

Project Title

Reduce Incidence of Repeating Blood Investigations for Adrenal Incidentaloma
Endocrine Workup

Project Lead and Members

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Project members: Tay Lee Hiang, Praveen Kaur, Jasmine Shew, Liew Yoke Fong,
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Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Medical, Nursing, Healthcare Administration

Applicable Specialty or Discipline

Endocrinology

Aims

To reduce the number of patients who are required to repeat blood investigations for
Adrenal Incidentaloma Workup to 0 by Sept 2019 for patients seen in A43 clinic.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

We were able to engage and collaborate with each healthcare professionals to develop a probable solution to improve the workflow process and to reduce potential negative feedbacks.

Using the methodology on Model for Improvement, the PDSA cycle assisted us to monitor outcome and process measures before deciding the best strategy.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Value Based Care, Safe Care, Adherence Rate

Keywords

Adrenal Incidentaloma, Repeat Blood Investigations

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REDUCE INCIDENCE OF REPEATING BLOOD INVESTIGATIONS FOR ADRENAL INCIDENTALOMA ENDOCRINE WORKUP

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- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST
- TEAMWORK
- COMMUNICATION

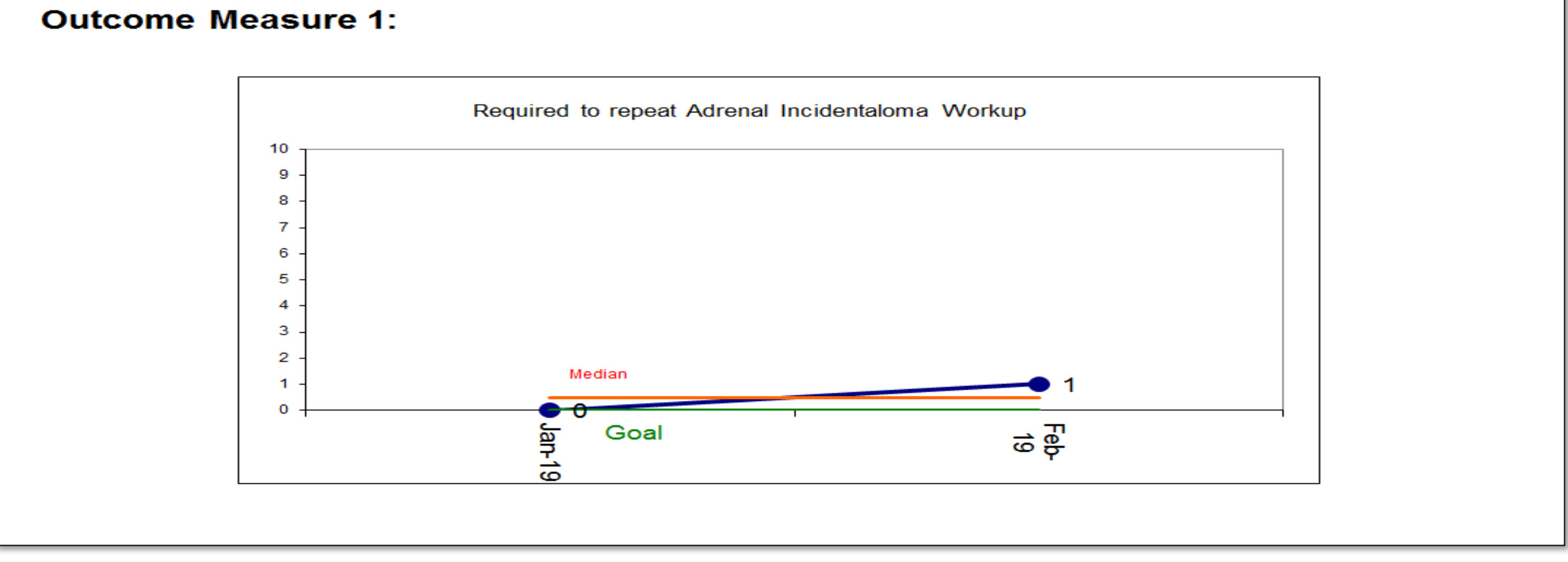
Define Problem, Set Aim

Opportunity for Improvement
 In Feb 2019, we had 1 incident where patient needed to repeat the blood investigation for Adrenal Incidentaloma Workup. This has resulted in patient dissatisfaction and staff frustration as a rework was required.

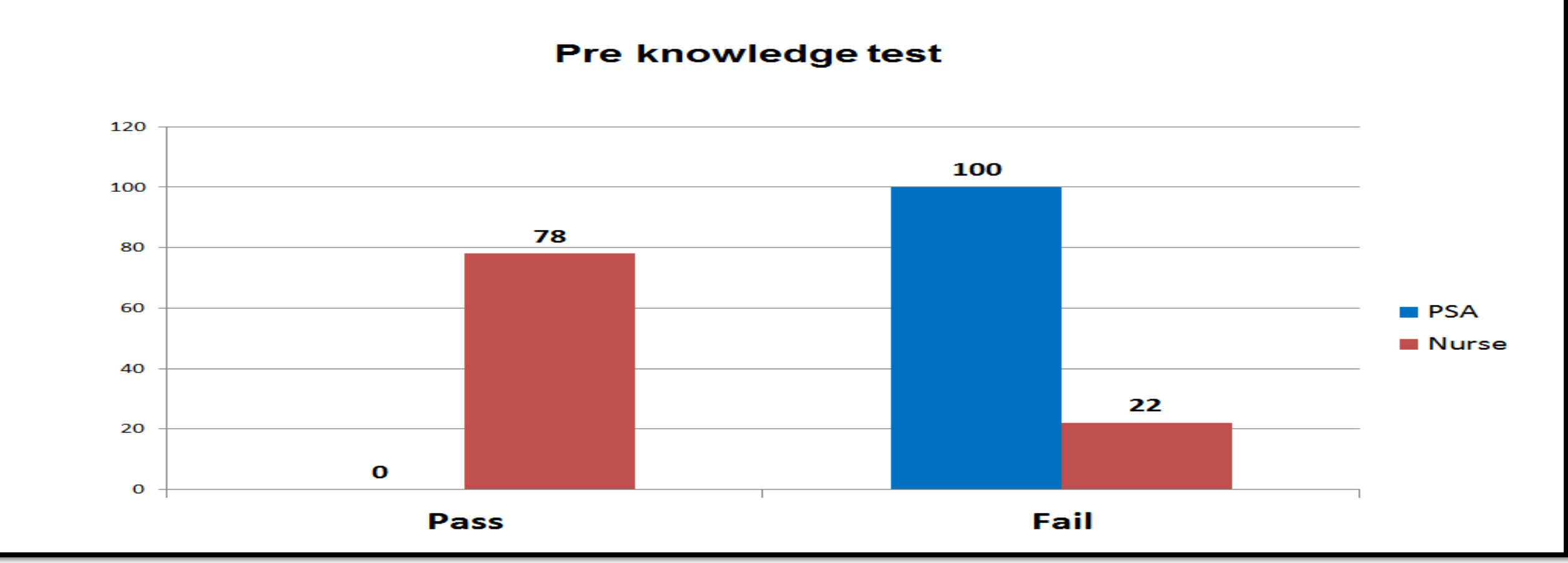
Aim
 To reduce the number of patients who are required to repeat blood investigations for Adrenal Incidentaloma Workup to **0** by **Sept 2019** for patients seen in Outpatient Clinic A43.

Establish Measures

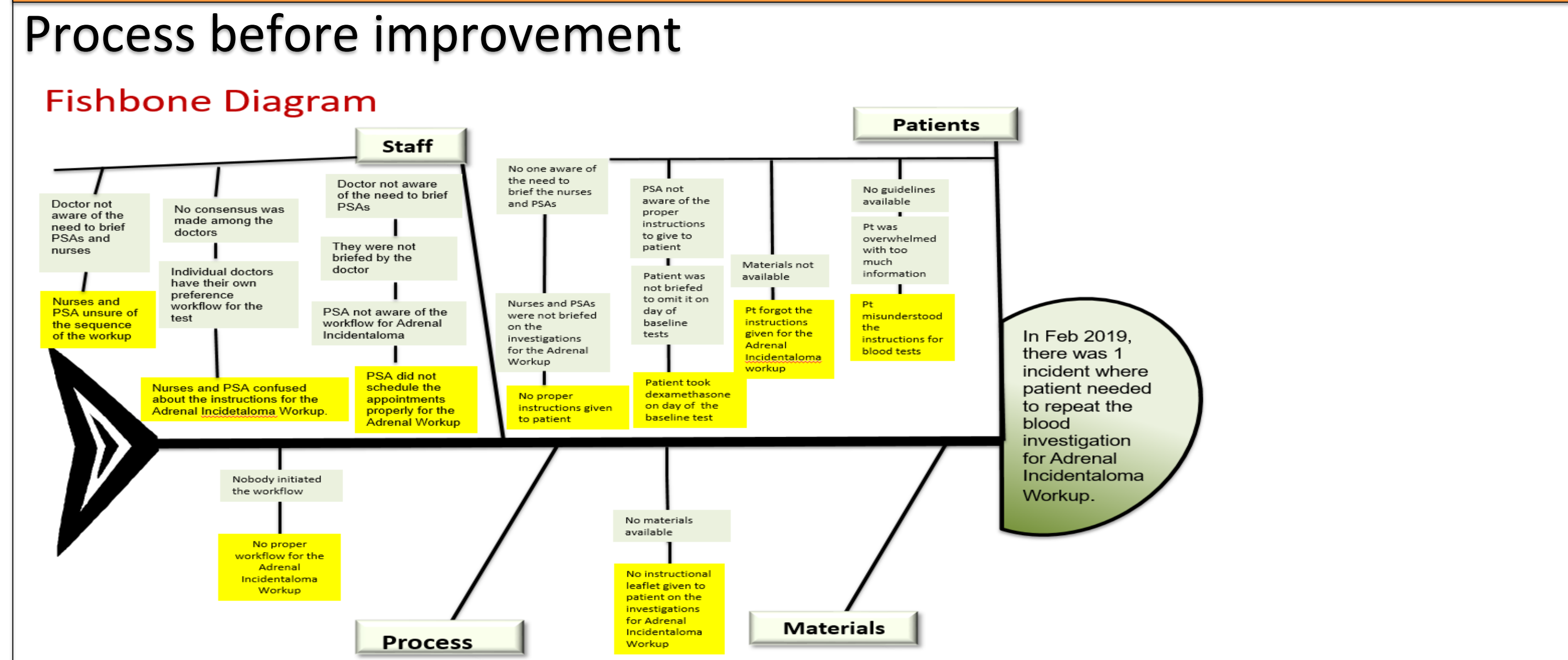
OUTCOME MEASURE: NUMBER OF PATIENTS WHO ARE REQUIRED TO REPEAT BLOOD INVESTIGATIONS FOR ADRENAL INCIDENTALOMA WORKUP



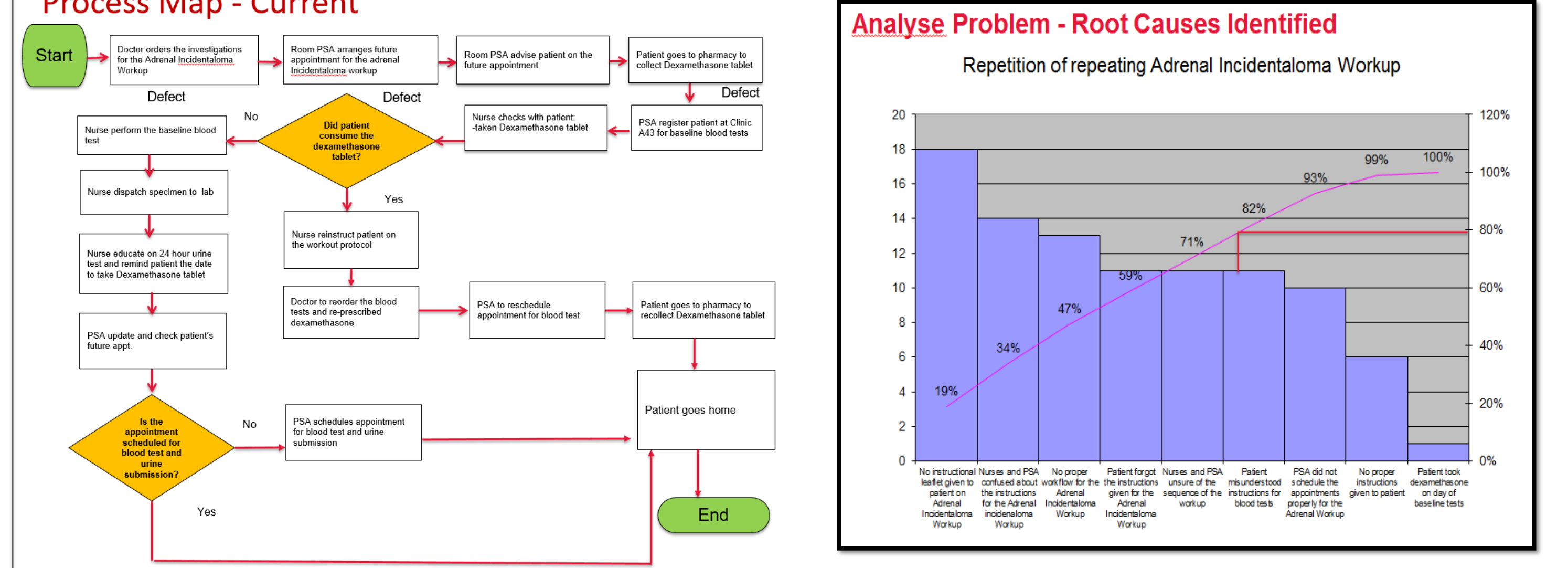
PROCESS MEASURE: PERCENTAGE OF NURSES and PSAs PRE-KNOWLEDGE TEST



Analyze Problem



Probable root causes



Select Changes

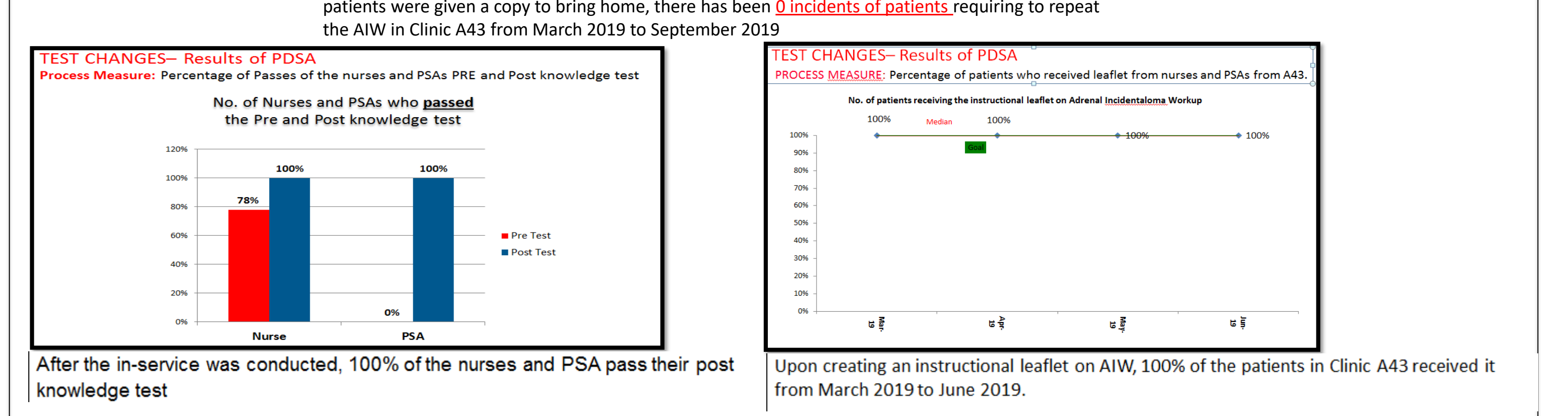
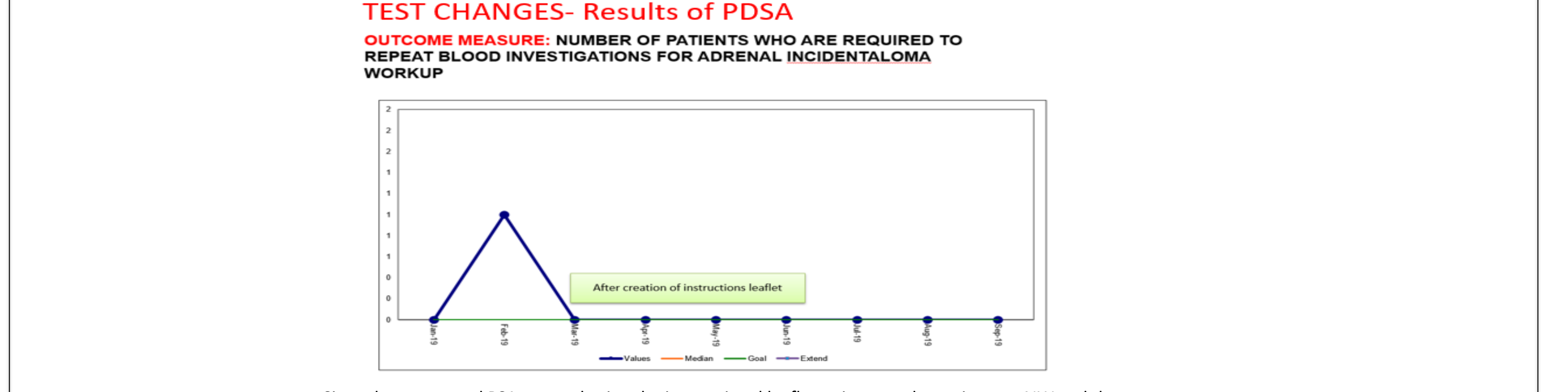
Probable solutions

Root Cause	Potential Solutions	Impact	Implementation
No instructional leaflet given to patient on Adrenal Incidentaloma Workup	1. Create and provide a leaflet on the instructions for the Adrenal Incidentaloma Workup for patients to refer when at home 2. Roll call to nurses and PSA of the instructions leaflet 3. Nurses and PSA to give instructions according to the list 4. Nurses and PSA to clarify with patient if in doubt 5. Give patient time to verify his concern 6. Patient to acknowledge on the nurse instructions by reading back before going home 7. Offer contact no. for get to call in for assistance	High	Easy
No proper workflow for the Adrenal Incidentaloma Workup	1. Clinic A43 doctor to discuss and standardize the workflow for Adrenal Incidentaloma workup 2. Doctor will do a briefing with the Nurses and PSAs on the standardized workflow discussed among the doctors 3. Nurses and PSA to clarify with doctor if in doubt 4. Give Nurses and PSAs time to verify their concern	High	Hard
Nurses and PSA confused about the instructions for the Adrenal Incidentaloma Workup	1. Clinic A43 doctor will educate and train Nurses and PSA on the requirements for Adrenal Incidentaloma Workup 2. Doctor will do a Pre and Post test on their knowledge on Adrenal Incidentaloma Workup	High	Hard

Test & Implement Changes

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

CYCLE	PLAN	DO	STUDY	ACT
1	<ol style="list-style-type: none"> Conduct in-service for Clinic A43 nurse and PSA on 01/03/2019 Do pre and post knowledge test for Nurses and PSAs on 01/03/2019 and do statistics of the outcome of the results Create a instructional leaflet for patient on Adrenal Incidentaloma Workup on 04/03/2019 	The plan was carried out for nurses and PSA from 01/03/2019 to 04/03/2019 Feedback and observations from the nurses and PSAs from A43 are aware of the: <ul style="list-style-type: none"> Guidelines to instruct patient on Adrenal Incidentaloma Workup(AIW). Appointment scheduling Availability of instructions leaflet for patient 	Initial data collected shows: <ol style="list-style-type: none"> The number of patient who repeated the AIW reduced from 1 patient to 0 patient. 100% of the nurses and PSAs passed the post knowledge Upon creating an instructional leaflet on AIW, 100% of the patients in Clinic A43 received it from March 2019 to June 2019. 	To adopt this change, and make the instructional leaflet on Adrenal Incidentaloma Workup be available in 4 different languages and make it available in the intranet for outpatient and inpatient use.



Spread Changes, Learning Points

In A43, we understood the challenges and the restraints faced by the patients, nurses, doctors and PSAs. However, we were able to engage and collaborate with each healthcare professionals to develop a probable solution to improve the workflow process and to reduce potential negative feedbacks.

Using the methodology on Model for Improvement, the PDSA cycle assisted us to monitor outcome and process measures. before deciding the best strategy. We will adopt this change and develop instructional leaflet available in four languages. We will continue to monitor the outcome and process measures.