

Project Title

To Improve Patient's Satisfaction by Enhancing Discharge Process for Complex Cases in NHCS Wards

Project Lead and Members

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Organisation(s) Involved

National Heart Centre Singapore

Healthcare Family Group Involved in this Project

Nursing

Specialty or Discipline

Cardiology

Project Period

Start date: Jun 2019

Completed date: Aug 2019

Aims

- 80% Caregivers Confident in Taking Care of Complex Care Patients at Home

- 80% Complex Care Patients Complete Discharge Process within 1 Hour on Discharge Day

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Patient Experience Category)

Project Category

Care & Process Redesign, Quality Improvement, Workflow Redesign, Access To Care, Turnaround Time, Value Based Care, Discharge Planning, Patient Satisfaction, Productivity, Training & Education

Keywords

Caregivers, Discharge Checklists

Name and Email of Project Contact Person(s)

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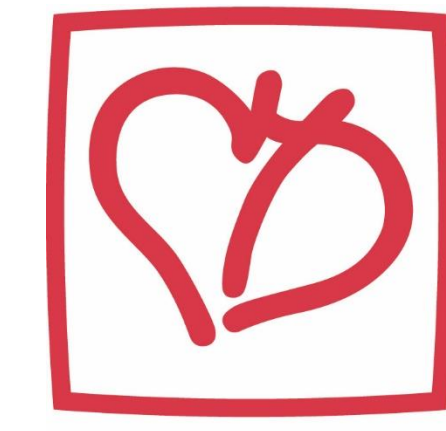
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To Improve Patient's Satisfaction By Enhancing Discharge Process For Complex Cases In NHCS Wards

Singapore Healthcare Management 2021

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BACKGROUND



Tracheostomy

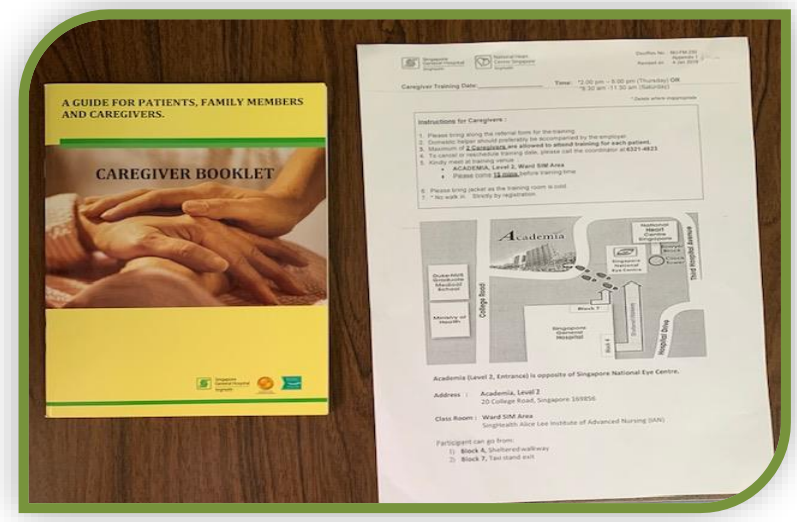


Feeding Tube



Left Ventricular Assist Device (LVAD)

Patients are getting more complex in their care upon discharge. Definition of patients with complex care are patients who are unsuitable for step-down care in any institutions. In view that they are supported on special medical devices or treatments e.g. patients discharged with feeding tubes, tracheostomy and assistive devices. Hence, they need to be discharged to home with the help of caregivers.



Caregivers were typically sent to Academia for Caregiver Training (CGT); with the cessation of CGT at Academia in Jan 2019, individual wards were tasked to provide teaching support to caregivers. The basic skills taught, did not meet complex needs of the complex case cardiac patients.

Previous Situations

- 66%** Nurses took more than 1 hour to discharge patients with complex care on discharge day
- 50%** More than 50% of nurses shared that discharging complex care patients requires a lot of logistics planning and coordination prior to the actual discharge day
- 80%** Caregiver felt stressed to bring patients home with complex care needs



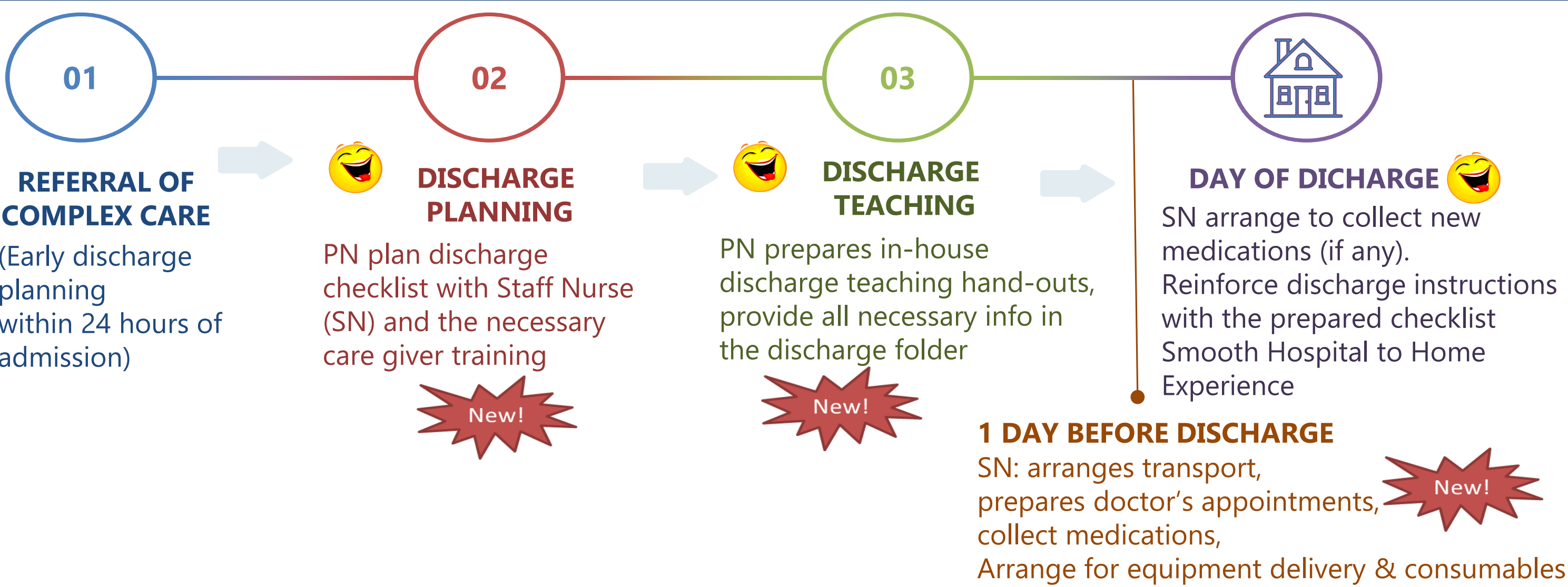
- 80% Caregivers Confident In Taking Care Of Complex Care Patients At Home**
- 80% Complex Care Patients Complete Discharge Process Within 1 Hour On Discharge Day**

METHODOLOGY

KEY INNOVATIONS IMPLEMENTED

- Redesigned workflow**: Structured discharge teaching guideline for nurses
Ensures important information given to patient/caregiver
- Team designed discharge checklists**: Holistic teaching material is easy to understand
Teachings on Different aspects of nursing care
Catered for complex patient's needs
- Developed Discharge Folder**: Patient given complete discharge information
Teaching slides are compiled into one folder
Tailored for individual patient's needs
- Developed in-house teaching slides for complex cases**: Early discharge planning = Caregivers have ample time to prepare for discharge of patient to home
Nurses prepare discharge arrangements in advance

ENHANCED WORKFLOW



REDESIGNED CHECKLIST, SLIDES AND DISCHARGE FOLDER

Discharge Checklist

Checklist and structured guidelines for caregiver to follow up includes:

- NGT feeding
- Elimination (Urinary & Bowel)
- Blood Glucose Monitoring
- Skin Care & Protection
- Tracheostomy & Suctioning
- Equipment

In-house Caregiver training (CGT) Slides

7 modules were created:

1. Personal Hygiene
2. Elimination needs
3. Vital Signs monitoring
4. Diet and Nutrition
5. Medication Management
6. Movement and Transfer
7. Tracheostomy

Enhanced! Picture guidelines was easy to understand

Discharge Checklist for Caregivers

Checklist for long term patient before discharge

Customised Discharge Folder

One-stop reference guides | Content tailored for individual patient

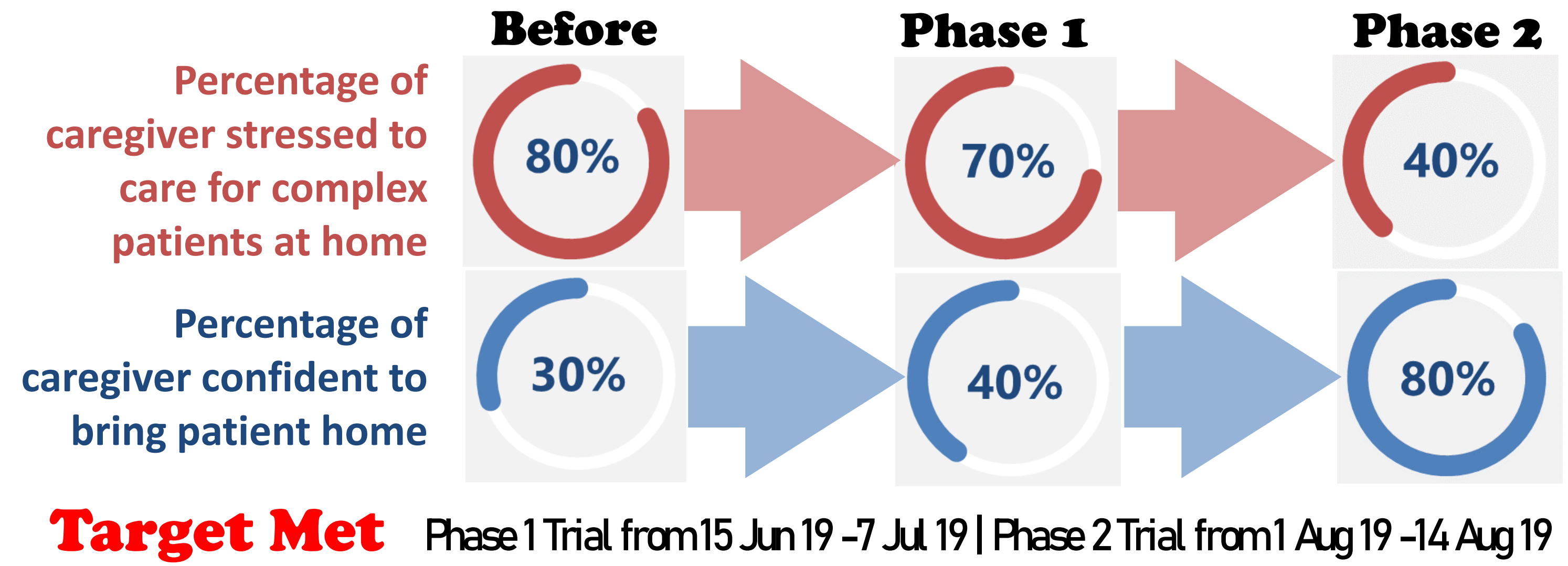
What is NGT Feeding

Fall Prevention

Tracheostomy Tube

When to seek further treatment?

RESULTS



80% Caregivers Confident In Taking Care Of Complex Care Patients

95% Complex Care Patients Complete Discharge Process Within 1 Hour

The increase in caretakers' confidence to care for patients at home had led to a **Decrease in Waiting Time to Discharge and a Reduction in Length of Stay.**

	2019	2020
No. of Complex Cases discharged	10	10
Length of stay	2 weeks – 12 months	2 weeks – 13 months
Waiting time to go home	38 days	28 days
Unscheduled Readmission	0	0

HOSPITAL BED COST SAVINGS \$10,000

HOSPITAL BEDS SAVINGS 200 BED DAYS

Intangible Benefits

- Patient and caregivers receive standardised teaching
 - Increase patient & caregiver satisfaction and experiences
 - Improved teamwork and work efficiency amongst staff
 - NHCS as a preferred healthcare organization
 - Supports NHCS strategic objective: Improving care for all patients
- "I am more confident to bring my mom home after the caregiver training"**
- "The discharge checklist had saved me precious time organizing my patient's discharge. I am very confident that I will not miss out on any discharge instructions that is required for my patients"**
- "Comprehensive information was provided in 1 folder and it was very useful to carry around"**
- "My patients are able to be discharged safely and timely"**

SUSTENANCE

- Regular audit to ensure staff are aware of sourcing for the teaching slides
- Training for existing and new staff
- Continuous monitoring of patient and nurse satisfaction
- Monitoring of improved time of discharging patients with complex care
- Regular feedback with staff on implementation