

Project Title

Improving Patients' Recovery Expectations and Satisfaction In Jurong Community Hospital (IMPRESS-JCH)

Project Lead and Members

Project lead: Dr Alvin Ong

Project members: Ms Nurzahidah Md, Ms Lilian Lim, Ms Evonne Ng, Ms Patricia Lim

Organisation(s) Involved

Jurong Community Hospital

Aims*

To increase pilot ward C09 patients' positive ratings for "understanding of admission reason" and "satisfaction with frequency of updates" to $\geq 87\%$ (average positive ratings of remaining 6 determinants) by 30 April 2019

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

The arrangements made within the multi-disciplinary team coupled with standardised EMR communication and regular updates to the patient significantly improved patient satisfaction without compromising staff satisfaction

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Keywords

Jurong Community Hospital, Service Design, Quality Improvement, Improvement Tools,
Ishikawa, Plan Do Check Act, Patient Satisfaction Survey

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