Project Title

Improving Speech Therapists' Compliance to Standardised Electronic Meal Ordering System (EMOS) Comments

Project Lead and Members

Project lead: Chang Huey Fang

Project members: Wendy Sim, Ruth Yeoh

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Allied Health

Applicable Specialty or Discipline

Speech Therapy

Aims

The Speech Therapy Department aimed to increase STs' compliance to use of standardised EMOS comments to above 90% from Feb 2020 onwards to improve the safety of dysphagic patients. 90% was selected as a realistic short-term goal as we work towards our final target of 100%.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

Education sessions to highlight common pitfalls and explain implications of incorrect ST EMOS Comments, coupled with provision of reference sheets and feedback of errors during audits were effective in increasing STs' compliance to standardised EMOS comments to above 90%.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign, Value Based Care, Safe Care, Adherence Rate, Risk Management

Keywords

Standardised EMOS comments

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IMPROVING SPEECH THERAPISTS' COMPLIANCE TO STANDARDISED EMOS COMMENTS

MEMBERS: CHANG HUEY FANG, WENDY SIM, RUTH YEOH

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

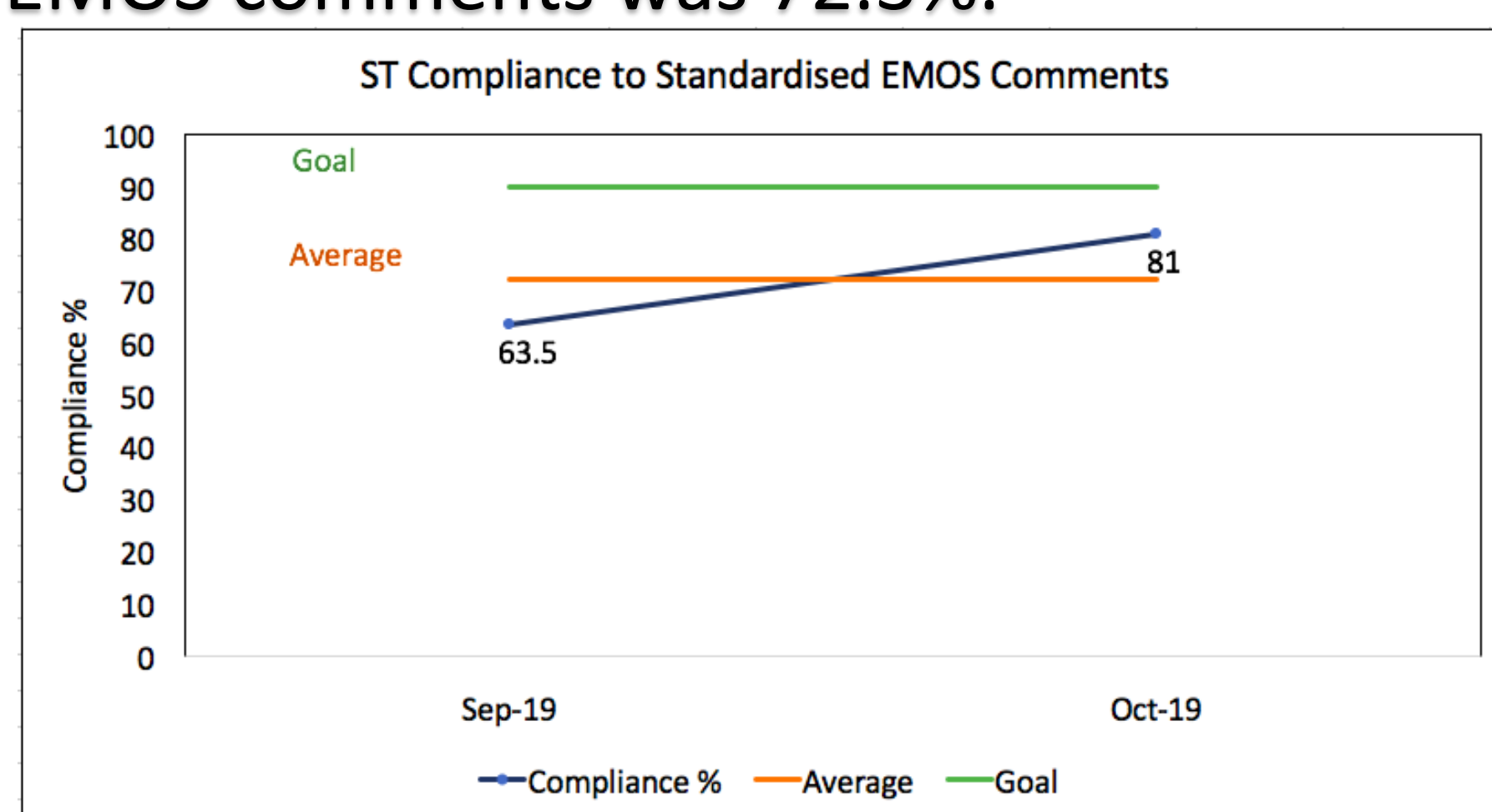## Define Problem, Set Aim

Problem/Opportunity for Improvement

In NTFGH and JCH, Speech Therapists (STs) type out ST Electronic Meal Ordering System (EMOS) comments on EMOS to restrict diet consistencies served to dysphagic patients. Incorrect or deviated ST EMOS comments can confuse Nurses, Patient Care Associates and Kitchen staff when they are ordering on EMOS and serving modified diet to patients. There is a risk of aspiration and subsequently aspiration pneumonia when patients receive incorrect diet consistencies. The average compliance rate for the use of standardised EMOS comments by STs between Sep and Oct 2019 was 72.3%.

Aim

The Speech Therapy Department aimed to increase STs' compliance to use of standardised EMOS comments to above 90% from Feb 2020 onwards to improve the safety of dysphagic patients. 90% was selected as a realistic short-term goal as we work towards our final target of
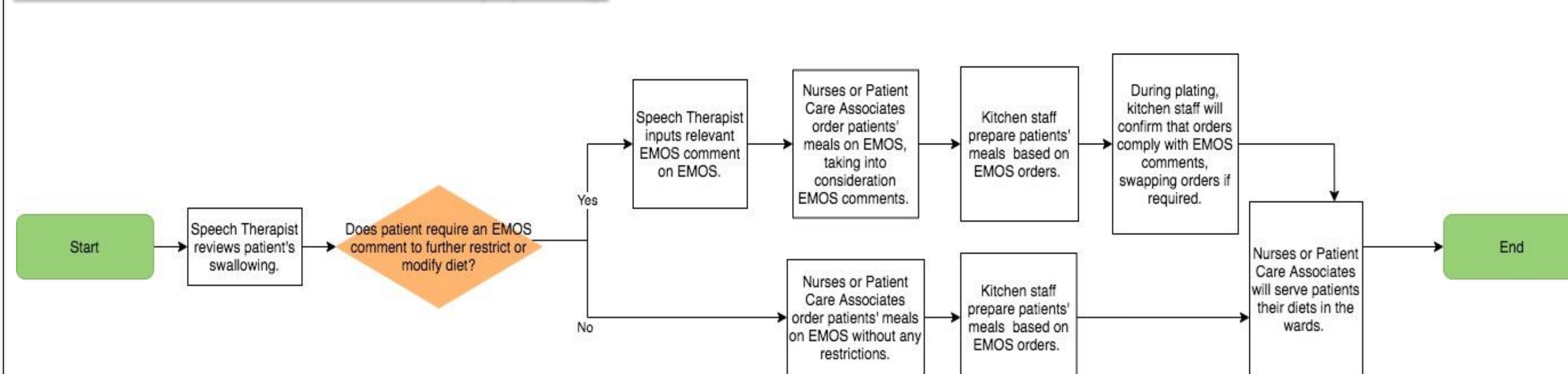
Establish Measures

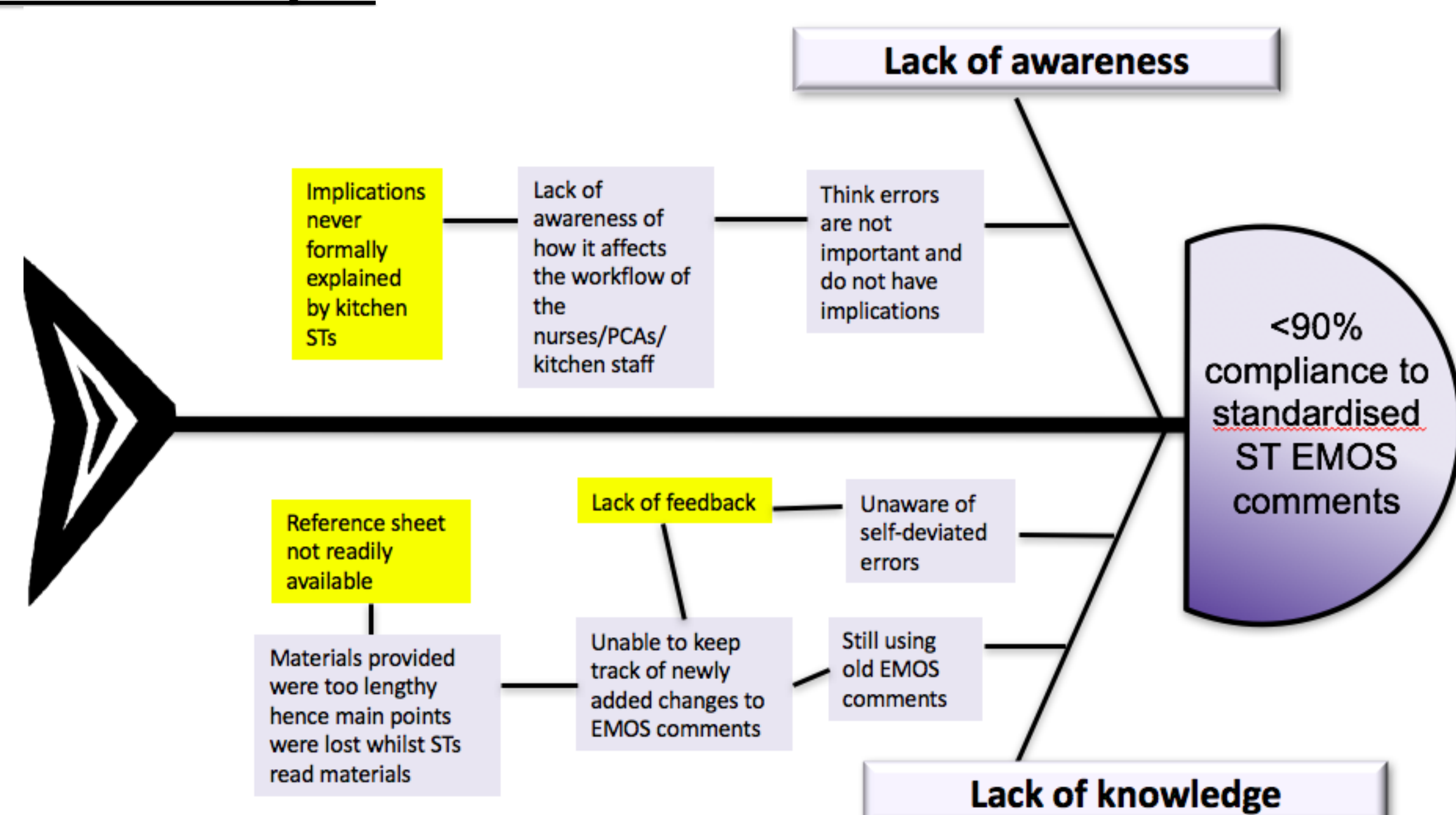Between Sep and Oct 2019, STs' average compliance rate to standardised EMOS comments was 72.3%.
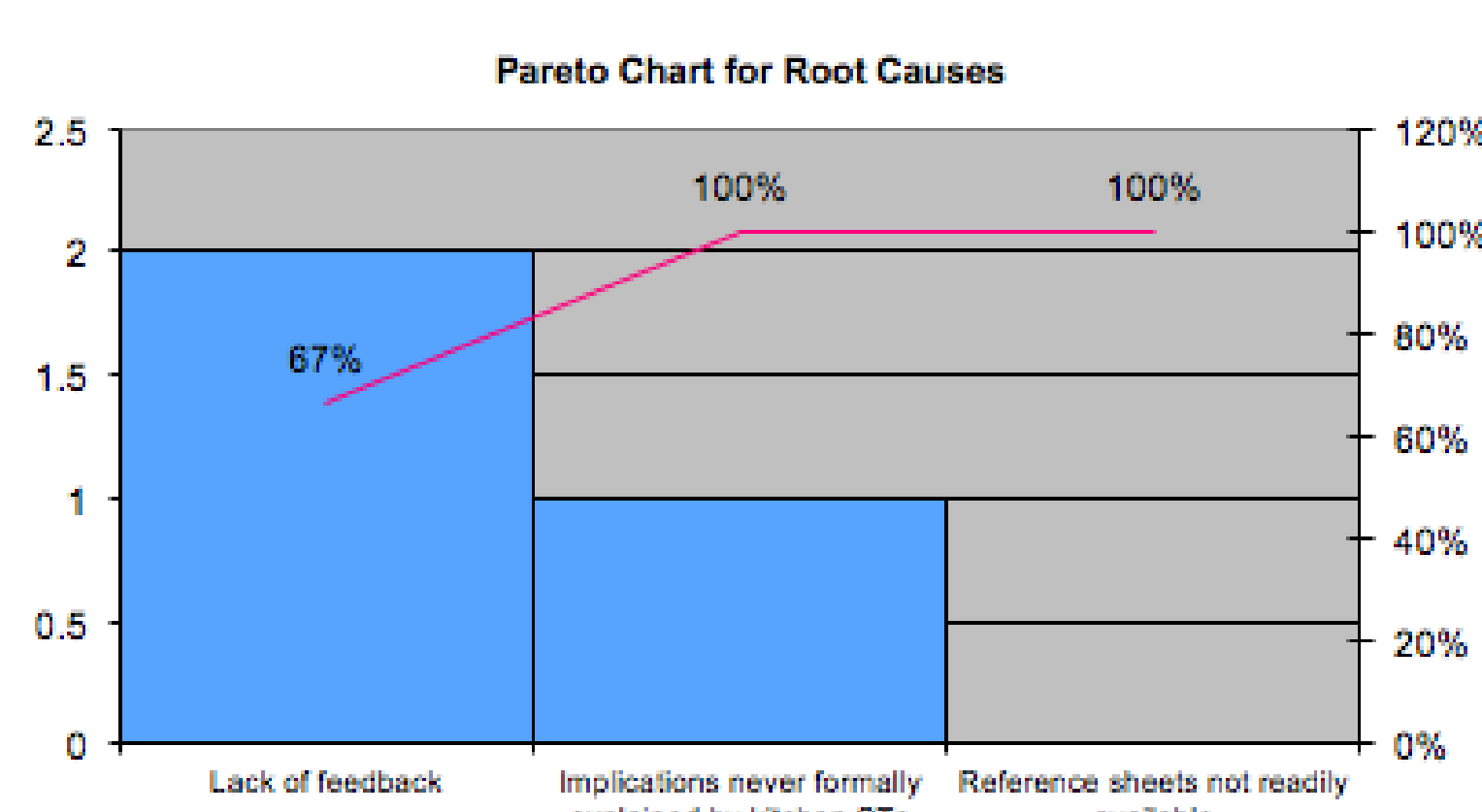

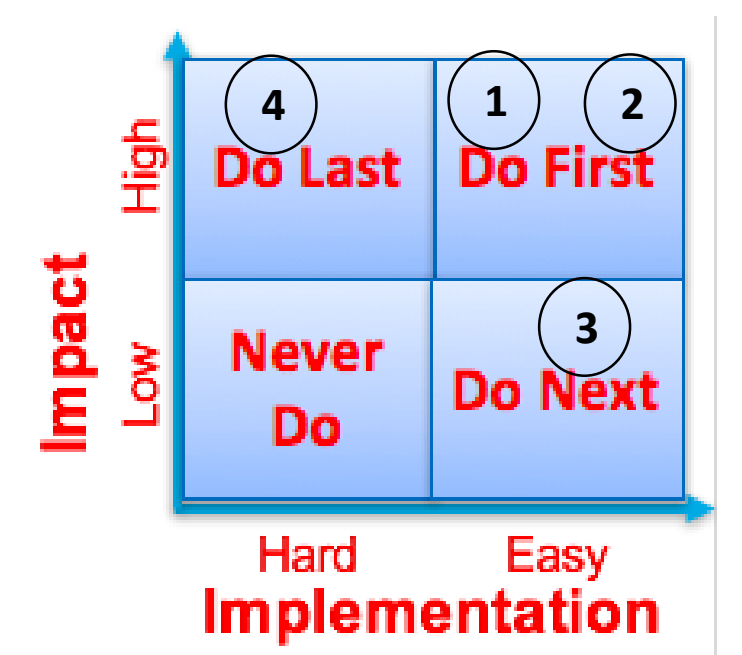## Analyse Problem

Current Process Mapping

Root Cause Analysis

Pareto Chart

Select Changes

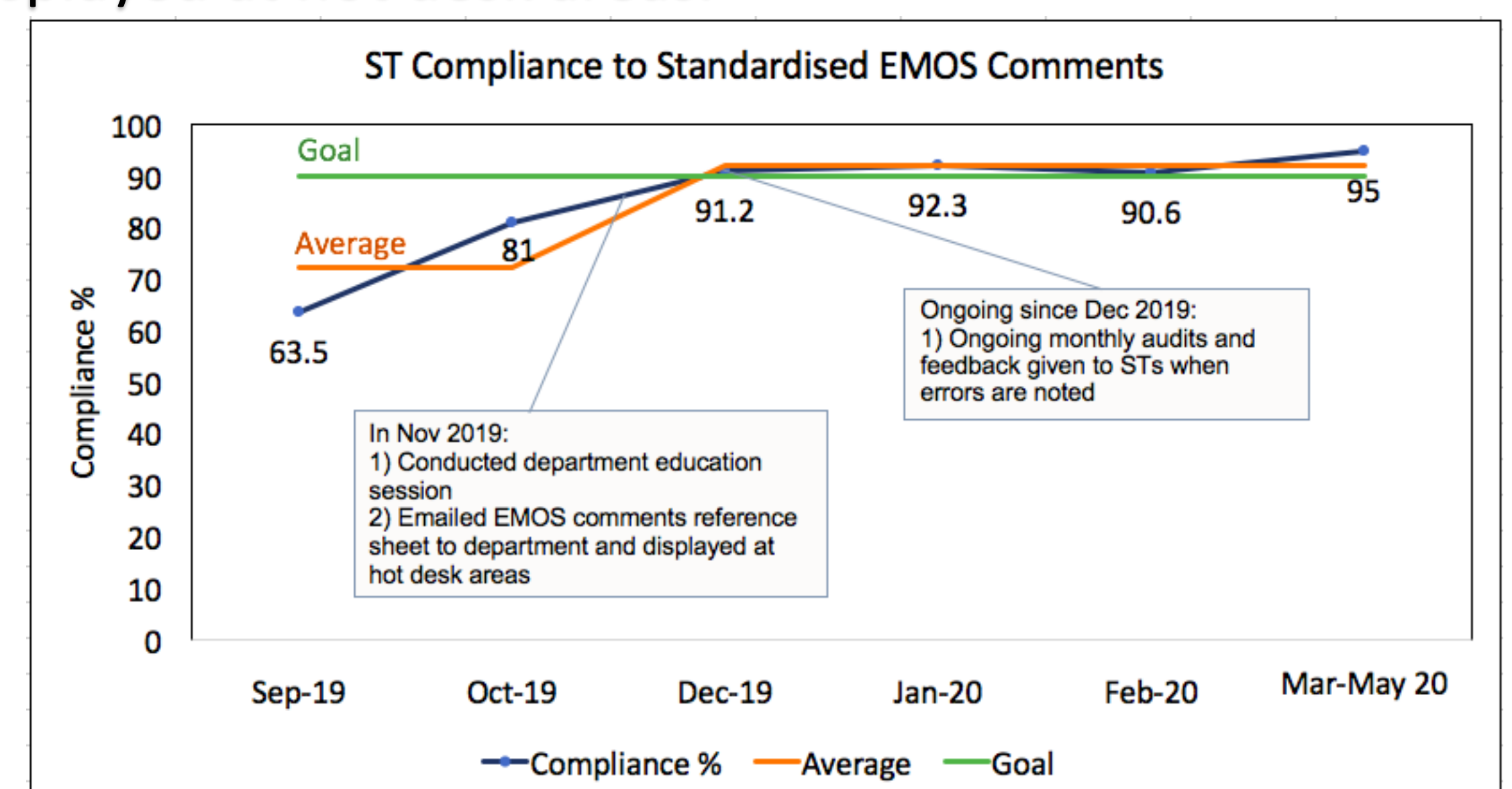| Root causes	Potential solutions	Priority ranking
Lack of feedback	**Education session** to **highlight common errors** noted in STs' EMOS comments.	1
	Ongoing audit of ST EMOS comments and **provision of feedback** when errors are noted.	4
Implications never formally explained by kitchen STs	**Education session** to explain **implications** of wrong ST EMOS comments.	2
Reference sheets not readily available	Provide EMOS comments **reference sheet** to the ST department.	3

EMOS Comments Reference Sheet for ST

Test & Implement Changes

PLAN: The aim is to increase ST compliance to use of standardised EMOS comments to at least 90% by Feb 2020 through education session, audits, feedback and provision of reference sheets.

DO: Speech Therapists holding Kitchen Portfolio:

- In Nov 2019, conducted education session during ST department meeting to revise EMOS comments, highlight common errors and explain implications of deviation from standardised comments.
- Since Dec 2019, provided feedback to STs when errors were noted during monthly audits.
- Provided EMOS comments reference sheets to the ST department and displayed at hot desk areas.

STUDY:

- Compliance increased to 90.6% in Feb 2020 and 95% during follow-up quarterly monitoring between Mar and May 2020. Compliance rate reached an average of 92.3% between Dec 2019 and May 2020.
- Further analysis of the nature of errors revealed that while most error types reduced post-intervention, random formatting error increased from 18.0% (11) to 64.7% (22).

ACT:

- To highlight to STs recent random formatting errors through another education session.
- To continue with quarterly audits and feedback of errors. Ongoing close monitoring of compliance as dip may indicate need for new maintenance strategies.
- To explore with relevant stakeholders regarding potentially creating drop-down list for ST EMOS comments during NGEMR transition. This will automate the use of standardised EMOS comments and reduce chances of human error.

Spread Changes, Learning Points

- Education sessions to highlight common pitfalls and explain implications of incorrect ST EMOS Comments, coupled with provision of reference sheets and feedback of errors during audits were effective in increasing STs' compliance to standardised EMOS comments to above 90%.
- To collect more baseline data during project design for a more representative baseline measure.

Ng Teng Fong General Hospital

Jurong Community Hospital