

## **Project Title**

Improving the Caregiver Nomination Workflow in Paediatric Business-As-Usual (BAU) wards

## **Project Lead and Members**

Project Lead(s): Ang Mei Qi, Nurse Clinician

Project Members:

- Tan Shimin, Valerie, Senior Staff Nurse
- Sengalrayan Janet Maria, Nurse Educator
- She Weiwei, Assistant Nurse Clinician
- Farzana Shariq Mujtaba, Senior Staff Nurse
- Tye Sok Hwee Sheila, Assistant Nurse Clinician
- Belinda Huang Linghui, Senior Executive
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- Tey Yew Wei, Assistant Director
- Espino Fame Murallon, Senior Executive
- Oh Lee Ling Sally , Director

## **Organisation(s) Involved**

KK Women's and Children's Hospital

## **Healthcare Family Group(s) Involved in this Project**

Nursing

## **Applicable Specialty or Discipline**

Pediatrics

## **Project Period**

Start date: 22 September 2021

Completed date: June 2022

## **Aim(s)**

- Review and streamline the change of CG nomination process
- Empower CGs to perform self-nomination of CG change
- Improve CG experience when performing CG change
- Eliminate time spent by nurses to perform this administrative task

## **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**

The team learnt that in order to make a change beneficial and sustainable, it is important to work and involve all stakeholders in the process change.

This change involved the CGs and nurses as well as the VS staff. Not only was it essential for this implementation change to involve the nurses and VS staff, there was a need to include the CGs as they were also directly affected in this process of change. The care re-design workflow has enabled our CG to take ownership and the empowerment to meet their needs.

Furthermore, the dissemination of information needs to be relayed properly to all stakeholders, to ensure that work processes are carried out smoothly with everyone being well-informed on the changes.

Also, we learnt that we do not necessarily need to do everything for the patients. We believe that working in partnership with patient/CGs will enhance their experience and maintain their self-esteem. During the implementation of the change, the process of VS staff updating the CGs change requests in the system was also standardized to two times daily instead of ad-hoc basis in the previous workflow. This standardization of workflow has therefore also benefitted the VS staff as compared to the previous workflow of using the hardcopy request form.

### **Project Category**

Care & Process Redesign

Value-based Care, Productivity, Manhour saving

### **Keywords**

Nursing Workflow, Electronic Form, Caregiver Nomination

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# Improving the Caregiver Nomination Workflow in Paediatric Business-As-Usual (BAU) wards

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## Introduction

Besides patient care responsibilities, nurses in Paediatric BAU wards are involved in administrative tasks such as caregiver (CG) nomination. The flow of the CG nomination process can be found in Figure 1.

1. Nurse obtains hardcopy form from nursing counter



2. Nurse hands the request for change of CG form to CG at patient's bedside  
3. Nurse assists CG to complete form  
4. Nurse collects completed form and brings it back to nursing counter



5a. Nurse faxes form to Automated Visitor Management System (AVMS) OR  
5b. Nurse hands form to first CG to verify with AVMS staff on change of CG



6. Nurse files faxed copy into patient's case note



Figure 1: Flow of the CG nomination process

## Problem statement

The existing 'Change of CG nomination' process in Paediatric BAU wards is tedious and time-consuming.

## Aim

1. Review and streamline the change of CG nomination process
2. Empower CGs to perform self-nomination of CG change
3. Improve CG experience when performing CG change
4. Eliminate time spent by nurses to perform this administrative task


## Method

The Plan-Do-Study-Act model was adopted. The nursing team collaborated with Visitor Services (VS) team to digitize the change of CG nomination process by creating a QR code that links to an electronic FormSG managed by the VS staff. CGs can access this QR code provided on visiting advisory signages.

**Second Caregiver Nomination Form**

1. No changes to the nominated person(s) is allowed throughout patient's admission.
2. All nominated Caregiver(s) must undergo Antigen Rapid Test (ART) before going up to the ward.
3. Completed nomination form received will be updated by the next working day at 2pm.
4. If any part of the form is not duly completed or contains error, no updating will be carried out.
5. Once there are two nominated caregivers in the system, there will be no addition or replacement of caregiver.

Please scan this QR code for the 2<sup>nd</sup> Caregiver Nomination Form.



## Results

A pre-implementation study was conducted from 22nd September 2021 to 28th September 2021 across five Paediatric BAU wards using the pre-existing hardcopy CG change forms. During the pre-implementation study, 228 hardcopy requests were received. Nurses spent 2 hours 10 minutes daily with an average of 4 minutes per request. The results are shown in Table 1.

Table 1: Pre-implementation data- Total time spent on each change of CG request

Total no. of hardcopy forms received in one week	Time taken for change of CG request	Time spent per day
228/7 = 32.6 (33) per day	19.8 mins/ 5 wards	33 x 3.96mins = 2 hours 10 mins
= 33 forms received per day	= 3.96 mins per request	

The workflow was refined and a hybrid trial was conducted from 4<sup>th</sup> October 2021 to 10<sup>th</sup> October 2021, using both hardcopy and electronic forms. During this hybrid trial, 148 hardcopy requests were received and nurses spent 1 hour 23 minutes, similarly spending an average of 4 minutes per request. Concurrently, 72 electronic requests were received, resulting in a total saving of 4 hours and 48 minutes.

Total saving of **4 hours 48 minutes** using electronic forms during hybrid trial

A satisfaction survey was also conducted on the CGs. Data collected from the survey from October 2021 to June 2022 showed that the average satisfaction score was 4.4 out of a total score of 5.

## Benefits



### Patient and CG

Empowerment leading to enhanced experience



### Staff

- Reduced nurses' time spent on administrative task
- Better coordination between wards and VS



### Organisation

- Sustainable and environmentally-friendly initiative
- Improve healthcare institution's reputation

## Conclusion

The introduction of the electronic form is environmentally-friendly and has been well-received by CGs, AVMS staff and nurses. While CGs are empowered to perform CG change requests independently, the time saved by nurses is better utilised in uninterrupted care for their patients.

## Acknowledgment

We would like to extend our deepest appreciation to the nurses from Paediatric Wards 31, 55, 56, 66, 75 for assisting in the data collection.