

Project Title

Reduced preparation time for Yag Laser Procedure using Visual Cue as educational material

Project Lead and Members

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Organisation(s) Involved

Singapore National Eye Centre

Healthcare Family Group(s) Involved in this Project

Medical

Applicable Specialty or Discipline

Ophthalmology

Aim(s)

- To allow doctors independency and productivity with the usage of the Laserex Tango
- To decrease patients' waiting time and less anxiety for YAG laser

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Value Based Care, Productivity, Time Saving

Keywords

Procedure Visual Cue, Reduce Preparation Time

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Introduction

The Laserex Tango Nd:YAG is the machine that can be used for both Selective Light Amplification by Stimulated Emission of Radiation (LASER) Trabeculoplasty (SLT) and Neodymium-Doped: Yttrium Aluminum Garnet (Nd:Yag). Doctors that choose Laserex Tango to do YAG often are unfamiliar with the machine therefore unable to proceed with YAG laser and require assistance from the nurses thus delaying time for patients which increases other patients waiting time.

Patient's anxiety level with the doctor increases as the doctor are unfamiliar with the machine and hence view them as unprofessional with regards to the process.

Purpose

- To allow doctors independency and productivity with the usage of the Laserex Tango.
- Decrease patients' waiting time and less anxiety for YAG laser.

Methodology

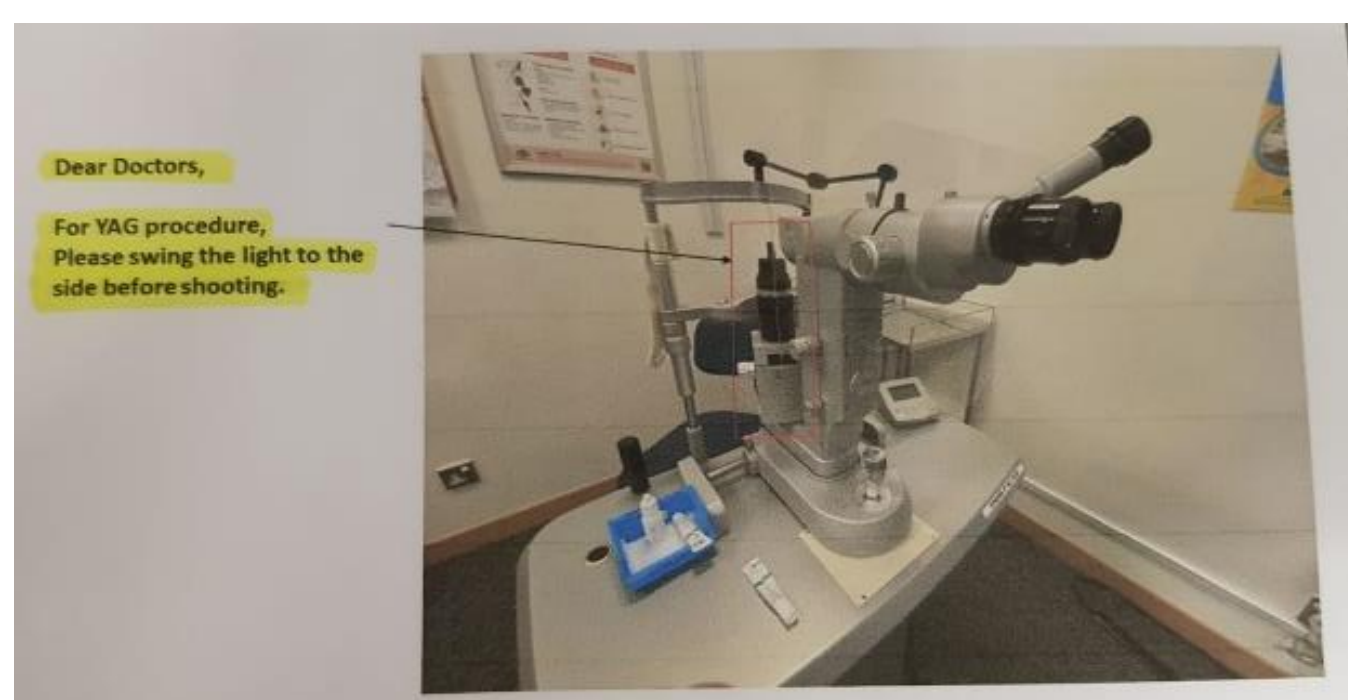
PDCA 1 (Plan-Do-Check-Act)

Plan - To create a visual cue with pictures to prompt the doctors to swing the slit lamp light to the side before shooting the laser.

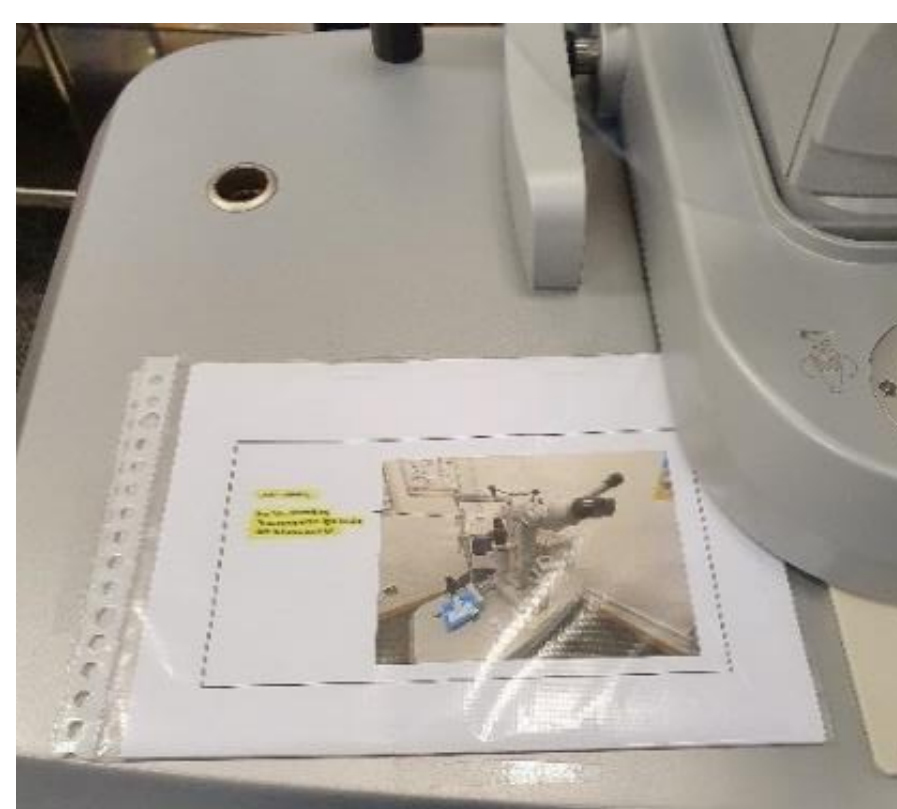
Do - Create the visual cue by taking picture of the Laser machine in different form.



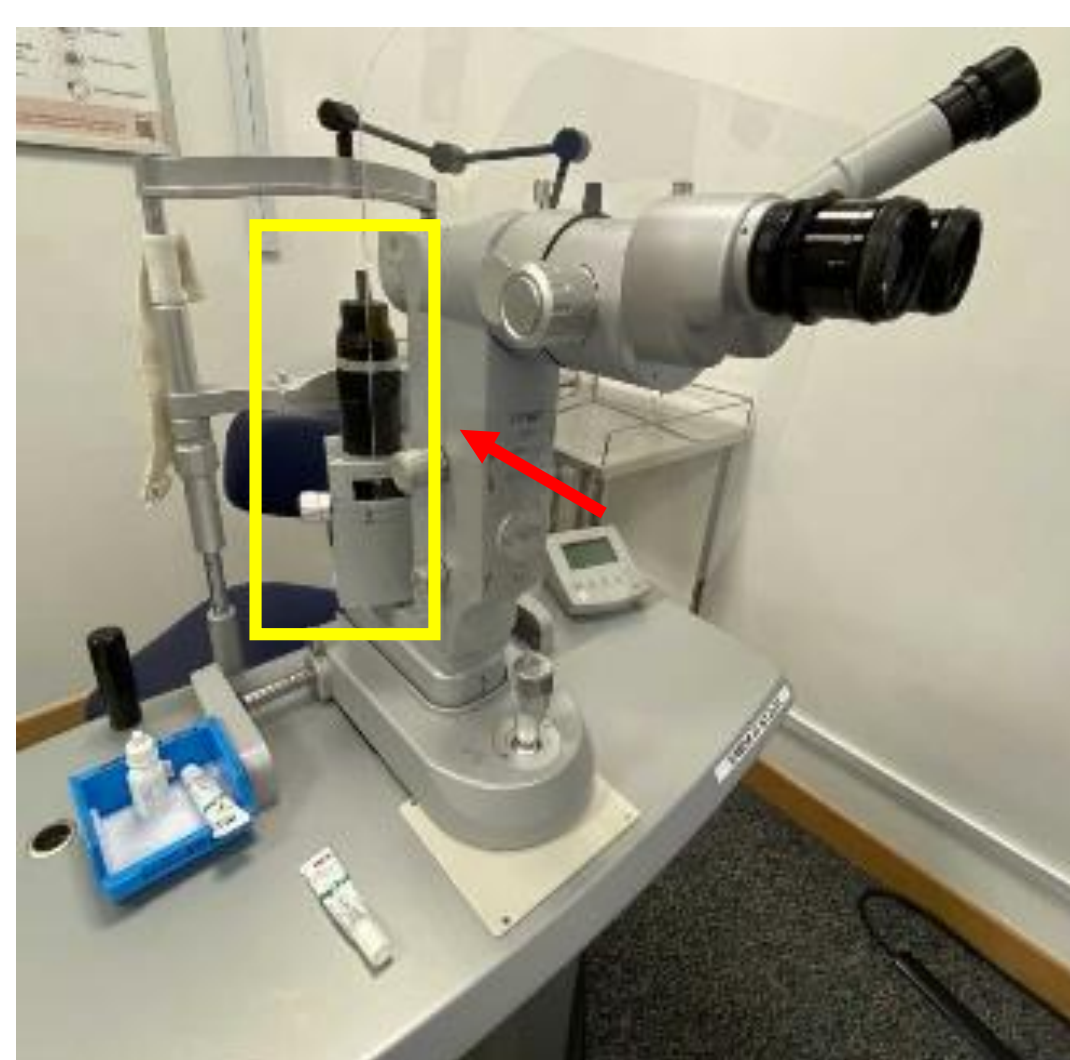
Check - Checking that the visual cue is visible enough for all to see.



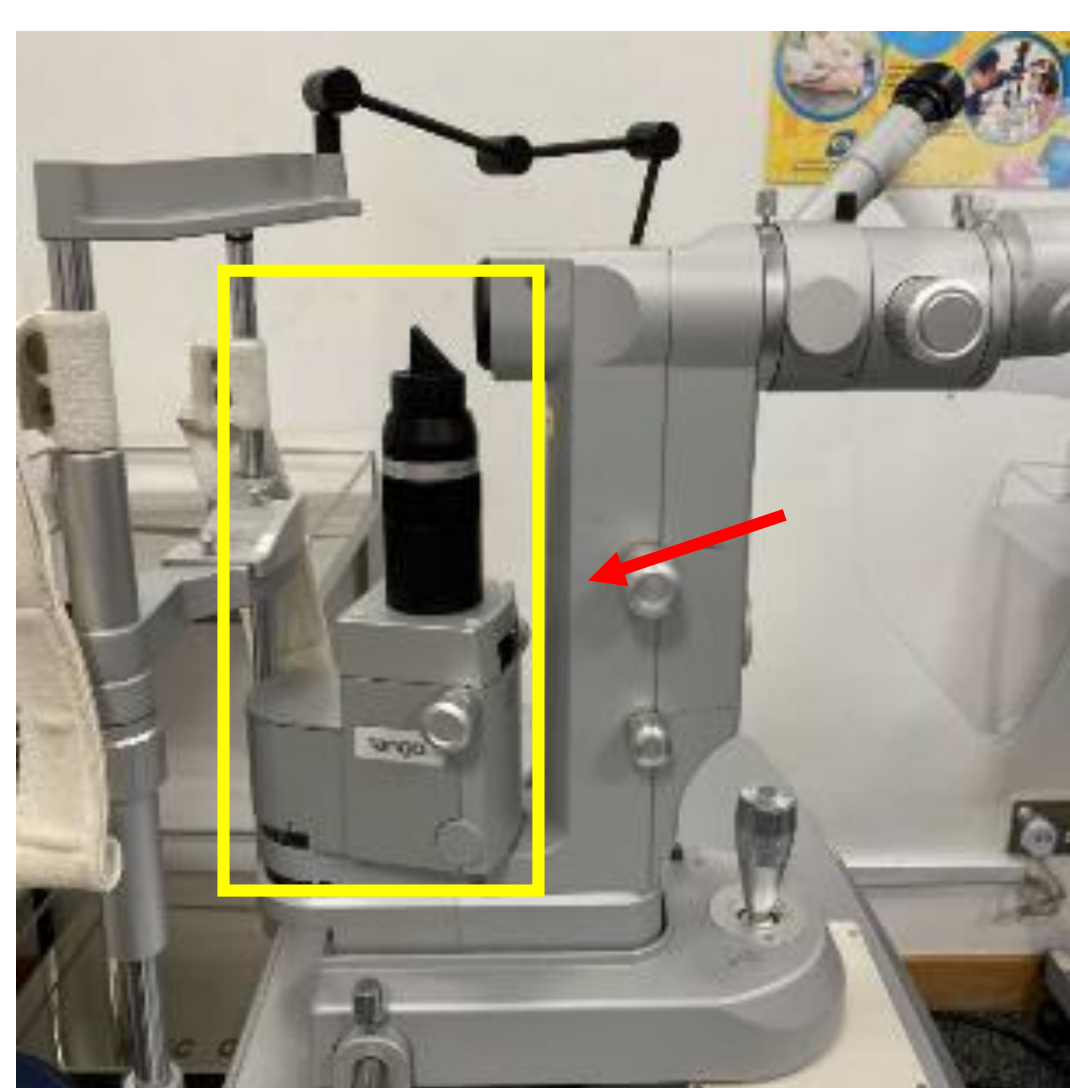
Act - Putting the visual cue onto the laser machine. By putting together Picture 1 and 2 to help the doctors visualise how to swing the slit lamp light to the side.



Picture 1: The front view of the slit lamp light swing to the side.



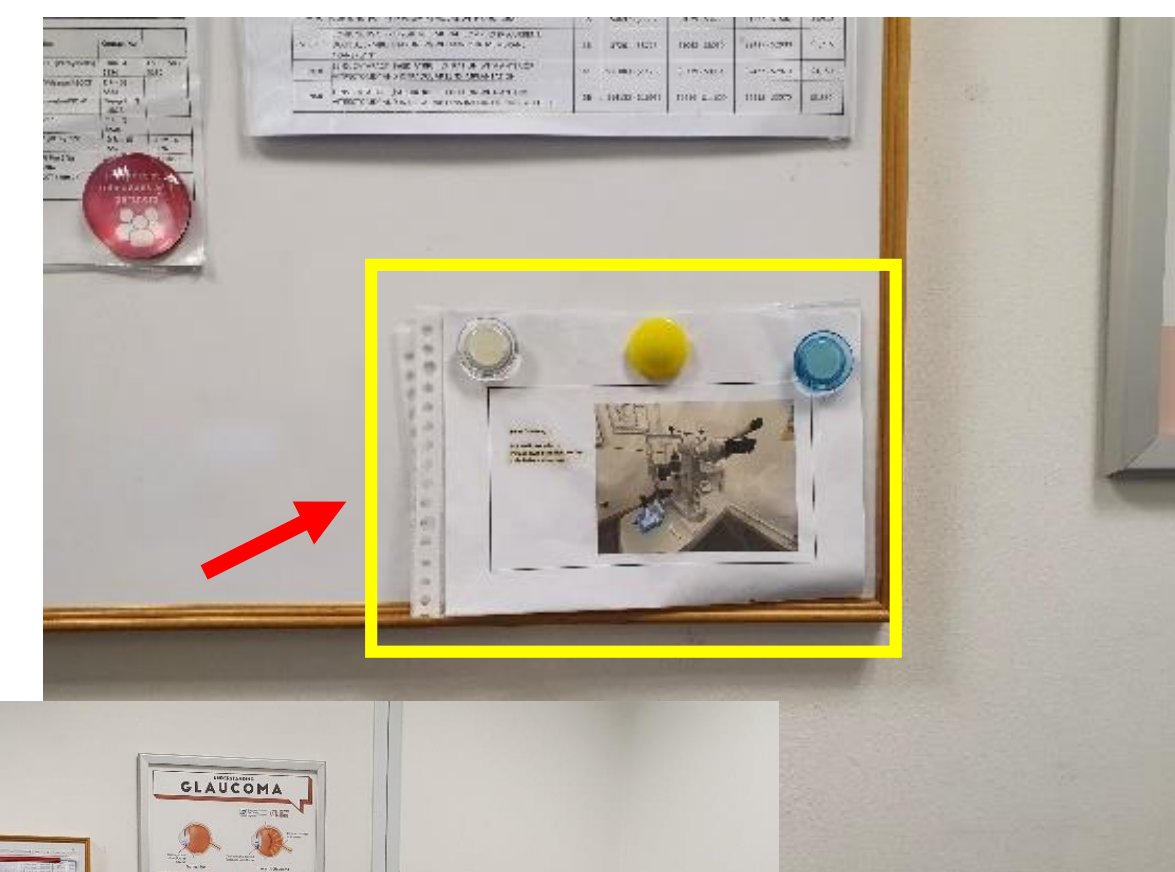
Picture 2: The side view of the slit lamp light swing to the side.



PDCA 2

The Team realized that after putting the requisites, the view of the visual cue was blocked. So the team decided to change the visual cue to the board as shown in Picture 3 and 4.

Picture 3: The visual cue placed onto the board.



Picture 4: The whole view of the visual cue.



Result

Data shown significant decrease of average waiting time to 6.1 minutes (36%) after implementation of visual cues shown in Figure 1.

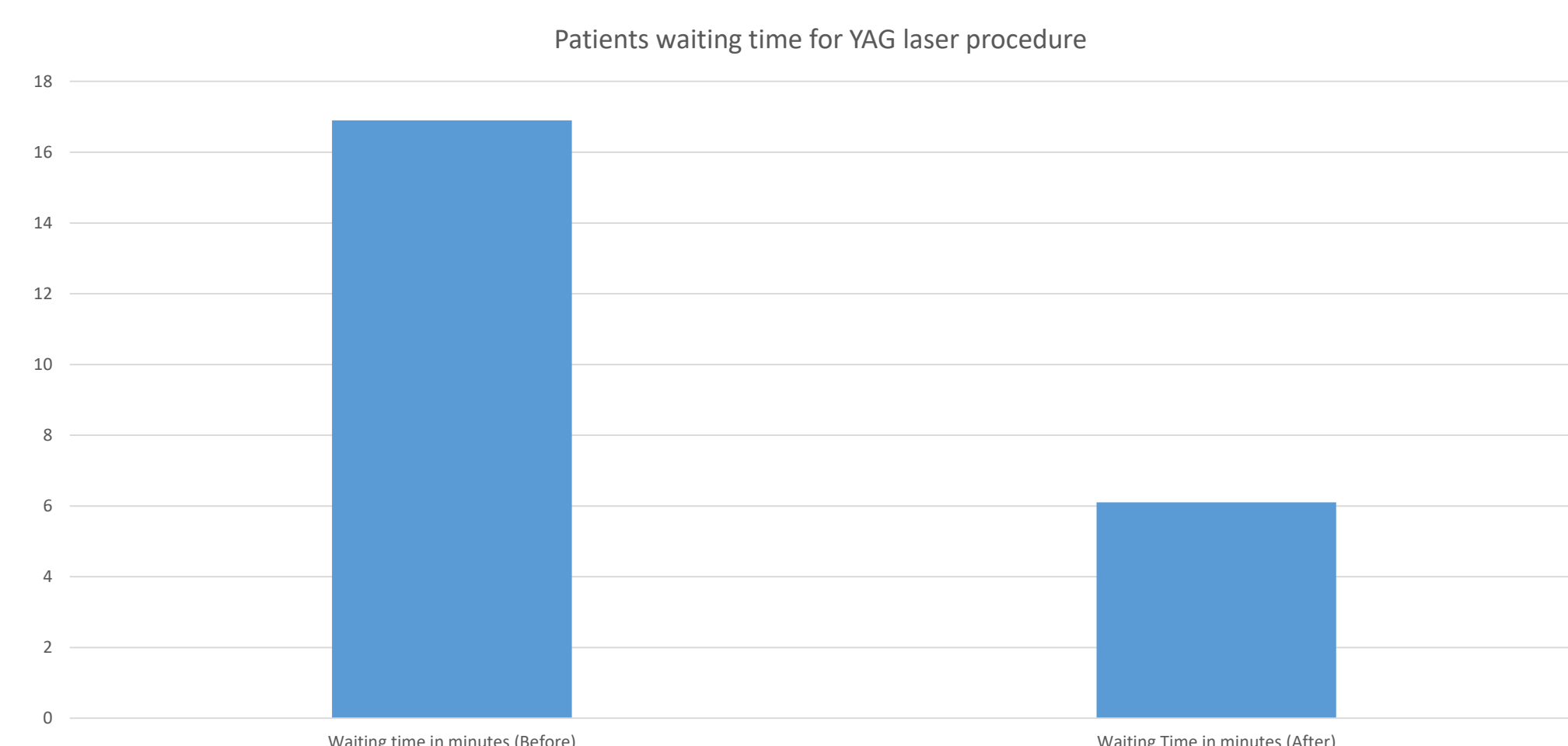
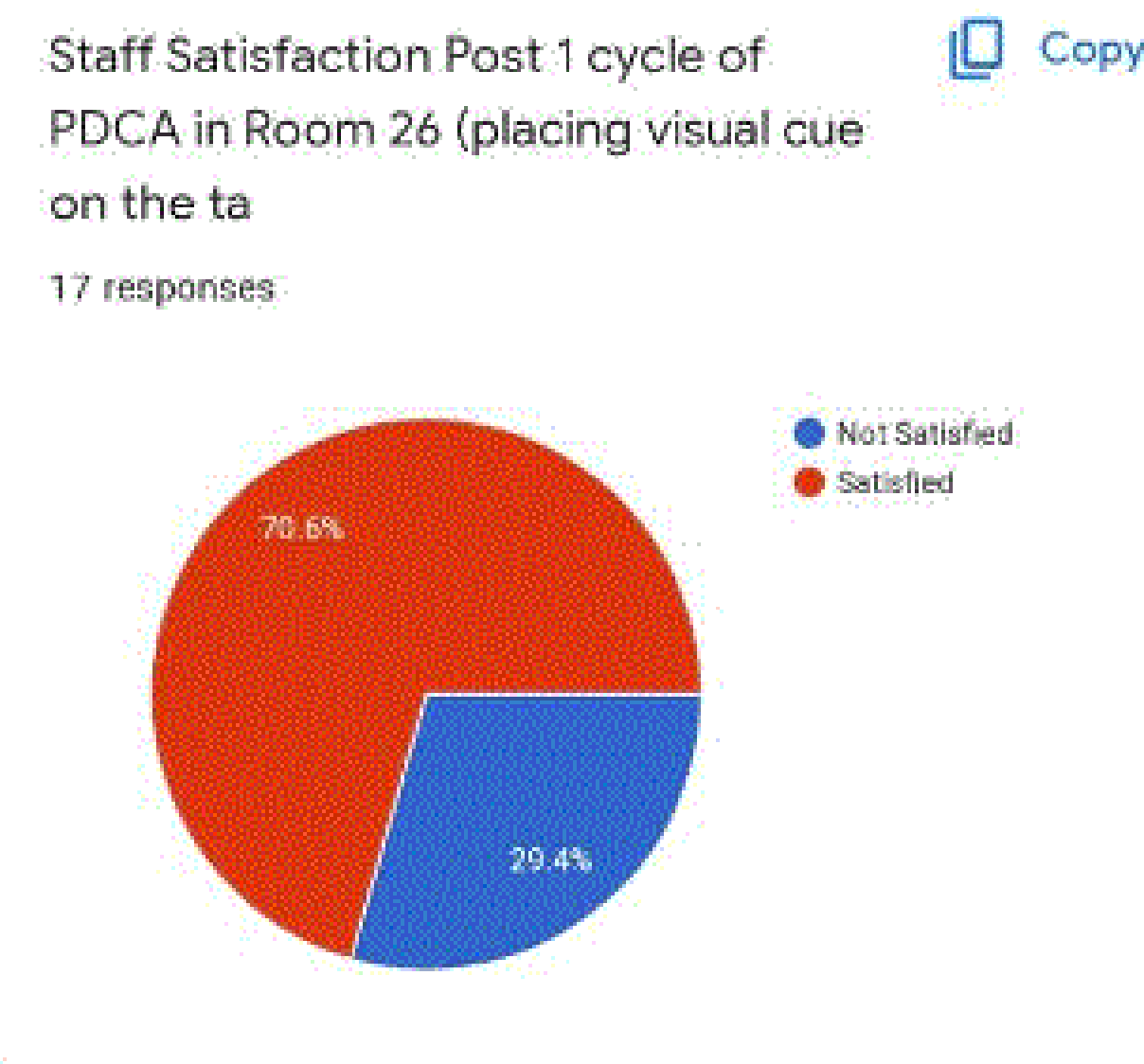
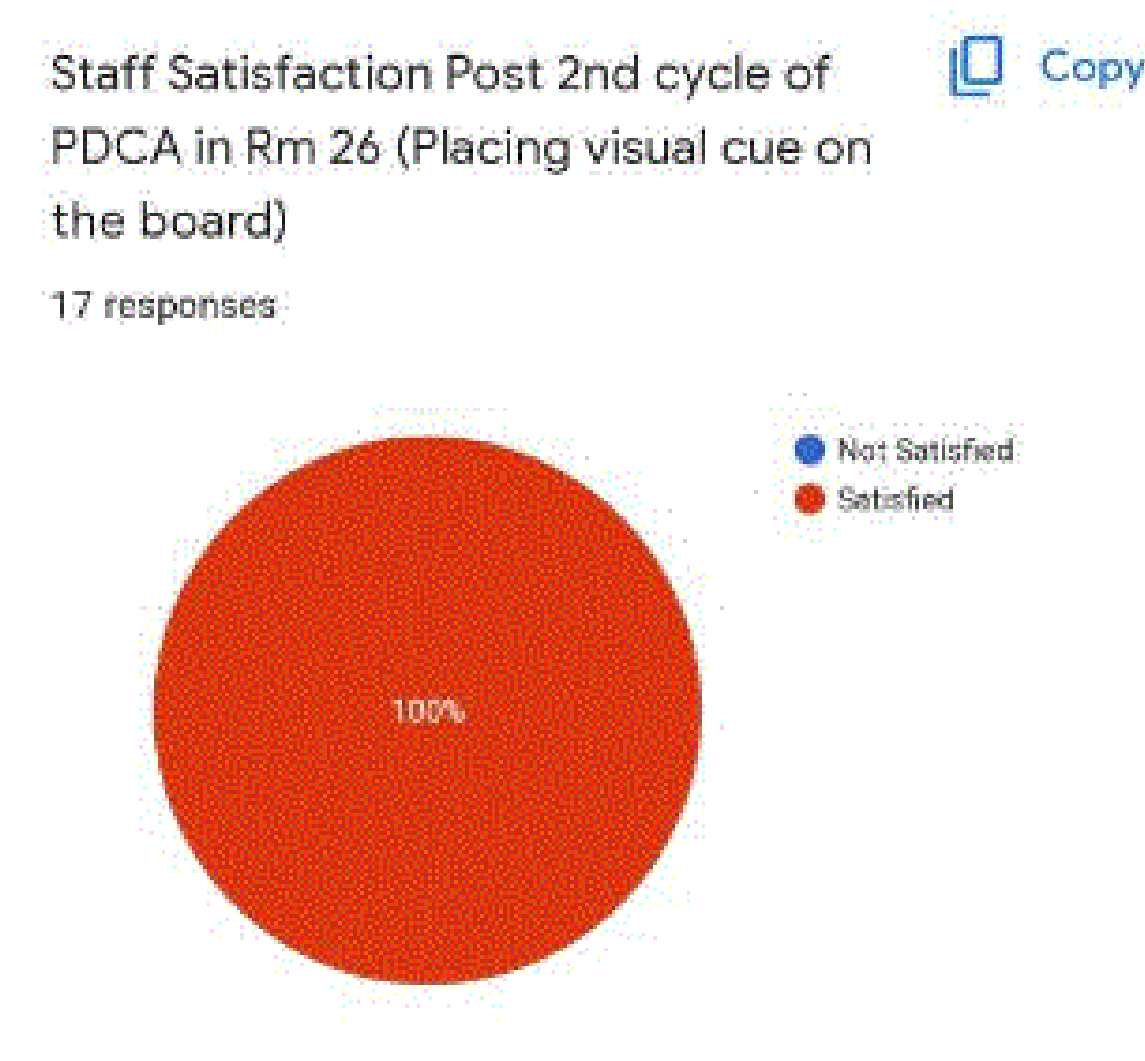


Figure 1: The average waiting time before and after implementation of visual cue.



The team feedback of 17 responses that it was 70.6% satisfaction for PDCA 1 in Figure 2.

Figure 2: The result of staff satisfaction post 1st cycle of PDCA 1 survey



The team feedback of 17 responses that it was 100% satisfaction for PDCA 2 in Figure 3.

Figure 3: The result of staff satisfaction post 2nd cycle of PDCA 2 survey

Discussion

In order to allow doctors independency and to increase their productivity with the usage of Laserex Tango ND:YAG as it is 2 in 1 LASER machine, creation of a visual cue with pictures to prompt the doctor on how to operate the machine independently if they want to use for YAG laser.

Conclusion

Implementation of visual cues help in reducing waiting time and provide less anxiety for patients and increases doctors independency and productivity.