## Project Title

Improving Productivity of JCH OT by Reducing Time Taken for Initial Assessment Documentation

## Project Lead and Members

Project lead: Lau Yi Yin

Project members: Lilian Lim

## Organisation(s) Involved

Jurong Community Hospital

## Healthcare Family Group(s) Involved in this Project

Allied Health

## Applicable Specialty or Discipline

Occupational Therapy

## Project Period

Start date: Jan 2022

Completed date: Not Available

## Aims

The aim for this project is to create an initial assessment documentation smart-phrase (1) to reduce time taken for documentation (median= 15 minutes), and (2) increase official smart-phrase users to 100%

## Background

See poster appended/ below

## Methods

See poster appended/ below

**Results**

See poster appended/ below

**Lessons Learnt**

(1) Productivity can be improved by streamlining processes.

(2) Utilizing a collaborative approach as a strategy, can ensure continuity of behaviour change.

(3) Quality improvement projects can simply be understanding department needs.

**Conclusion**

See poster appended/ below

**Project Category**

Care & Process Redesign

Quality Improvement, Workflow Redesign, Value Based Care, Productivity, Time Saving

**Keywords**

Smart-Phrase, Productivity, Initial Assessment Documentation, Streamlining Processes, Data Input, Data Capturing

**Name and Email of Project Contact Person(s)**

Name: Lau Yi Yin

Email: yi_yin_lau@nuhs.edu.sg

# IMPROVING PRODUCTIVITY OF JCH OT BY REDUCING TIME TAKEN FOR INITIAL ASSESSMENT DOCUMENTATION.

## MEMBERS: YI YIN LAU & LILIAN LIM

- ☐ SAFETY
- ✔ QUALITY
- ☐ PATIENT EXPERIENCE
- ✔ PRODUCTIVITY
- ☐ COST

## Define Problem, Set Aim

**Problem/Opportunity for Improvement**

The official initial assessment documentation format (smart-phrase .jchotintialax) used in JCH Occupational therapy (OT) department was outdated and did not flow in mandatory data from One rehab flowsheets.

During the pre-intervention survey, 38% of participants reported spending equal or less than 15minutes* for a complete initial assessment documentation. However, detailed timing showed only 5% of initial assessment documentation being equal or less than 15minutes. Also, a lack of standardized initial assessment format was utilized in JCH OT department, with only 50% participants surveyed using the official smart-phrase format.
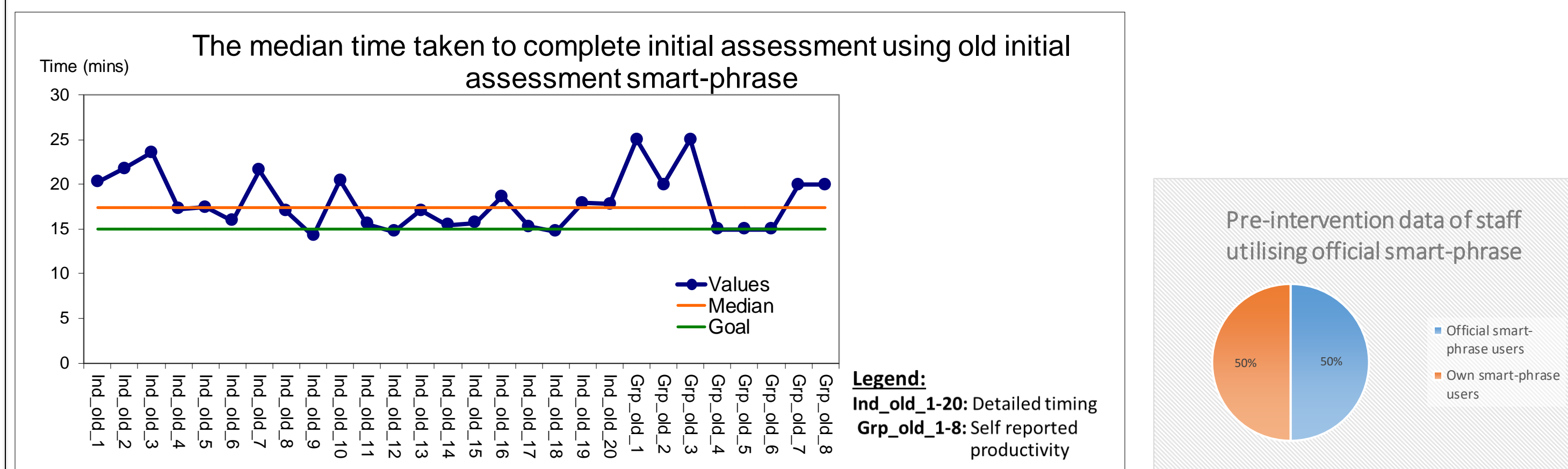
**Aim**

The aim for this project is to create an initial assessment documentation smart-phrase (1) to reduce time taken for documentation (median= 15 minutes), and (2) increase official smart-phrase users to 100%

* Based on surveyed participants response of reasonable time taken to complete an initial assessment documentation.
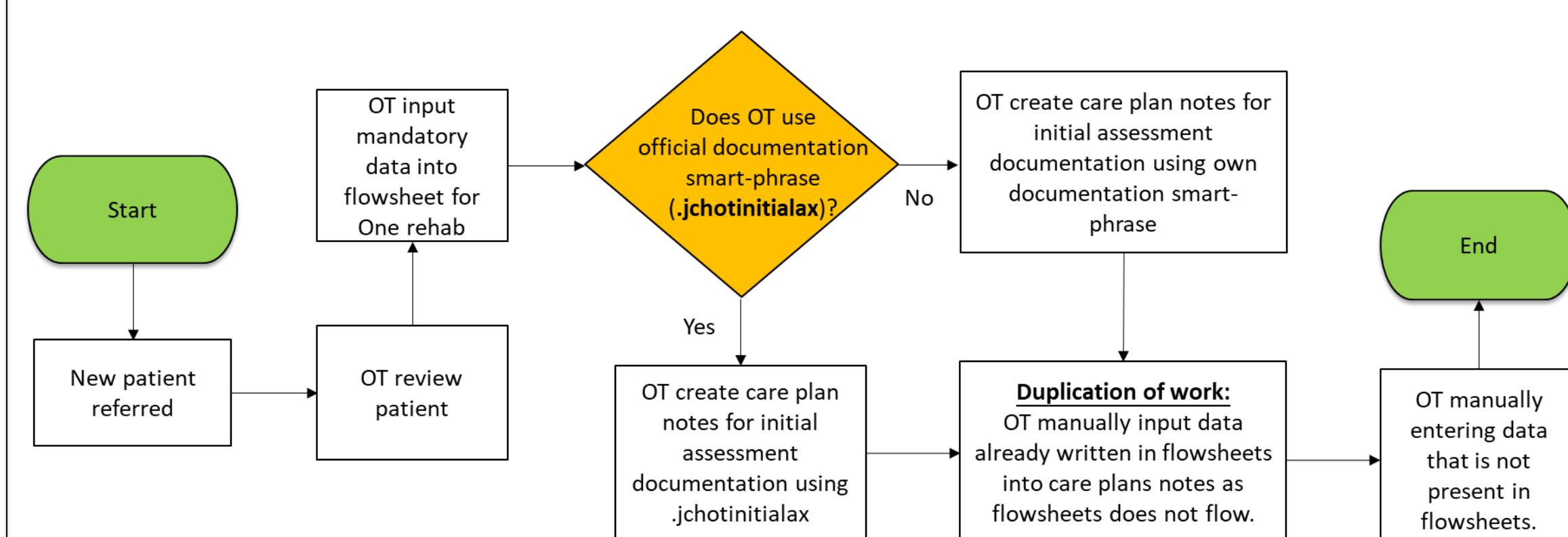
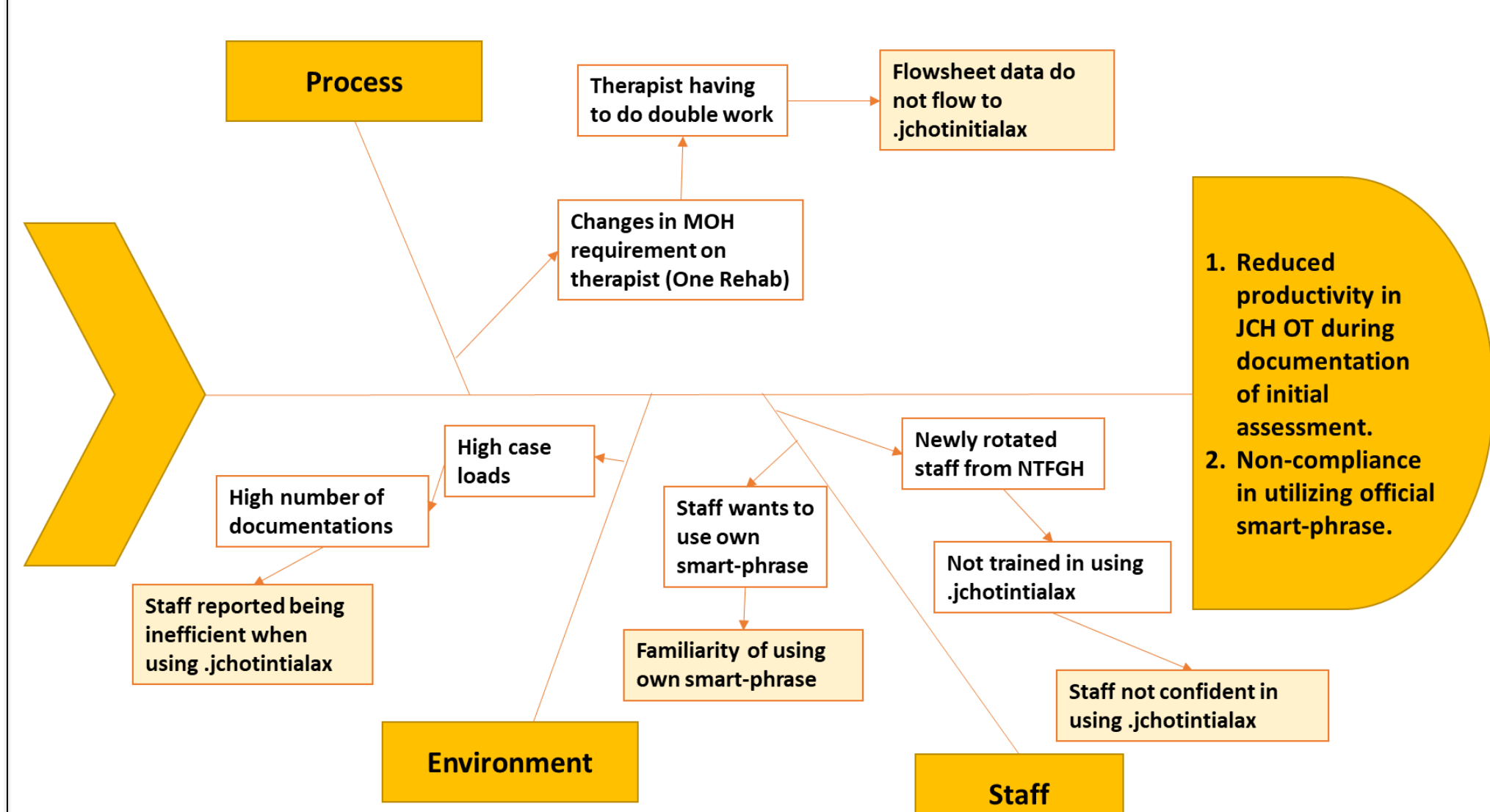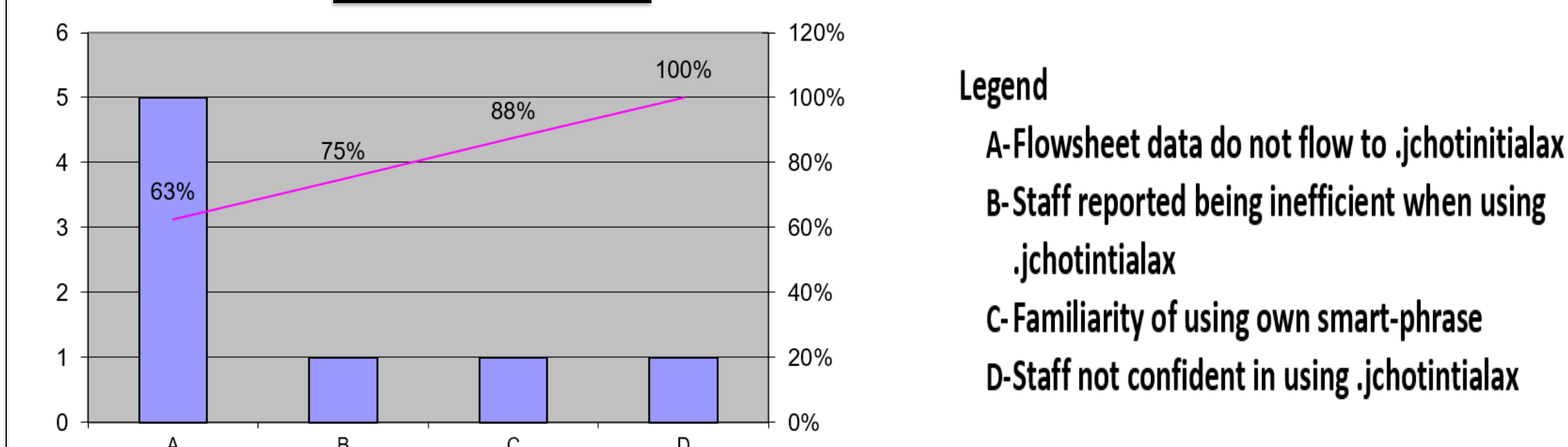## Establish Measures

**Performance before intervention:**

The median time taken to complete initial assessment using old initial assessment smart-phrase

Time (mins)

Pre-intervention data of staff utilising official smart-phrase

**Legend:**
Ind_old_1-20: Detailed timing
Grp_old_1-8: Self reported productivity

- Official smart-phrase users
- Own smart-phrase users

50% / 50%

## Analyze Problem

**Process before intervention:**

Start → New patient referred → OT review patient → OT input mandatory data into flowsheet for One rehab → Does OT use official documentation smart-phrase (.jchotinitialax)?

- No → OT create care plan notes for initial assessment documentation using own documentation smart-phrase
- Yes → OT create care plan notes for initial assessment documentation using .jchotinitialax → **Duplication of work:** OT manually input data already written in flowsheets into care plans notes as flowsheets does not flow. → OT manually entering data that is not present in flowsheets. → End

**Root cause: Fish bone diagram**

Process:
- Therapist having to do double work
- Flowsheet data do not flow to .jchotinitialax
- Changes in MOH requirement on therapist (One Rehab)

Environment:
- High number of documentations
- High case loads
- Newly rotated staff from NTFGH
- Staff wants to use own smart-phrase
- Familiarity of using own smart-phrase

Staff:
- Staff reported being inefficient when using .jchotinitialax
- Not trained in using .jchotinitialax
- Staff not confident in using .jchotinitialax

1. Reduced productivity in JCH OT during documentation of initial assessment.
2. Non-compliance in utilizing official smart-phrase.

**Root cause: Pareto Chart**

**Legend**
A-Flowsheet data do not flow to .jchotinitialax
B-Staff reported being inefficient when using .jchotinitialax
C-Familiarity of using own smart-phrase
D-Staff not confident in using .jchotinitialax

63%, 75%, 88%, 100%

## Select Changes

**Potential solutions:**

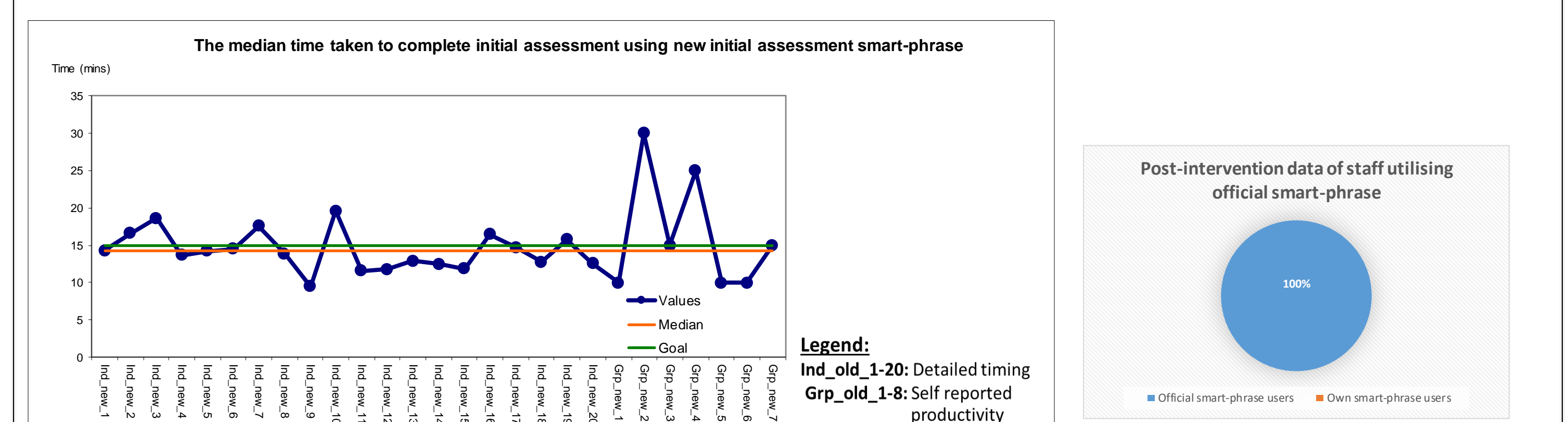| Root Cause | | Potential Solutions |
|---|---|---|
| Root Cause A: Flowsheet data do not flow to .jchotinitialax | PS1 | Create smart-phrase that flows flowsheet data into progress notes automatically |
| | PS2 | Work with EPIC team to create new flowsheets for OT initial assessment |
| | PS3 | Allow team to continue with current practice of using own style |

Impact (High/Low) vs Implementation (Hard/Easy):
- Do Last (High, Hard)
- Do First (High, Easy) — PS1
- Never Do (Low, Hard) — PS2
- Do Next (Low, Easy) — PS3
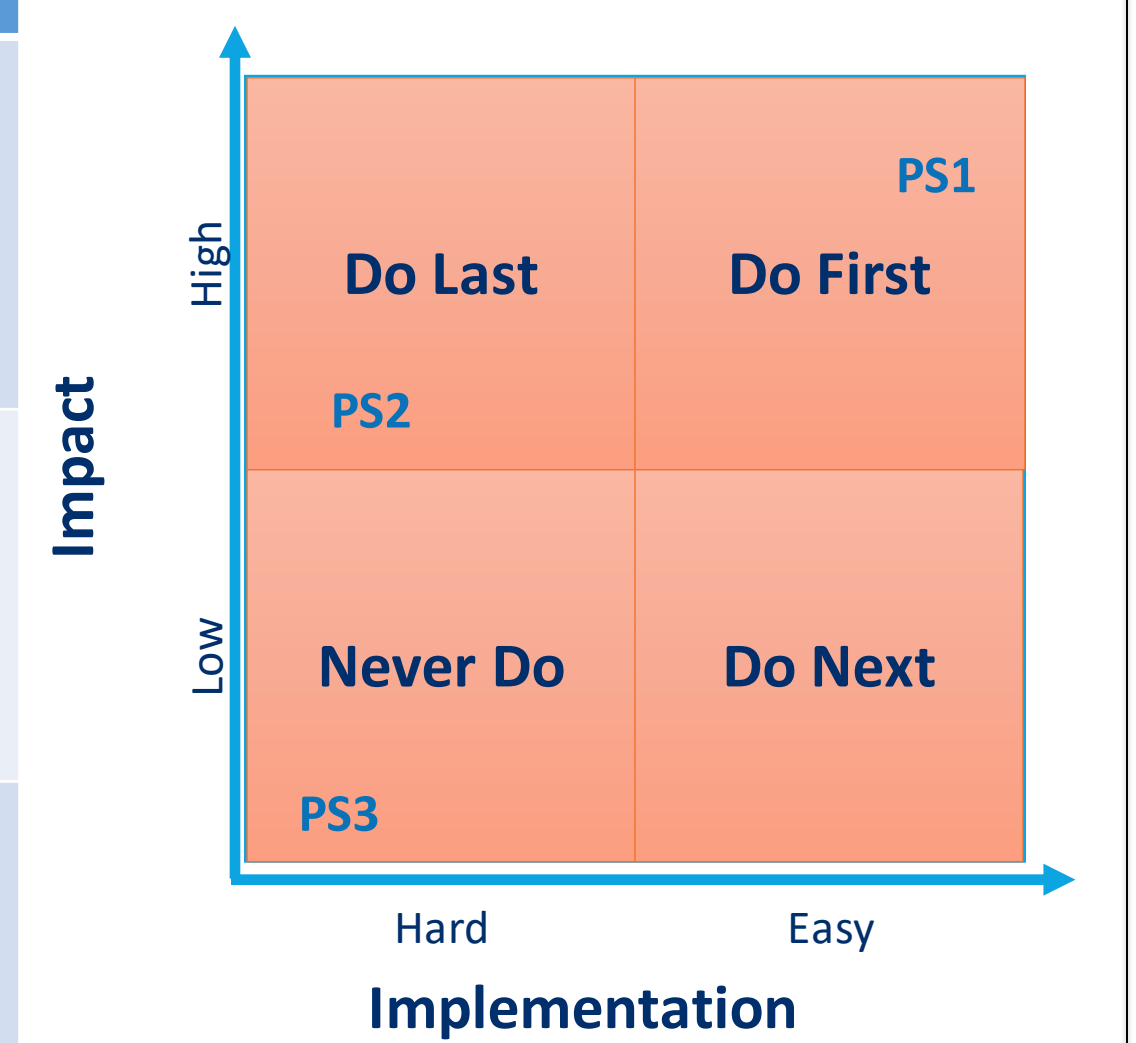
## Test & Implement Changes

**Process after intervention:**

Start → New patient referred → OT review patient → OT input mandatory data into flowsheet for One rehab → OT create care plan notes for initial assessment documentation using new smart-phrase (.jchotinitial) → One rehab mandatory flowsheet data auto flows into .jchotinitial → OT manually entering data that is not present in flowsheets. → End
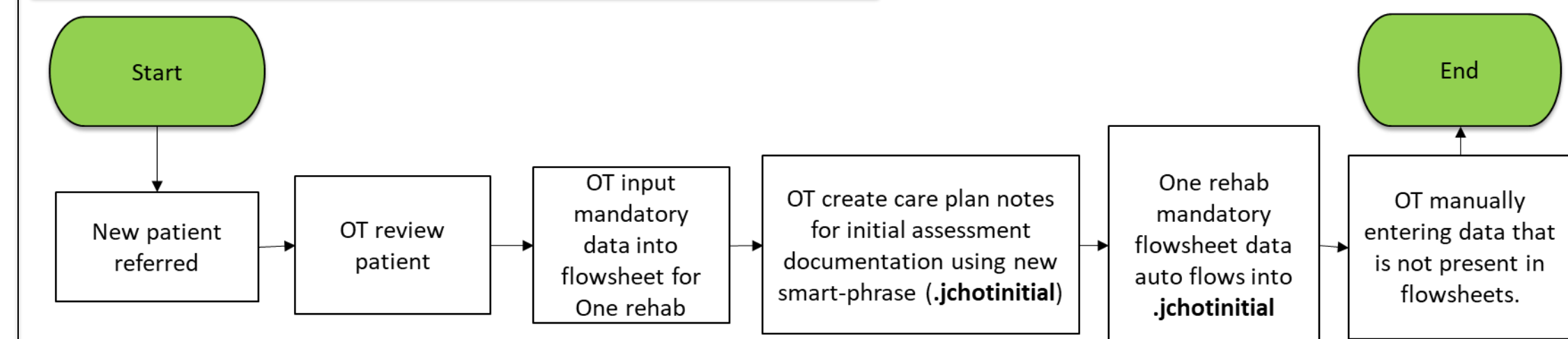
**How do we pilot the changes? What are the initial results?**

The median time taken to complete initial assessment using new initial assessment smart-phrase

Time (mins)

Post-intervention data of staff utilising official smart-phrase

100%

**Legend:**
Ind_old_1-20: Detailed timing
Grp_old_1-8: Self reported productivity

- Official smart-phrase users
- Own smart-phrase users

| PDSA cycle | Result |
|---|---|
| PDSA cycle 1 January 2022 Implemented new smart-phrase to team and gather data of detailed timing by accurate timing of 1 individual and general data by survey. | 1. Improvement in median time taken to complete initial assessment from 17.5 minutes to 15 minutes. 2. Analysis of detailed timing showed 70% of initial assessment documentation being equal or less than 15minutes. 3. 100% uptake of official smart-phrase user |

## Spread Changes, Learning Points

**What were the strategies to spread change after implementation?**

Understanding the needs of department and reason of not complying to use of official smart-phrase was an important step to spreading change. By conducting a survey, root causes were identified and further broken down. Knowing that staff were unfamiliar and not confident in using the old smart-phrase, my team decided to conduct training during roll call. By conducting a post implementation survey, staff had a channel to provide anonymous feedback.

Other strategy the team could have utilize would include auditing of JCH OT's initial assessment documentation yearly to ensure sustainability of behaviour change.

**What are the key learnings from this project?**
(1) Productivity can be improved by streamlining processes.
(2) Utilizing a collaborative approach as a strategy, can ensure continuity of behaviour change.
(3) Quality improvement projects can simply be understanding department needs.

Ng Teng Fong General Hospital

Jurong Community Hospital