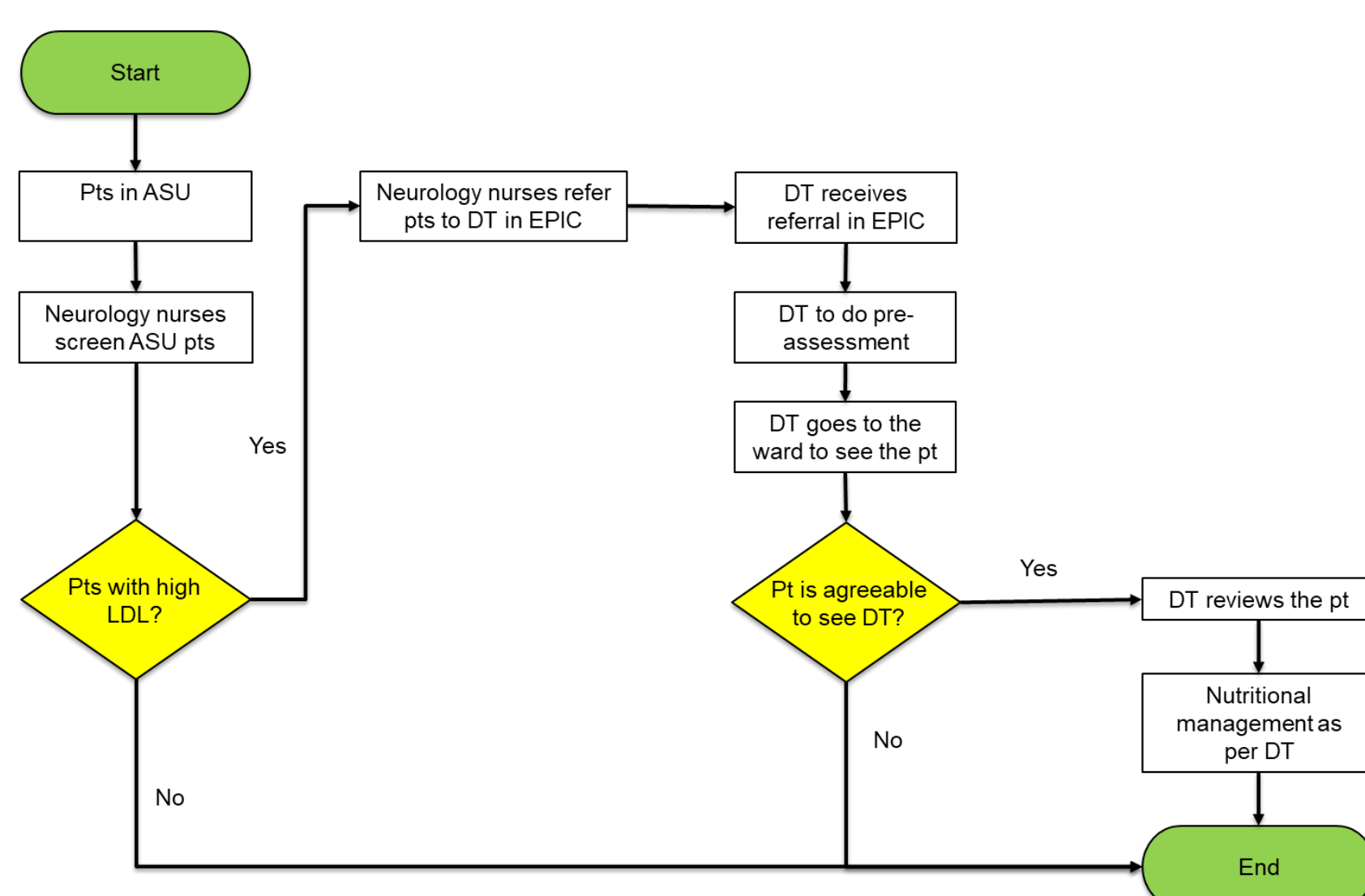
Current Performance

Between April to August 2022, data collection from EPIC showed that up to 58% of ASU pts with high LDL declined DT intervention.

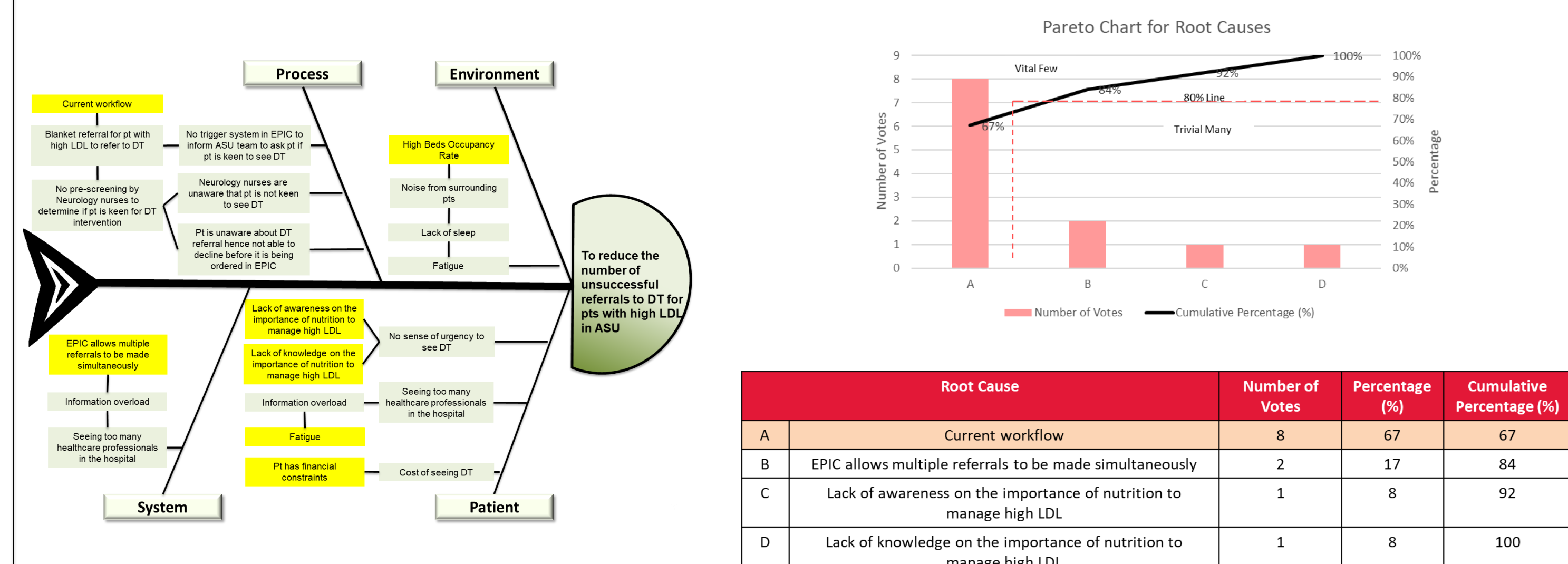


Analyse Problem

Current Process Mapping



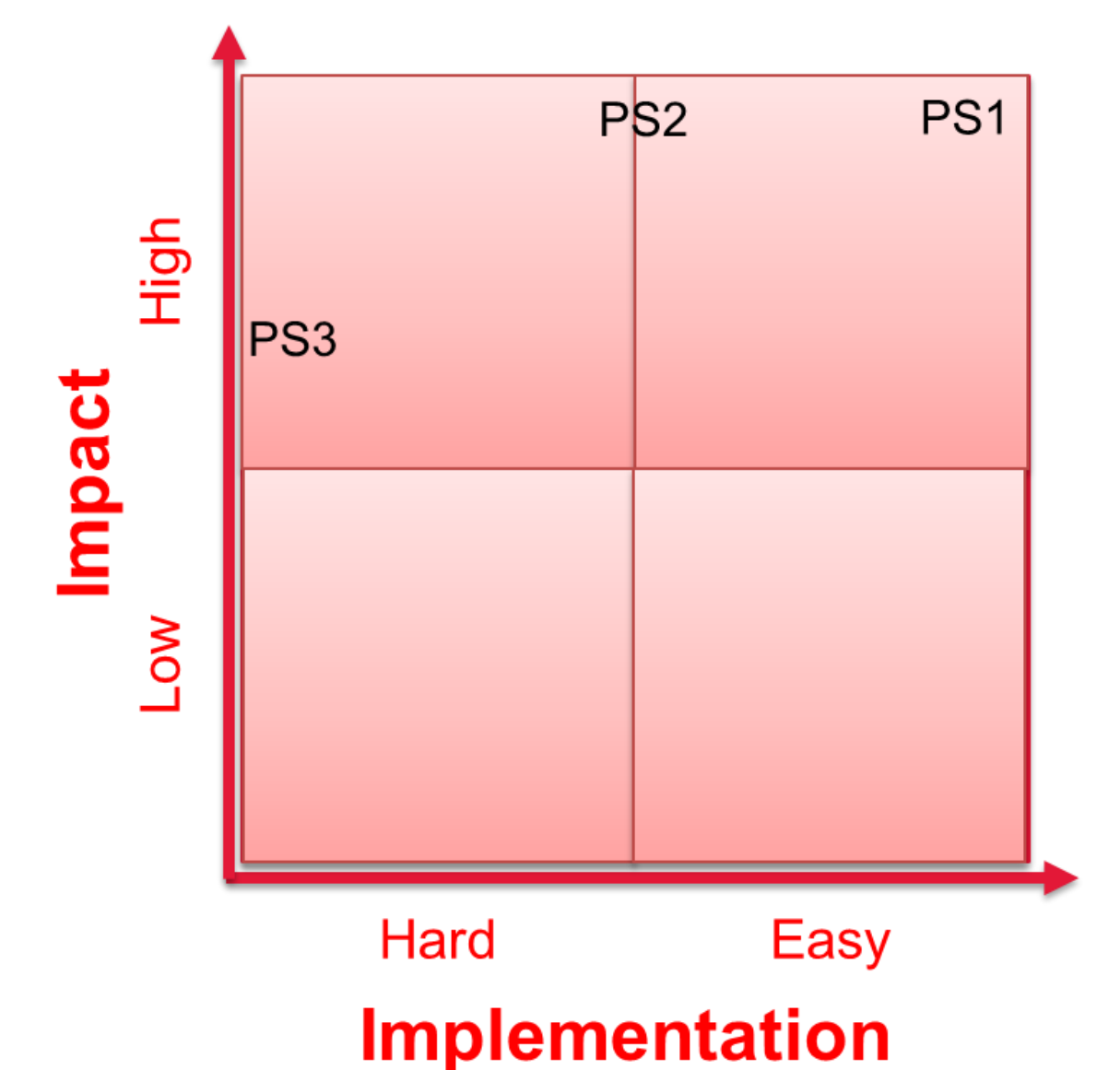
Root Cause Analysis



Select Changes

Possible Solutions (PS)

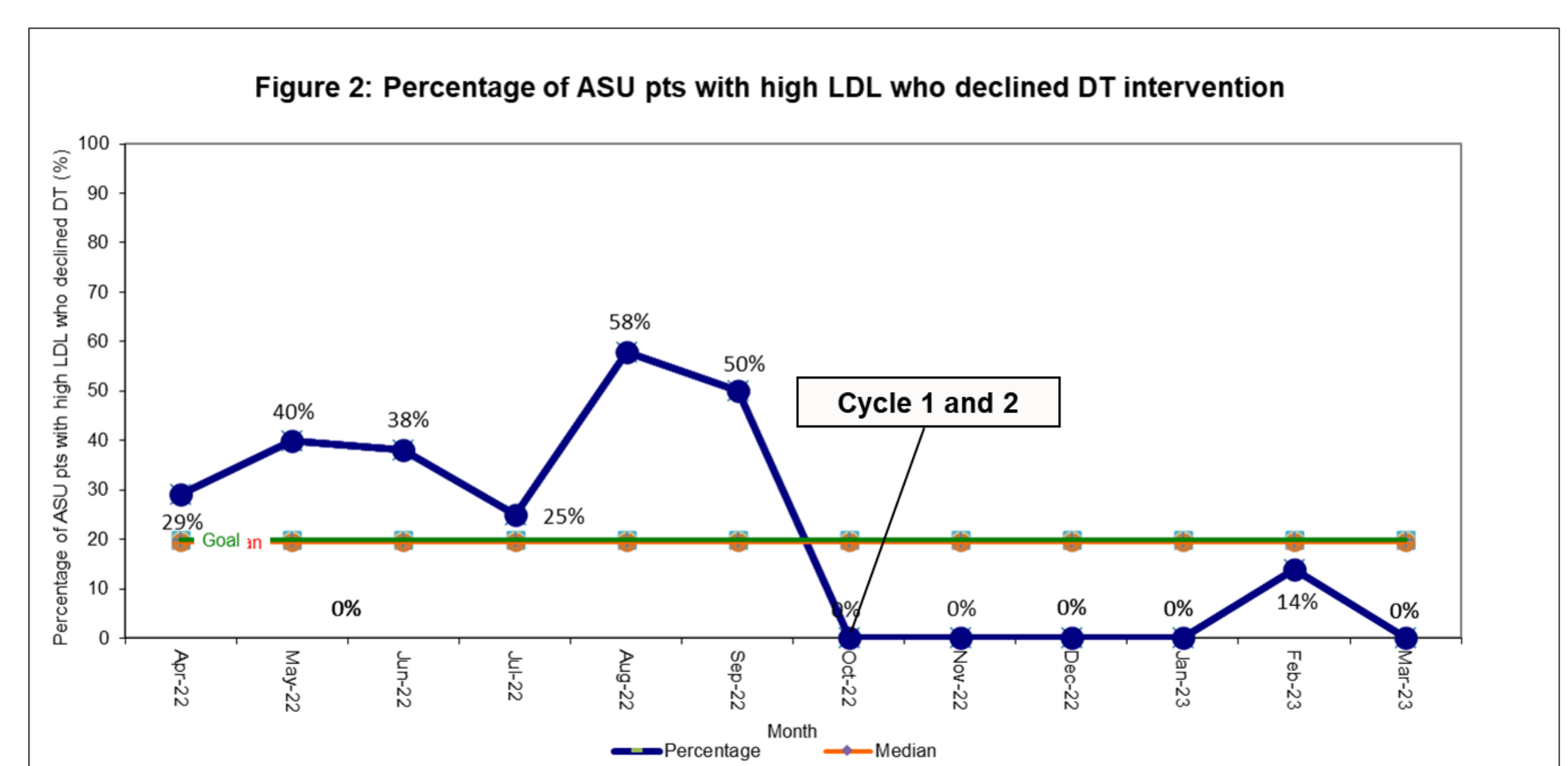
Root Cause	Potential Solutions
Current workflow	PS 1: Neurology nurses to ask pt if keen to see DT before DT referral is ordered
	PS 2: Medical team to ask pt if keen to see DT before DT referral is ordered
	PS 3: To create a prompt in EPIC for ASU team to ask pt if keen to see DT before DT referral is ordered



Test & Implement Changes

Solution Implementation

CYCLE	PLAN	DO	STUDY	ACT
1	<ul style="list-style-type: none"> To seek support from ASU team to amend the DT referral process. 	<ul style="list-style-type: none"> Spoke to ASU team about the baseline results and rationale for amending the DT referral process in August/September 2022 through various meetings. Amended the DT referral process in October 2022. Neurology nurses will ask pts with high LDL if they are keen to see DT prior to ordering the DT referral. 	<ul style="list-style-type: none"> Achieved the aim/ Percentage of pts who rejected DT referral was less than 14% between October 2022 to March 2023. 	<ul style="list-style-type: none"> Results will be shared with relevant stakeholders as well as to gather feedback.
2	<ul style="list-style-type: none"> To enhance the current EPIC documentation and stroke education by Neurology nurses. 	<ul style="list-style-type: none"> Conducted a meeting with Neurology nurses in September 2022 to: <ol style="list-style-type: none"> Create a smart text in EPIC for Neurology nurses to ask and subsequently document if pt is keen to see DT. Revise the education given by Neurology nurses so that pt still receive basic dietary education to manage their LDL levels should pt reject to see DT. 	<ul style="list-style-type: none"> Neurology nurses were able to successfully use the new template and conduct the education since October 2022. 	<ul style="list-style-type: none"> It is important to continuously revise and seek improvement to enhance the services provided to ASU pts. Results will be shared with relevant stakeholders.



Spread Changes, Learning Points

Strategies to Spread Change After Implementation

Results will be shared with relevant stakeholders (i.e. ASU team, DT department) and feedback will be gathered. Subsequently, the team aims to expand the inclusion criteria to include pts from the neurology department.

Key Learnings

It is important to continuously look for ways to enhance the provision of services to enhance pt care and increase productivity. When implementing such changes, engaging and having the buy-in of all relevant stakeholders is crucial. This is because good teamwork allows for: 1) smoother execution of the proposed solutions to achieve the aim, and 2) transdisciplinary approach to empower healthcare professionals and provide holistic care for pts.