

Project Title

Improving and Standardising the Process of Managing Discharged Patients' Leftover Belongings

Project Lead and Members

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Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Nursing

Applicable Specialty or Discipline

Clinical Operations

Aims

To standardise the process of managing discharged patients' leftover belongings and reduce patient dissatisfaction and unnecessary time for NIC and Staff Nurse (SN) in charge to follow up within 2 months.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

There is a standardised process among ward staff when managing discharged patients' leftover belongings. The standardised process is easily implemented without any cost.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Inpatient Care

Keywords

Patient, Belongings, Leftover, Discharge, Collection, Claim

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IMPROVING AND STANDARDISING THE PROCESS OF MANAGING DISCHARGED PATIENTS' LEFTOVER BELONGINGS IN WARD B5 SUBSIDISED

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- SAFETY
- PRODUCTIVITY
- QUALITY
- COST
- PATIENT EXPERIENCE

Define Problem, Set Aim

Problem/Opportunity for Improvement

Patients had accidentally leave their belongings behind upon discharge. On average, this situation occurs at least once or twice every fortnight. Overall nurse in charge (NIC) always had to follow up for these belongings indefinitely. Ward 5 Subsidised has the highest turnover rate and this situation frequently occurs. Survey done has shown that staff nurses had different practices and conveyed different information to discharged patients on collection of their leftover belongings. There was a recent incident whereby the patient did not collect the leftover belongings on the arranged date and her item was discarded after 2 months and patient was very upset as she mentioned she was not aware her belonging will be discarded when she did not come to collect on the agreed time.

Hence, there is no standardised practice on how to manage discharged patients' leftover belongings. NIC faced difficulties and spent a lot of time doing follow up as the discharged patient may be uncontactable, or do not follow through with the agreed collection date. There are also additional problems related to storage space required to house these leftover belongings, and infection control practices.

Aim

To standardise the process of managing discharged patients' leftover belongings and reduce patient dissatisfaction and unnecessary time for NIC and Staff Nurse (SN) in charge to follow up within 2 months.

Establish Measures

Outcome Measures

- Reduced number of incidences when NIC and SN in charge need to follow up on discharged patients' leftover belongings

Process Measures

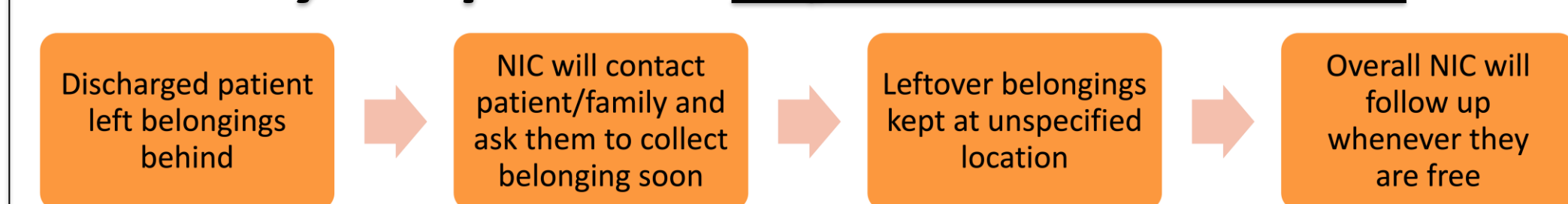
- Staff behavior when contacting discharged patient to collect their leftover belongings
- All discharged patients' leftover belongings are kept at specific location

Balancing Measures

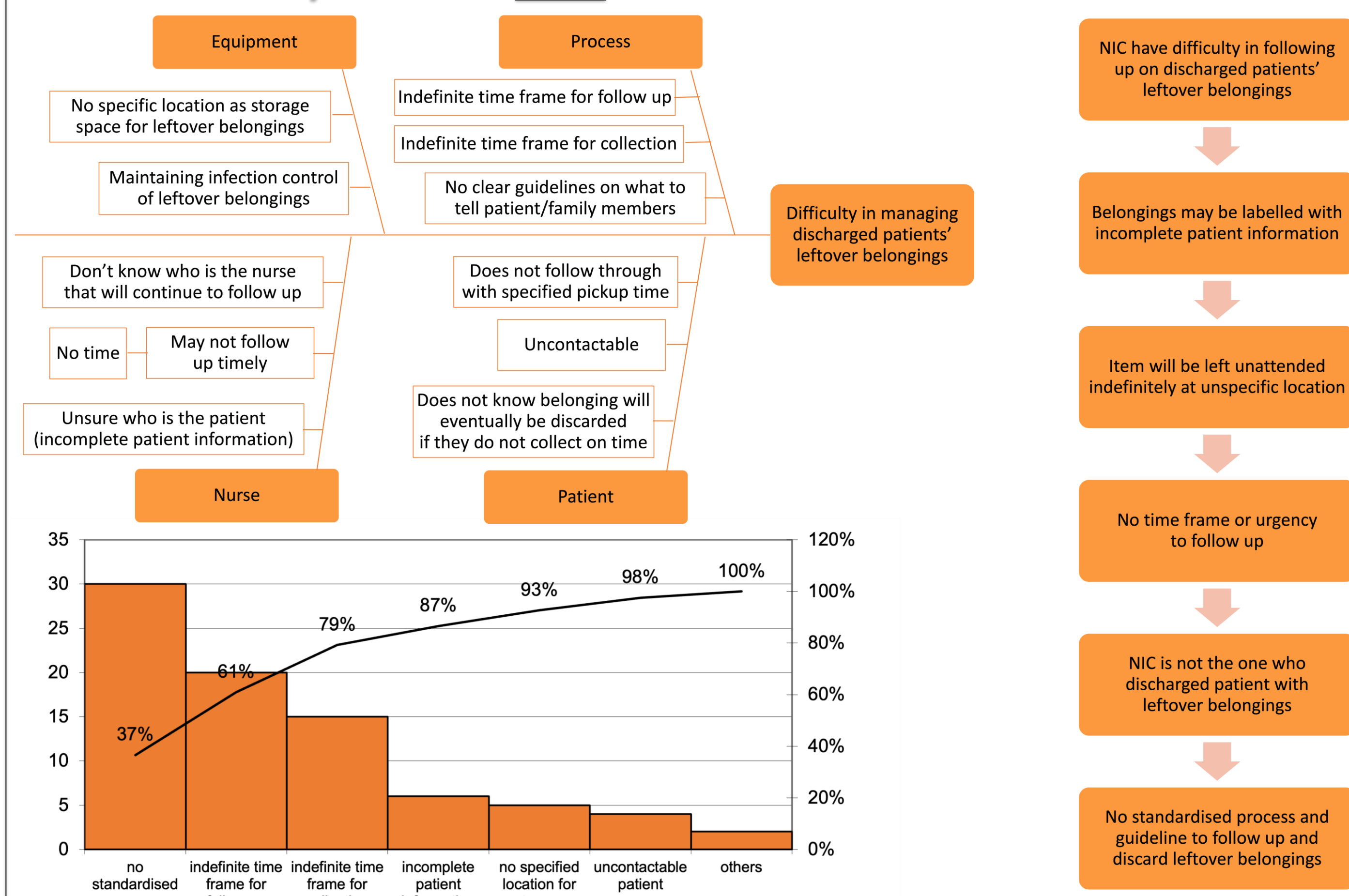
- More time required for SN in charge to follow up

Analyse Problem

What is your process before interventions?



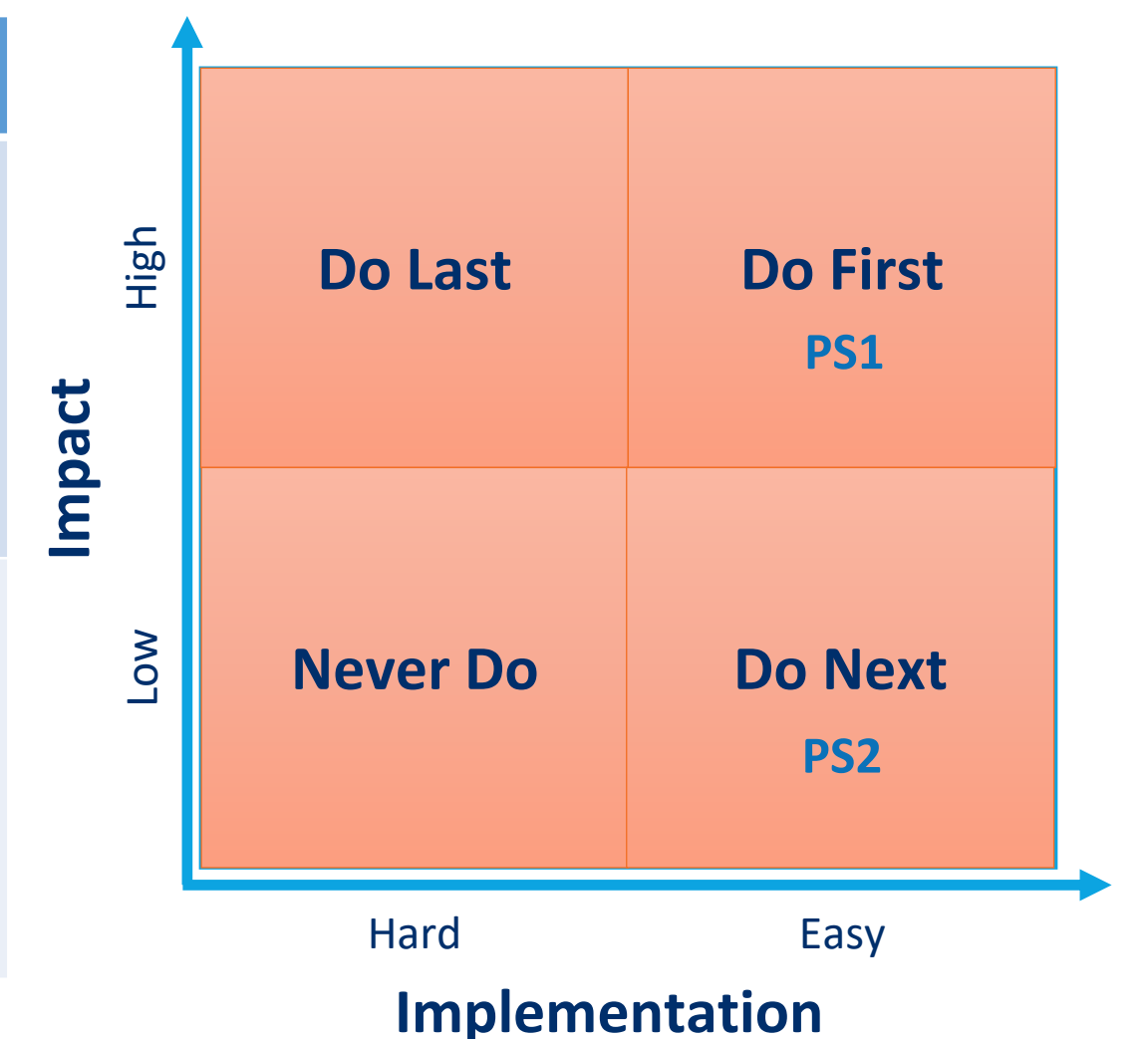
What are the probable root causes?



Select Changes

What are all the probable solutions? Which ones are selected for testing?

Root Cause	Potential Solutions
No standardised process to manage discharged patients' leftover belongings	1 Standardised script and time frame, and a specific location to store leftover belongings
	2 Keep all leftover belongings at a specific location till family claims at their own discretion



Test & Implement Changes

How do we pilot the changes? What are the initial results?

CYCLE	PLAN	DO	STUDY	ACT
1	<p>Aim of cycle: all staff to familiarise with new process</p> <p>Create a standardised script to use when informing patient about their leftover belongings with specific time frame for collection</p> <p>Create a specific location to store leftover belongings</p> <p>Create new section in NIC file for follow up</p>	<p>Roll call about standardised script and and specific time frame for collection of leftover belongings</p> <p>Specific location to store leftover belongings set up</p> <p>New section added into NIC file to trace all follow up</p> <p>Feedback collated from all ward staff</p>	<p>All staff aware of the new process through attending of roll call</p> <p>Positive feedback from staff that new process is clearer and more systematic</p> <p>Learning point: there may be exceptions e.g. expensive leftover belongings but patient remains uncontactable or past specific time frame</p>	<p>Standardised process also required for exceptions</p> <p>Plan for next cycle to standardise how to manage exceptions</p>
2	<p>Aim of cycle: reinforce compliance rate to new process</p> <p>Create additional standardised process for exceptions e.g. expensive leftover belongings but patient remains uncontactable or past specific time frame</p>	<p>NIC continues to follow up with SN in charge whose patients had leftover belongings to ensure compliance</p> <p>Roll call about additional process where any exceptions will be escalated to ward RO discretion</p>	<p>All staff aware of additional process exception</p> <p>Positive feedback from staff that process is clearer now</p>	<p>New and standardised process adopted by all staff</p>

Spread Changes, Learning Points

What are/were the strategies to spread change after implementation?

- The project info was shared to all ward staff during roll call.
- Project members actively seek feedback from ward staff to ensure sustainability of this project in ward.
- To share in nursing quality forum and roll out to other wards

What are the key learnings from this project?

There is a standardised process among ward staff when managing discharged patients' leftover belongings. The standardised process is easily implemented without any cost.