

Project Title

Healthier Clinical Data through FormSG

Project Lead and Members

Project lead: Trajico Anna Kristina Ingal

Project members: Ong Wei Jun, Mitchelle Encarnacion

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Allied Health

Applicable Specialty or Discipline

Respiratory Therapy, Pulmonology

Project Period

Start date: Nov 2022

Completed date: May 2023

Aims

To ensure staff being 80% compliant of diligently filing up required data for NIV, and to prevent any erroneous data entry by June 2023. This new RT service will commence on December 2022.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

Continuous PDSA will help in improving projects based on the feedback from the user. This help to achieve departmental efficiency and goals.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Quality Improvement, Job Effectiveness

Technology

Digitalization, System/Platform

Keywords

Non-Invasive Ventilation (NIV), Respiratory, Technician, Clinical, Audit, Workflow, Compliance, Excel, FormSG, Communication, Feedback, Data

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HEALTHIER CLINICAL AUDIT DATA THROUGH FORM SG

- X SAFETY
- X QUALITY
- PATIENT EXPERIENCE

- X PRODUCTIVITY
- X COST

MEMBERS: ANNA TRAJICO, ONG WEI JUN DAN, MITCHELLE ENCARNACION

Define Problem, Set Aim

Problem/Opportunity for Improvement

It was observed that it is difficult for staff to provide real-time update on non-invasive ventilation (NIV) status such as logging in alarms, admission or discharge as part of the research project and clinical audit on excel. This is due to:

- Too many columns need to be filled up as there is no logic used in excel file.
- Unable to assess the Excel file in the ward, as it is safe keep in Sharepoint, and only able to access using RT assigned computer.
- Lack of limiter to ensure data worthiness.

Aim

To ensure staff being 80% compliant of diligently filing up required data for NIV, and to prevent any erroneous data entry by June 2023. This new RT service will commence on December 2022.

Background

In our current clinical audit workflow, staff key in data using excel that is save in share point. As the share point was frequently used and edit, it has resulted in issues such as:

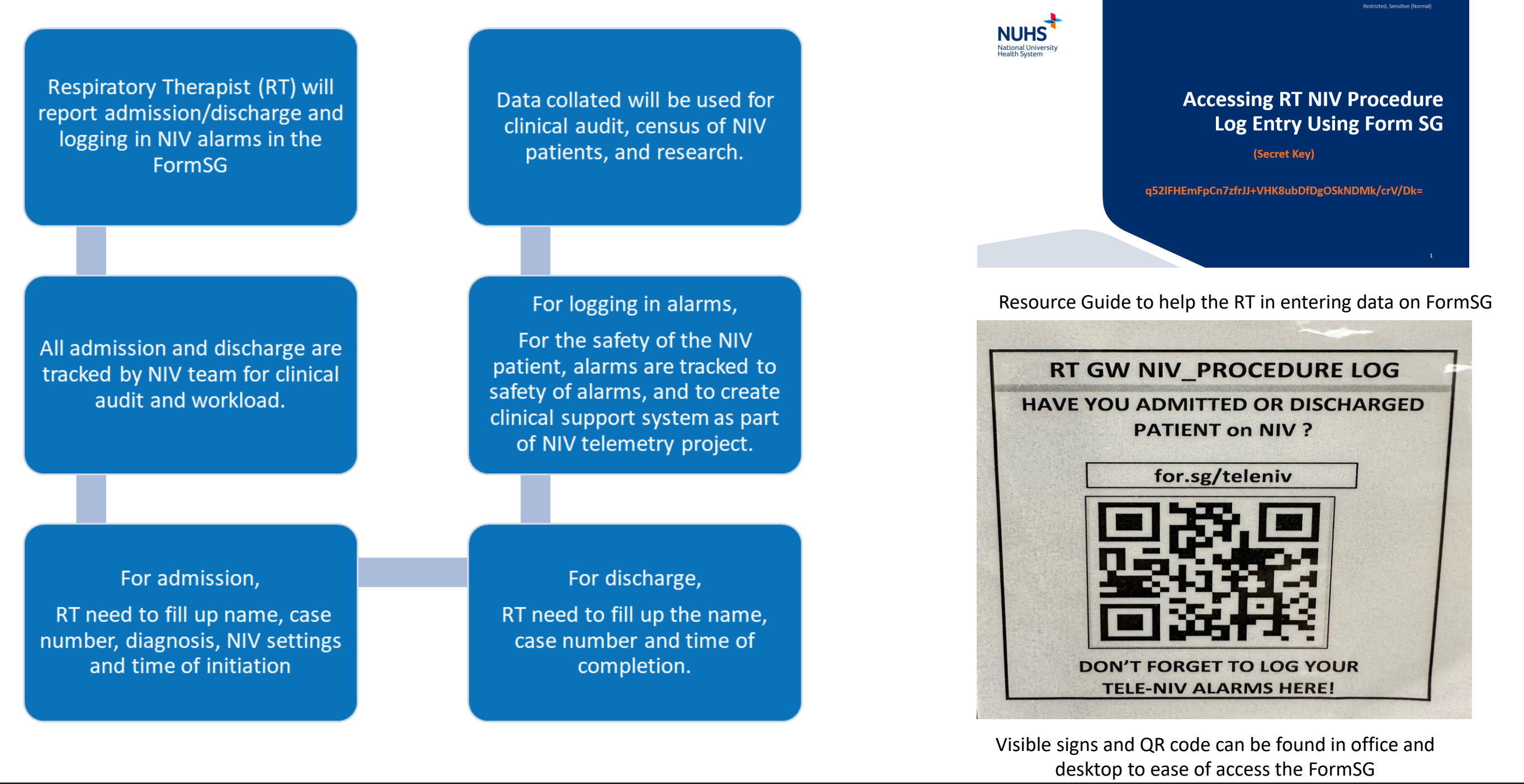
- unable to save due to too many modification to the file.
- Sharepoint access point to staff are limited to RT office.
- Nearly 15% of the data was erroneous resulting in loss of data for clinical audit and research.

This results in loss of 20% data due to lack of reporting data in the NIV excel file and data integrity problem, which affects the clinical audit and research.

Implementation

Scope	Timeline	Status
1 Pilot using FormSG for clinical audit purposes	November to December 2022	<ul style="list-style-type: none"> • Form team members and trial using Form SG to create a form that can assist in compliance for reporting • Qualitative feedback was asked to staff on suggestion to improve compliant for NIV reporting, and to find probable root cause for the problem. • NIV procedure log beta using Form SG was created. • Reviewed the FormSG
2 Showcase to staff	January 2023 to February 2023	<ul style="list-style-type: none"> • Comparison using FormSG and the traditional way of using Excel on Sharepoint
3 Communication	March to April 2023	Presented at the Respiratory Therapy monthly meeting.
4 Spread	May 2023 to present	NIV procedure Log using FormSG going live and replace the traditional reporting .
5 Feedback	June 2023 to present	<ul style="list-style-type: none"> -Noted that documenting on FormSG did not strike through the minds of the clinician as it is in dull gray colour. -Changed colour theme on formSG to bright red to help clinicians to remember the tasks. -Redundant fields remove.

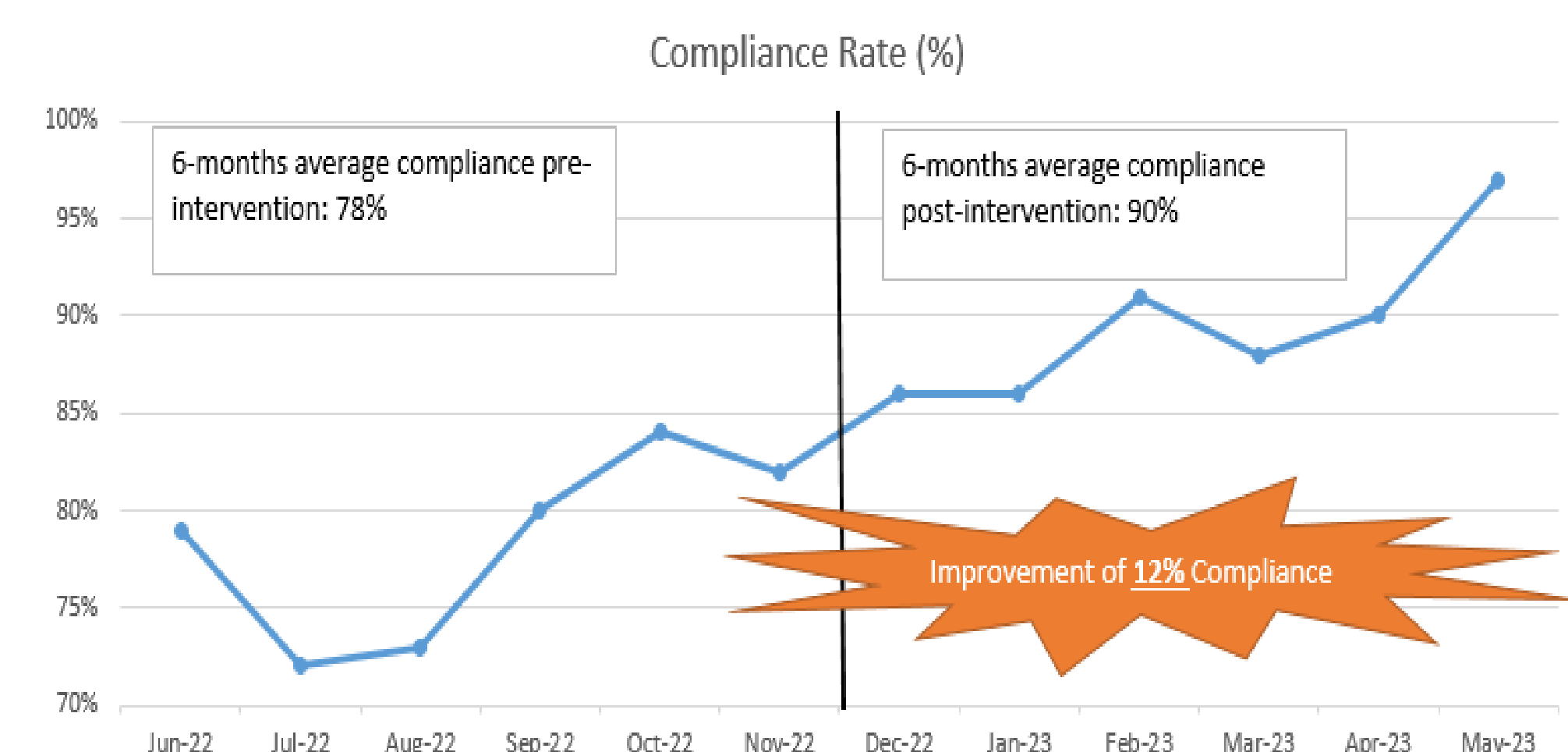
Implementation



Result

Traditional Way of Using SharePoint	New Way of using Form SG
<ul style="list-style-type: none"> - Need to use intranet enabled computer - https://intranet.juronghealth >>> Click 102. Allied health>>> Choose Respiratory Therapy>>> Under 7. Report>>>Choose file>>> Open File - Total time spent to access the file: <u>10 mins</u> 	<ul style="list-style-type: none"> -Anyway, Anywhere even mobile number -Access https://for.sg/teleniv Total time spent to access the file: <u><1min</u>

- More than 90% time save from 10 minutes to less than a minute in access reporting the data for NIV admission/discharge for the Respiratory Therapists.
- NIV team reported to save more than 85% time in compiling the data and it can be now used for multiple purposes including QI projects.
- After the implementation of FormSG, 90% of the Respiratory Therapists agree that FormSG has helped in ensuring to be compliant in recording the data.



Spread Changes, Learning Points

Spread Changes

- NIV Procedure Log on FormSG is a pilot project in determining acceptability by RTs, Accessibility and Adaptability through compliance rate.
- We have shared the techniques of FormSG creation to our Nursing Administration colleagues, and they have transforming their audit using FormSG

What are the key learnings from this project?

Continuous PDSA will help in improving projects based on the feedback from the user. This help to achieve departmental efficiency and goals.