

Project Title

To Improve Roll Call Process & Ensure Safe Distancing 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

Aims

The team aims to achieve 100 of staff on duty reads messages through Workplace from Facebook and maintain effective handover of messages during roll calls within 3 months.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

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

Project Category

Care & Process Redesign, Value Based Care, Safe Care, Productivity, Time Saving

Keywords

COVID-19, Safe Distancing, Root Cause Analysis, Workplace from Facebook, Virtual Handover, Roll Call, Staff Satisfaction

Name and Email of Project Contact Person(s)

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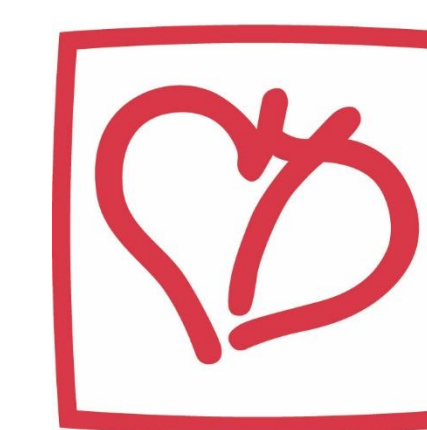
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Singapore Healthcare Management 2021

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National Heart Centre Singapore
SingHealth

BACKGROUND

Ministry of Health (MOH) has studied the trend of the locally transmitted COVID-19 cases and found that many were infected during group events, social gatherings and interactions between colleagues. In view of this, workplaces should practice safe distancing measures to limit close contact and large gatherings of people in close proximity over a prolonged duration. This initiative was developed to prevent staff from congregating at workplace to improve their safety and well-being during the fight of COVID-19.

Current Situation:

- Staff gathering at counter for roll calls & important daily messages, follow up, patients' admission and movements are disseminated during roll calls
- Lengthy roll calls especially during heavy workload days
- Challenges conducting roll calls due to space constraints within the ward
- Difficulty to ensure safe distancing of 1metre between the staff and ensuring that everyone receive all information accurately

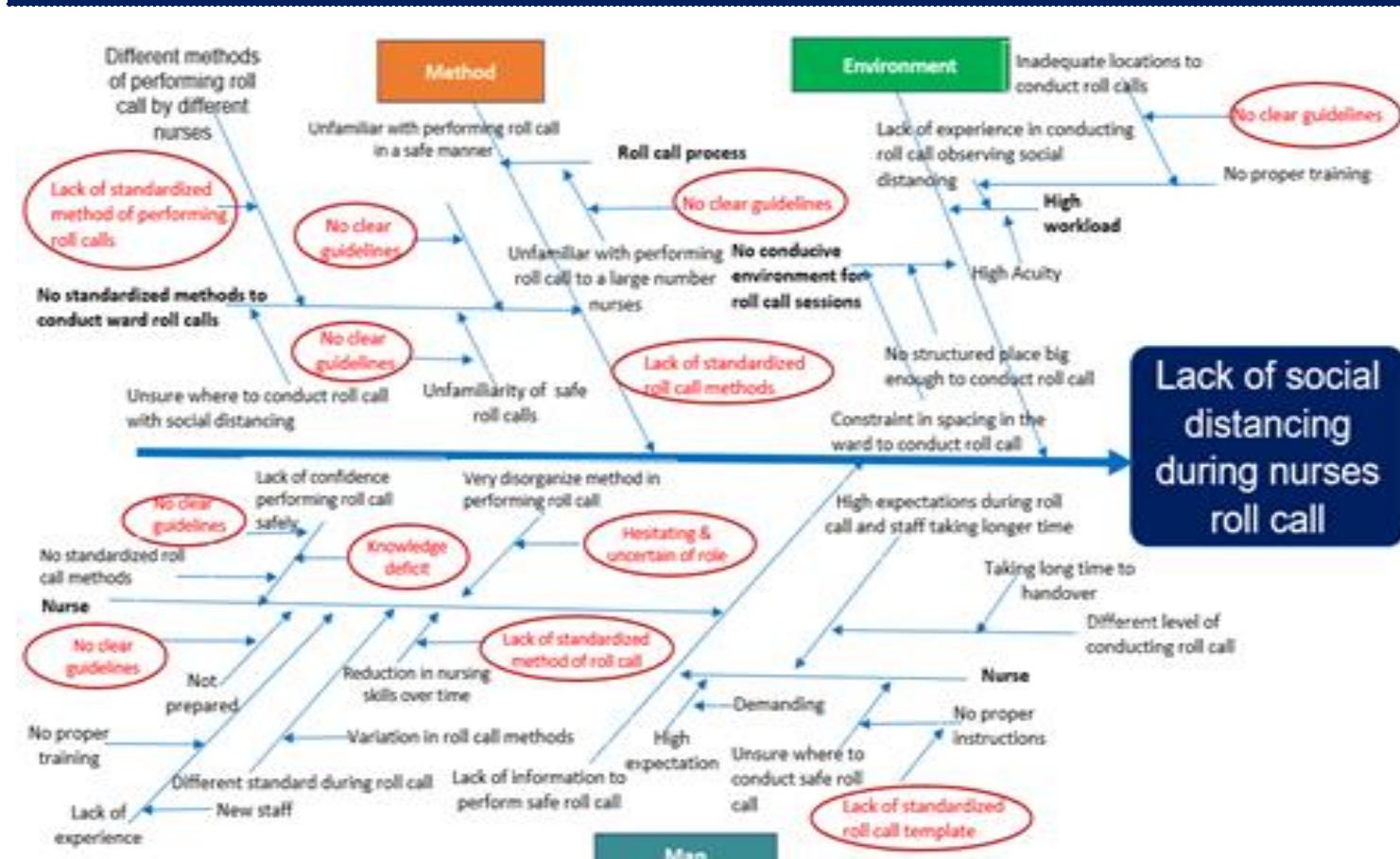


Target Setting

The team aims to achieve 100% of staff on duty reads messages through Workplace from Facebook and maintain effective handover of messages during roll calls within 3 months.



METHODOLOGY



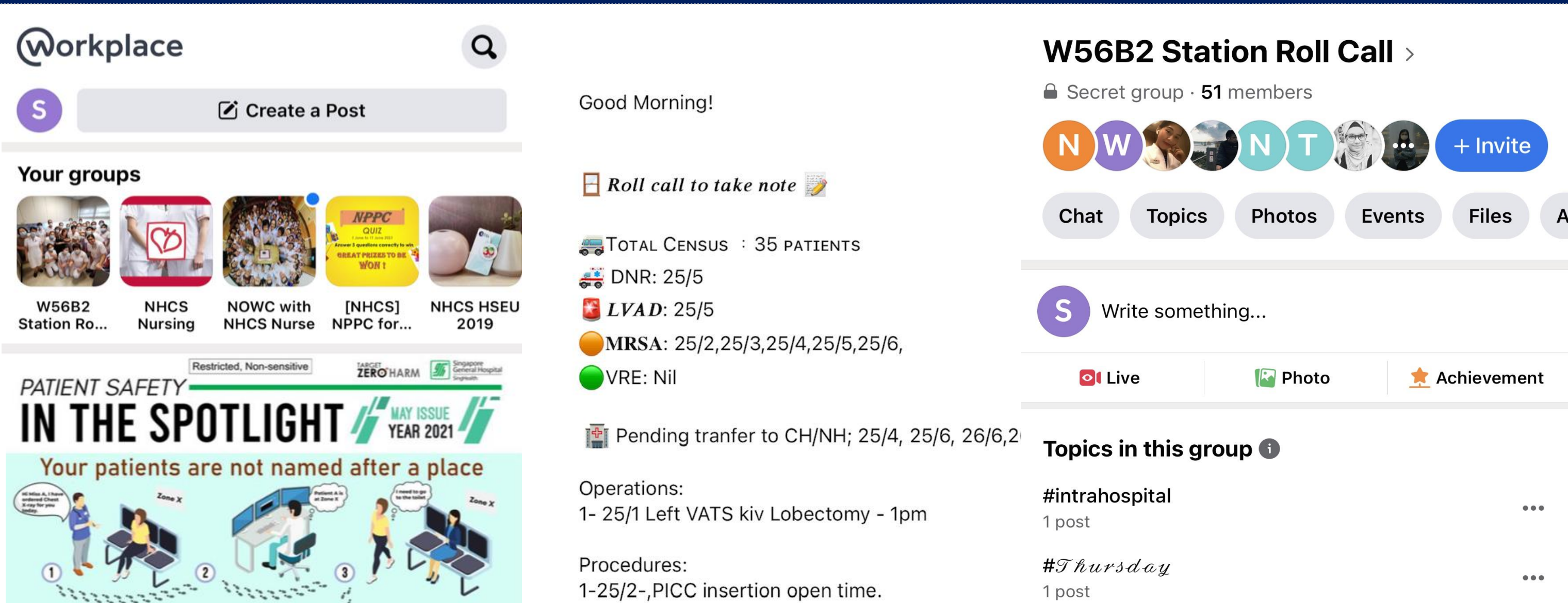
Root Causes Identified:

1. No standardized roll call structure
2. No systematic guideline in conducting roll call
3. No standardized location for roll call with safe distancing measures

Team brainstormed that creating the **standardized virtual method of handover** will benefit nurses and patient for these reasons:

- Staff will feel confident as they are able to access to the latest ward updates timely with their smart phones
- Supports social distancing as staff do not need to crowd while accessing the messages

SOLUTION



The team found a new way of posting information and messages in Workplace from Facebook instead of gathering at the nurse counter for roll call.

Benefits of Workplace from Facebook

- Workplace from Facebook only requires 3-5 minutes to read as compared to conventional roll call sessions that required 10-15 minutes
- The staff can handover patients earlier to the next shift and utilize the time saved to provide better care or educate patients
- The Nurse Clinicians on duty can monitor the roll call attendance status wherever they are using the smart phone

RESULTS

Outcomes

- Safe distancing observed and no crowding at counter for roll call
- Staff verbalized satisfaction as it is time savings and allow full retention of important information where they can refer to the roll call messages anytime
- They can continue to communicate or raise questions by commenting further on the post
- This also ensure confidentiality on the information to the public as staff does not need to raise their voice for questions around the nurse counter



Tangible Benefits

Time savings achieved allow nurses to spend more time to attend to patients' needs and conduct patient education.



100% Target Met



Time Savings = 30minutes/ Day
182.5 Hours Saved/ Annum

Intangible Benefit

- Improve staff satisfaction and staff needs are met
- Time saved allows more time to greet and check on patients
- Improves organization professional image as no overcrowding at the nurses station
- Patient safety maintained as staff no longer need to crowd
- More time spent on patient care as updated information are available in Workplace from Facebook before nurses start their shift

SUSTAINABILITY & CONCLUSION

Previously, ward roll calls takes an average of 10 to 15 minutes and staff will crowd around the nurse counter. With virtual handover via Workplace from Facebook, staff are able to read posts that only requires an average of 3-5 minutes. Staff are able to access information wherever they are or during their journey to the wards. This facilitates staff to perform handover of patients earlier to the next shift and utilize the time saved on providing care or education to the patients.

The Nurse Clinicians on duty are able to monitor the roll call attendance status anywhere using the smart phone. It is easy to maintain, user friendly and sustainable. Within 2 months, it has been implemented to all work stations in Ward 56 and utilized by 120 different grades of staff. Staff are receptive to this new way of handover and gladly embraced the new changes.