

Project Title

Improve Patient Admission Education Process to Enhance Patient Knowledge on Inpatient Safety

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Organisation(s) Involved

National Heart Centre Singapore

Project Category

Process Improvement, Safety, New Pedagogy, Patient Education

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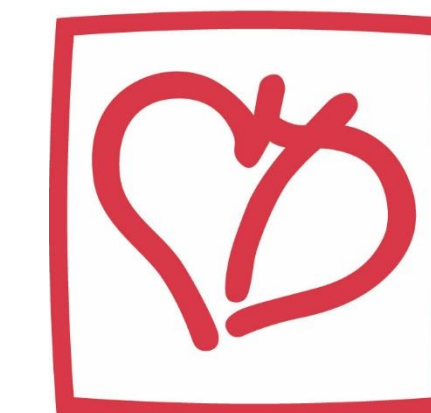
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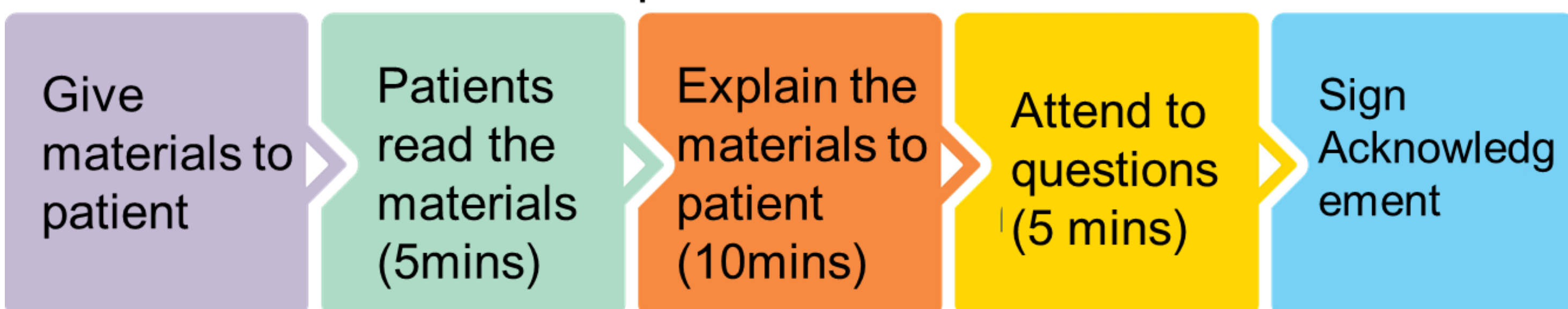
Introduction

The importance of educating the patients on proper hand hygiene, prevention of fall/risk of injury and reporting of pain are some key factors in the delivery of safe and high-quality healthcare system. Admission education contains vital information to ensure patient safety during their stay. The education includes topics such as pain management and the importance of reporting pain. Fall prevention education help reduce risks of unwanted falls that may result in injury leading to prolong hospitalization. Hand hygiene education aids in reducing risk of developing infection. These information empower patients to take charge of their condition and is imperative for overall patient recovery and rehabilitation.

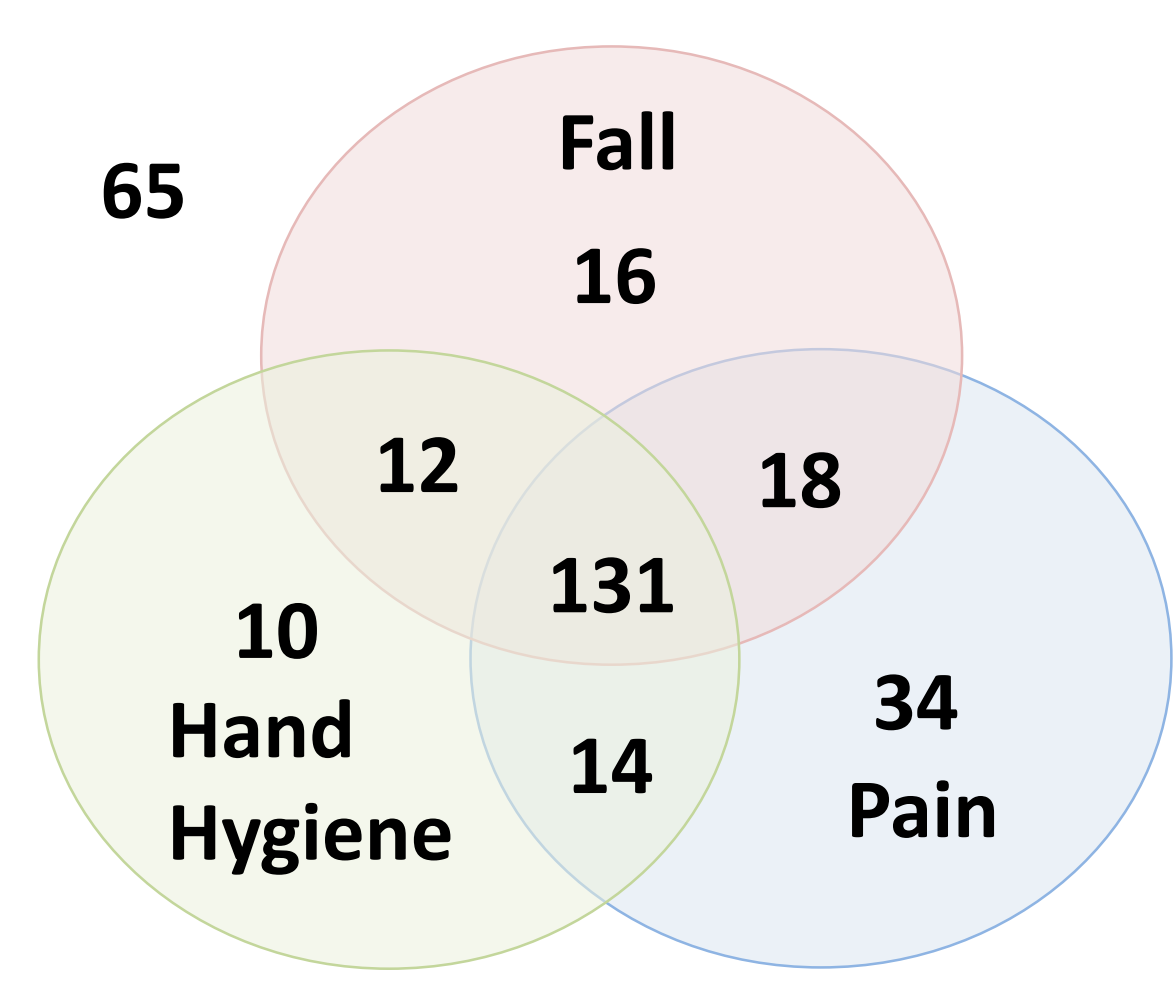
Pre-Implementation

The current admission process is a long and tedious process which includes a Patient Education process that takes 20 minutes. The education session will include the three main core topics namely; Pain management, Fall prevention and Hand Hygiene using a photocopied print-out. The patients then had to sign 3 pages of checklists to acknowledge that teaching had been conducted.

Pre Implementation Process



Questionnaire Results (Before)

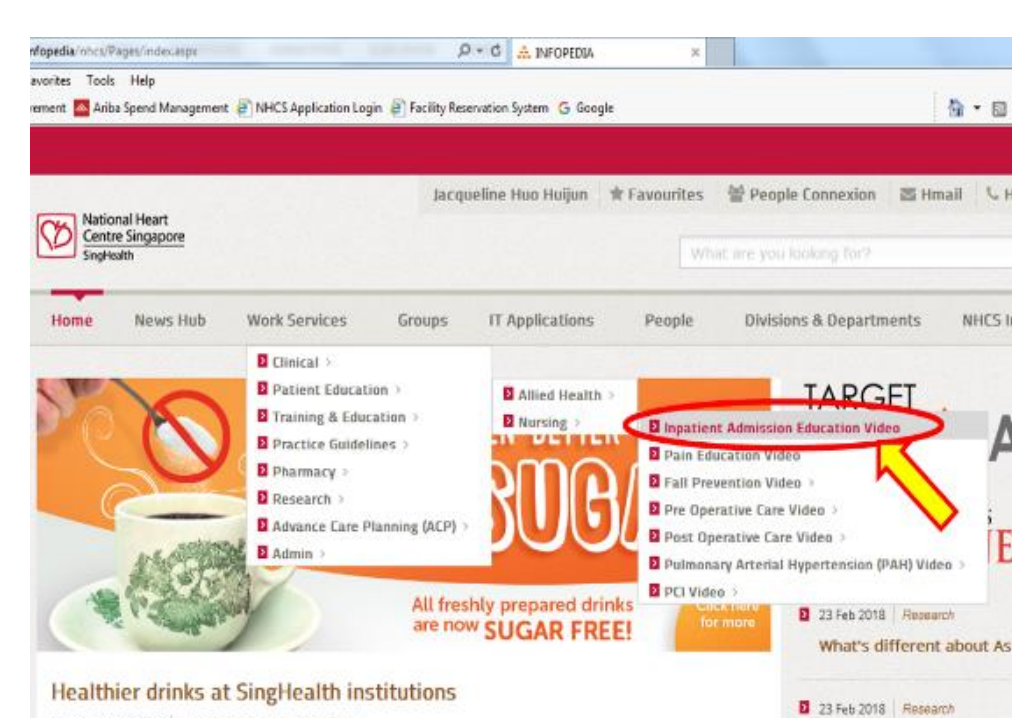
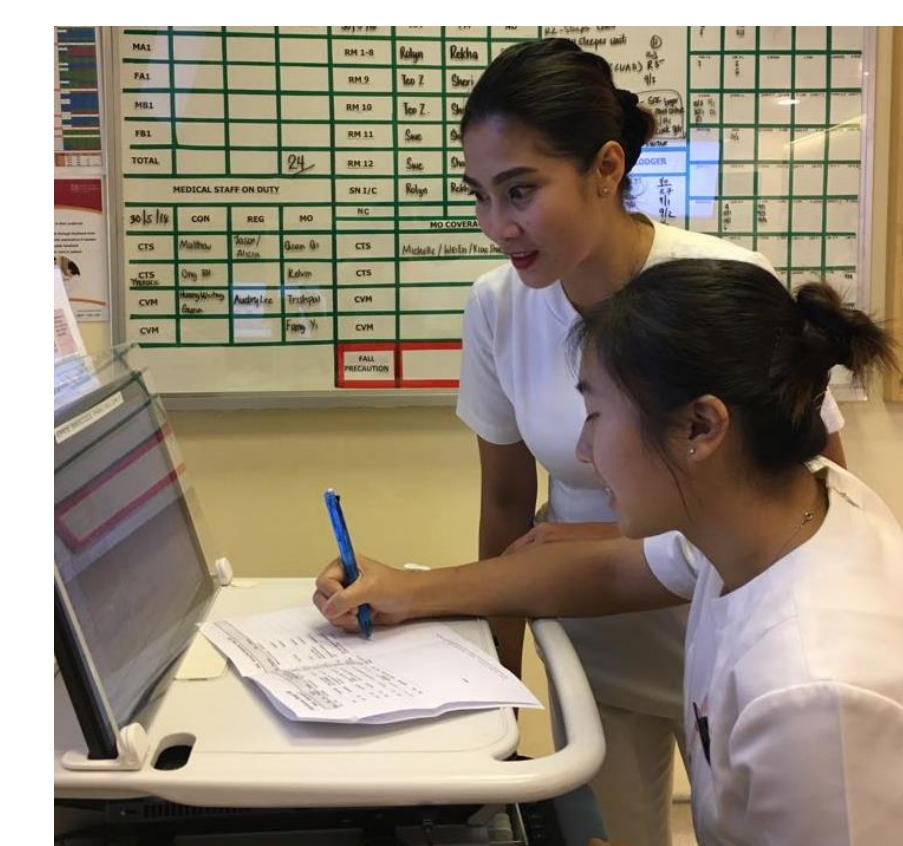
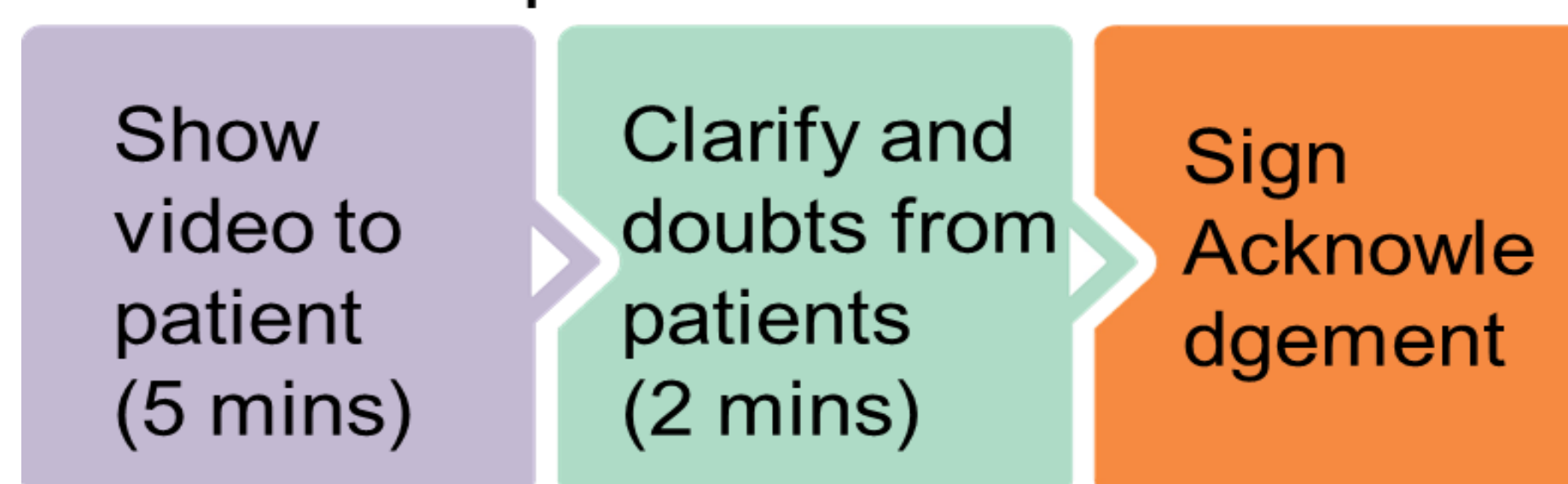


A questionnaire was designed to test the patients' understanding of the patient education. Results showed that only an average of **43.6%** of patients out of the 300 patients tested are able to understand the patient education subjects taught to them and answer all 3 questions correctly. **21.6%** of the patients answered all the questions wrongly.

Solution

A Patient Education Video was developed with inputs from the patients and various stakeholders. The video allows patients to relate to pain, fall prevention and hand hygiene more effectively. The video is also age-friendly and more easily understood regardless of age and helps lower the language barrier between the staff nurse and patients.

Post Implementation Process

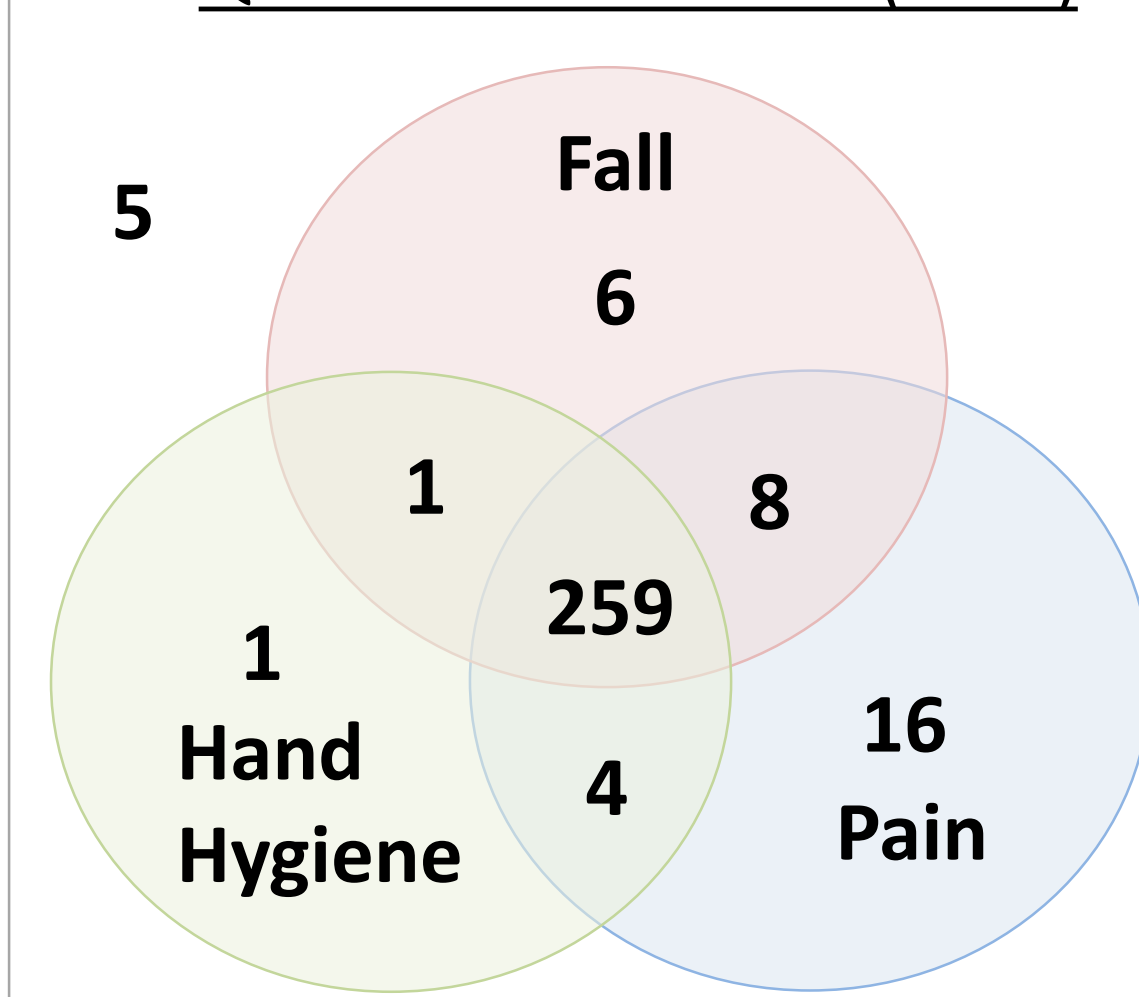


The Inpatient Admission Education video was uploaded on the NHCS Infopedia for easy access to all nursing staff to view and teach the patients on admission education. The team also conducted training with the ward nurses on the usage and how to access it.

Results

The patient's understanding of the materials are significantly improved and the new education video is well received by patients and their caregivers.

Questionnaire Results (After)

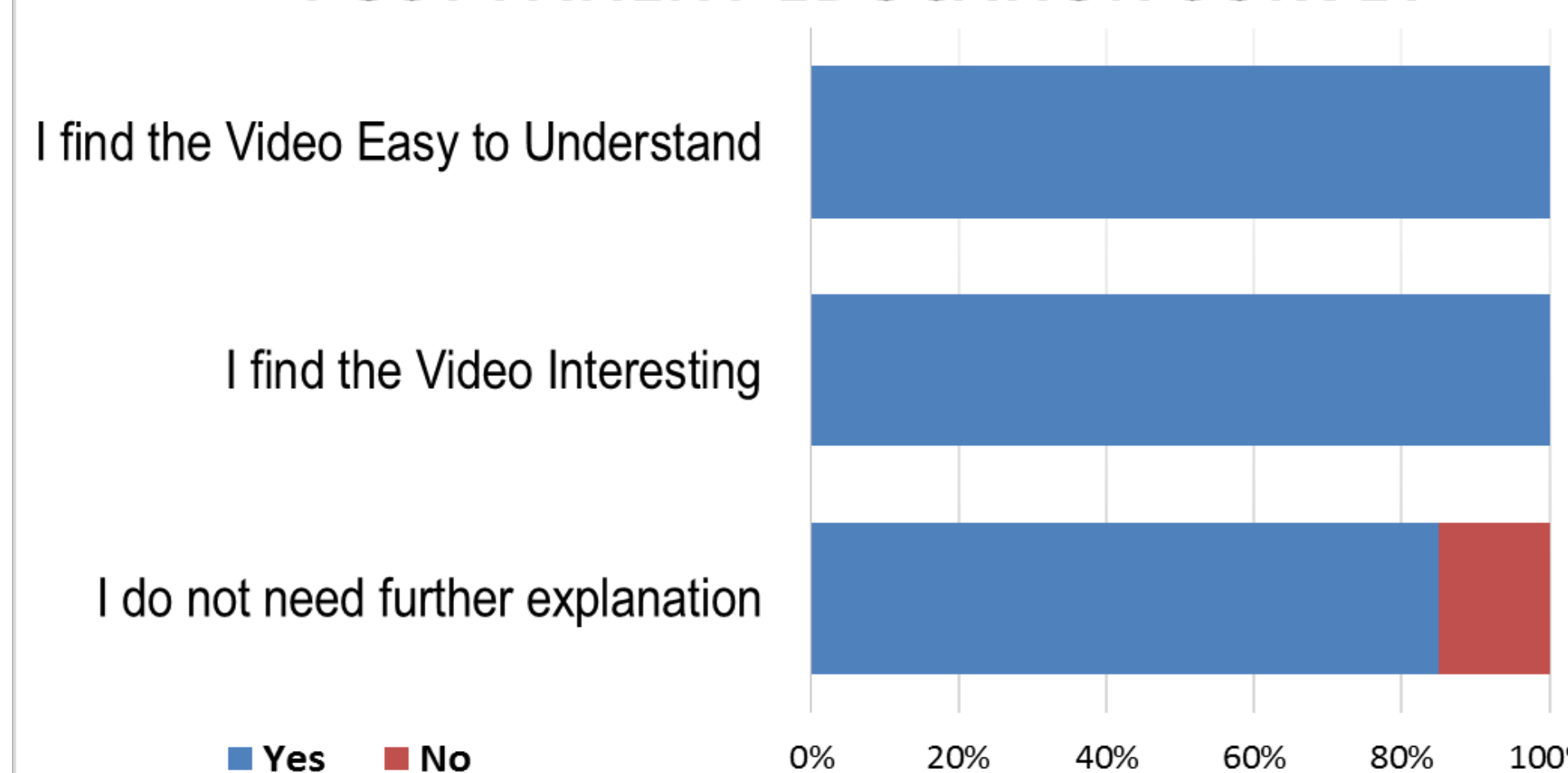


Out of the 300 patients surveyed post implementation, 259 of them were able to answer the whole questionnaire correctly compared to only 131 pre-implementation.

Improvement in Patients' Understanding
43.7% → 86.3%

The improved communication and patient education has resulted in a better patients' knowledge on Inpatient Safety. The lesser time required for explanation and clarification has led to an estimated **1886 Man Hours saved**, which give a manpower cost avoidance of \$75,440 per annum. Printing of pamphlets had been eliminated, leading to paper savings of \$1,228 per annum.

POST PATIENT EDUCATION SURVEY



Total Savings \$76,668

Target Setting

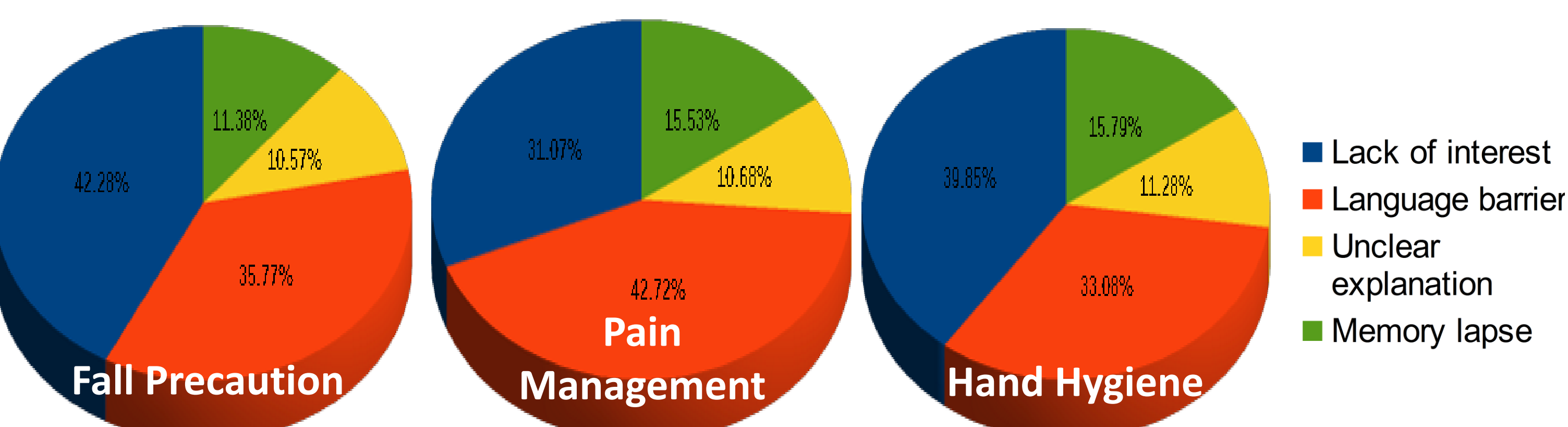
To Improve Patients' Admission Knowledge on Pain Management & Hand Hygiene to 85%

Methodology

A Root Cause Analysis and found the following Root Causes:

- ♥ Lack of training
- ♥ Don't know how to translate (Language Barrier)
- ♥ Hardcopy forms in English only, Blurred Black and White prints, Lack graphics

A Survey was also conducted with the 300 patients who went through the questionnaire to find out the possible reasons for their lack of understanding. The pie charts below shows the findings.



The poor understanding was largely due to **Language Barrier** and the **Lack of Interest**, which supported the root causes in our analysis.

Conclusion

This measure helped the patients to understand the importance of proper hand hygiene, the prevention of fall and reporting of pain in the delivery of safe and high-quality healthcare system. Our innovative strategies to improve the process of nursing care delivery and enhance communication between healthcare providers and patients helps standardized care for our patients.