

Project Title

Improvements to the temporary stent tracking process

Project Lead and Members

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Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Medical, Nursing, Operations, Administration

Applicable Specialty or Discipline

General Surgery

Project Period

Start date: April 2019

Completed date: October 2021

Aims

The stents workgroup aimed to ensure all temporary stents implanted in NTFGH are included in the stent registry (i.e. 0 stents are missing) and to review the stent tracking process to identify and close any existing gaps, by December 2021.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

With the right tools and information, departments can be empowered to streamline and ensure compliance to processes.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Risk Management, Adverse Outcome Reduction

Keywords

Temporary Stents Tracking, Implant Report

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IMPROVEMENTS TO THE TEMPORARY STENT TRACKING PROCESS



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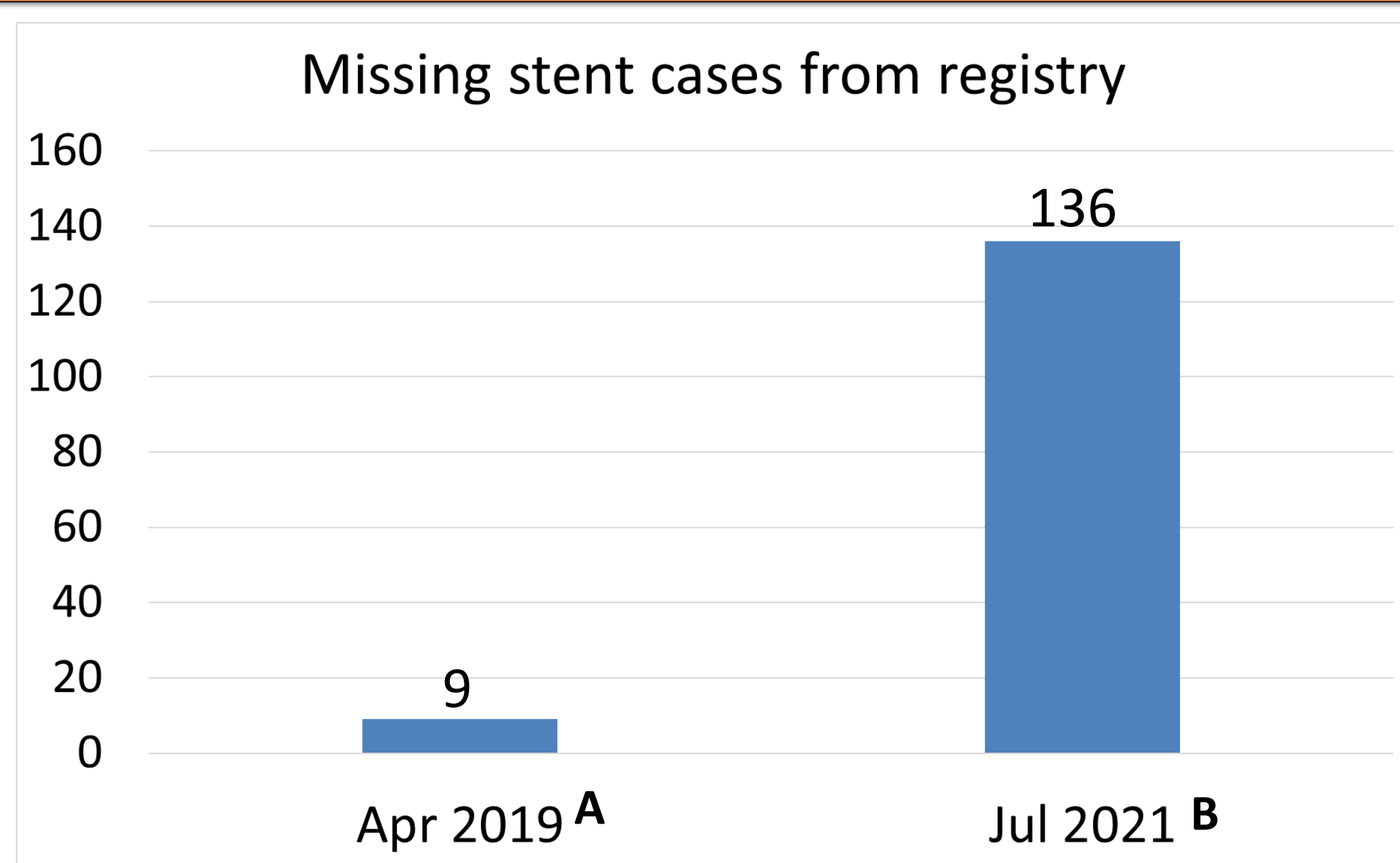
Define Problem, Set Aim

During a 2019 internal audit on the management of temporary stents, it was discovered that 9 out of 48 cases audited (19%) were missing from the department's stent registry. As serious complications can occur if temporary stents (ureteric, biliary stents) are not removed from patients in a timely manner, temporary stents need to be tracked up till removal.

Aim:

The stents workgroup aimed to ensure all temporary stents implanted in NTFGH are included in the stent registry (i.e. 0 stents are missing); and to review the stent tracking process to identify and close any existing gaps, by December 2021.

Establish Measures



A: From an internal audit done by Medical Affairs, 9 out of 48 cases audited were missing from the stent registry

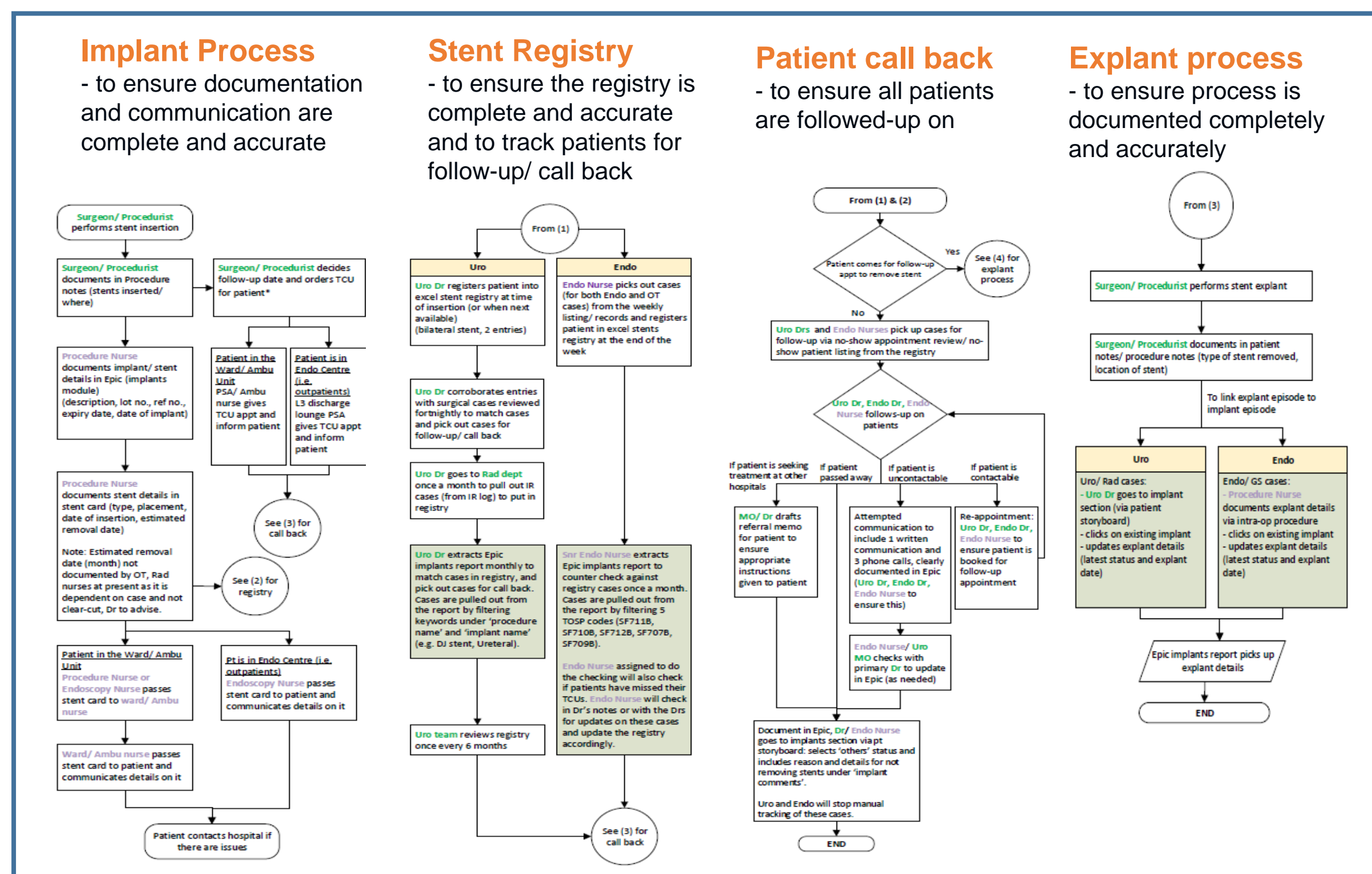
B: From a review of over 1,300 stent cases from 2019-2020 using a new implants report. A comparison was done to match cases between the new implants report and department stent registries, 136 cases were missing.

Analyse Problem

An analysis was done and the possible reasons for the missing cases were:

- a. Lack of tools to facilitate the tracking of removable stents:** Departments relied heavily on manual tracking of removable stents and this could lead to missed cases from the tracking sheet due to human error.
- b. Lack of awareness on Epic functionality to document explant date in the implants module in Epic:** Explanted date not documented in implants module in Epic due to knowledge gap about correct process. Gap in documentation of explant-by date in Epic and on stent card.
- c. System limitation of implants module for documentation:** No field in implants module to close case or document cases where the patient cannot be followed-through, e.g. uncontactable, migrated overseas, etc. Nurses did an addendum to close these cases.

Process maps plotted by workgroup documenting the various process streams



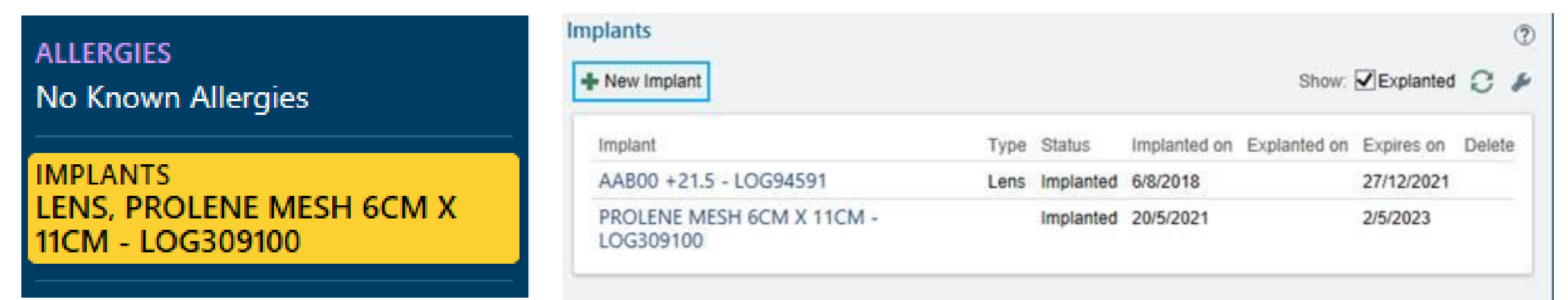
Interventions

a. Creation of an implants report

- i. A new report was developed to pull out implants as documented in the Implants module in Epic. Report has been validated by department leads and refined over the course of the project.
- ii. Stent cases can be pulled out by TOSP codes, implant name, etc.
- iii. Report used as an additional source of information to corroborate with another source (e.g. procedure listing) to ensure no cases are missed

b. Clarified documentation process, closed gaps from process mapping

- i. Documentation of the explant date can be done via the implants module accessed via the patient storyboard and implant summary page

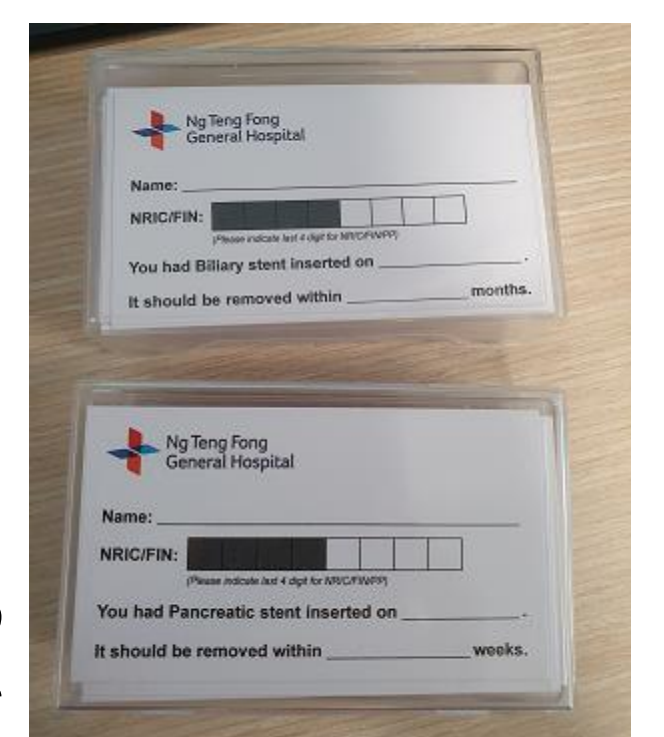


Via patient storyboard

Implant summary page

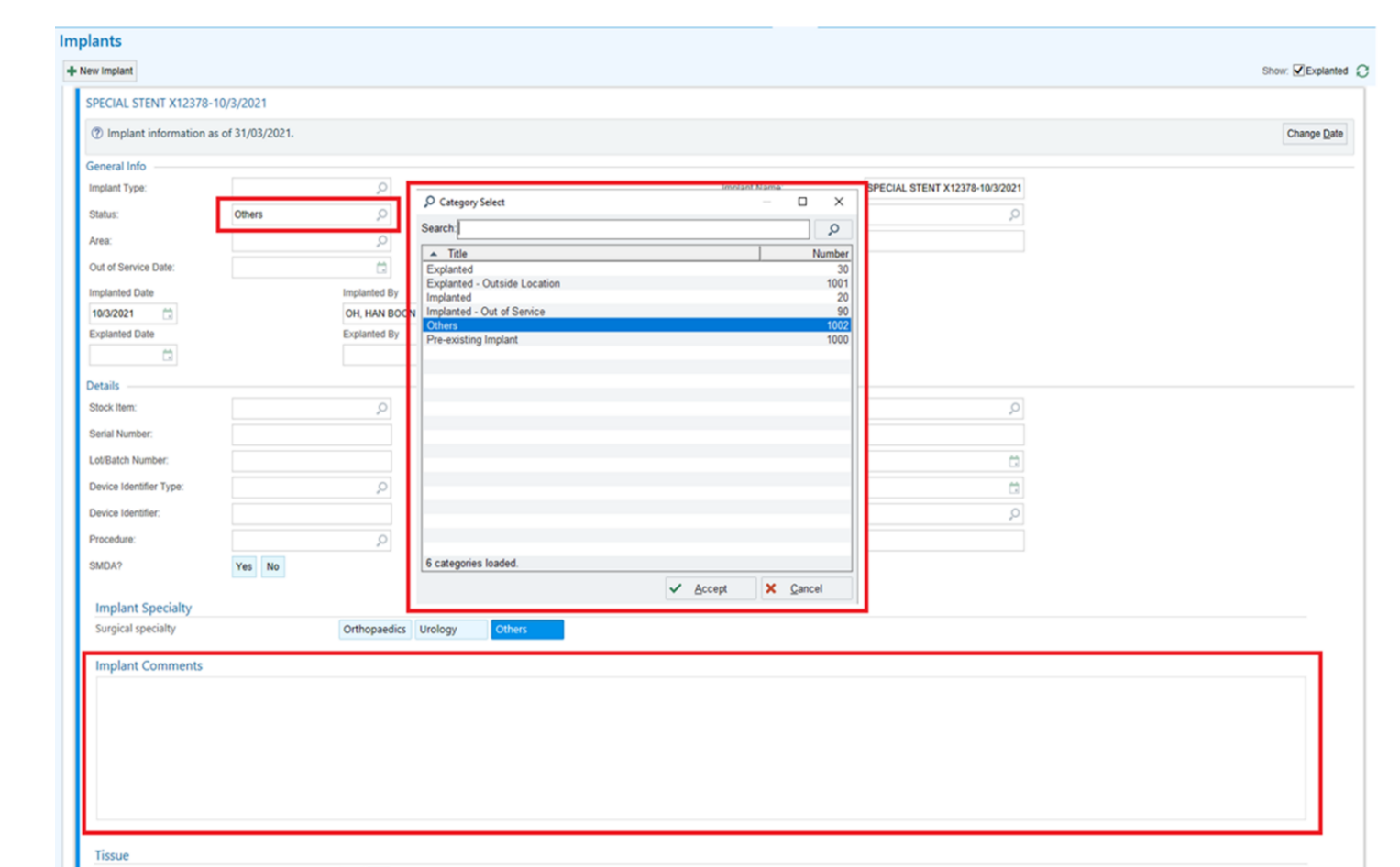
- ii. Gap on documentation of the explant-by date on stent card: decision is for ordering doctor or team to provide the expected removal date indicated on stent card, nursing team to note down

Sample of Endo stent cards

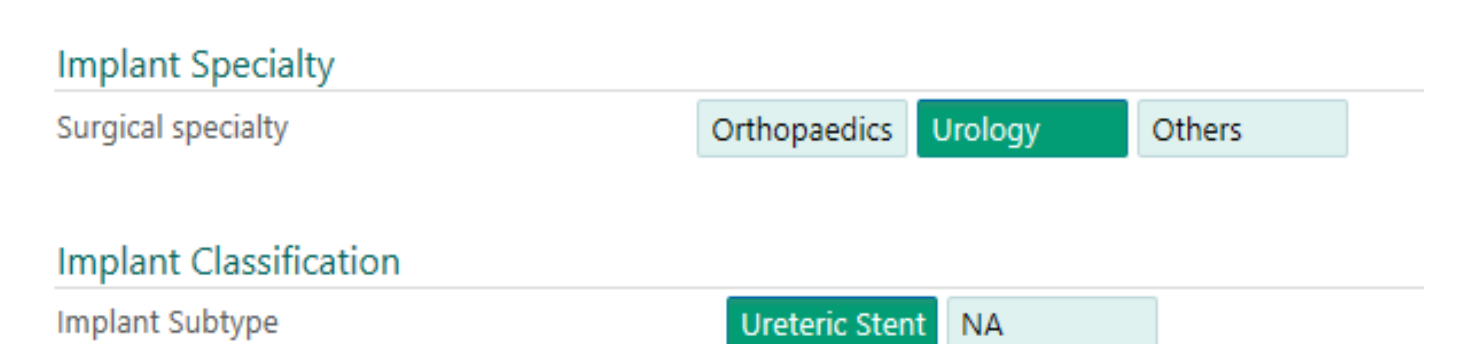


c. Solved limitation issues in Epic, did a one-time review of stents from 2019-2020

- i. Added in new 'others' field and implant comments section (free text) to document cases which cannot be followed through, e.g. patients are uncontactable, to close these cases
- ii. Reviewed stents from 2019-2020 using new report to identify missing cases and key learning points (e.g. correct tagging of stent)

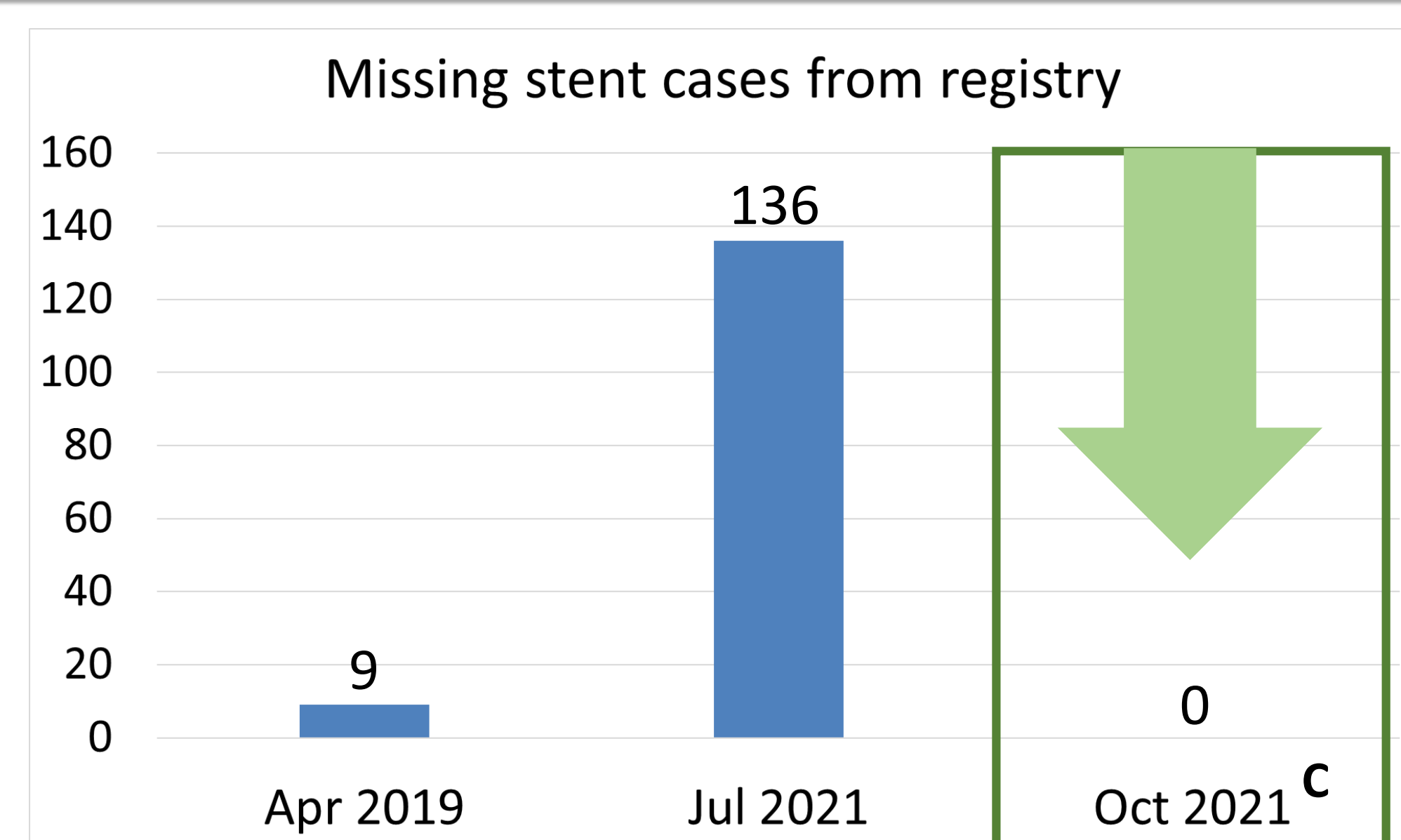


Inclusions to the fields in implants module



Tagging as Ureteric stent

Results



C: New implants report has been validated and includes all stent cases implanted in NTFGH, ensuring no cases are missed. With refinements to the stent documentation process, departments have been using the report to facilitate the tracking of stent cases.

Learning Points

With the right tools and information, departments can be empowered to streamline and ensure compliance to processes.