

Project Title

Colonoscopy Video

Project Lead and Members

- Shereen Chan

Organisation(s) Involved

Sengkang General Hospital

Healthcare Family Group Involved in this Project

Pharmacy

Applicable Specialty or Discipline

Gastroenterology, Pharmacology

Project Period

Start date: Jul 2021

Completed date: Jul 2022

Aims

To find out whether any difference for the average time spent counselling on patients offered QR Code using the video explanation as opposed to those receiving full counselling.

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

Quality Improvement, Design Thinking, Productivity, Time Saving

Keywords

Video Training, Counselling, Instructional Training, Communication

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Singapore Healthcare Management 2023

Colonoscopy Video

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Background

Outpatient Pharmacy provides dispensing counselling for Picoprep Powder and Colonic Lavage Powder (Fortrans) to approximately 4600 patients in the year of 2020 for patients undergoing colonoscopy procedure. The instructions to administer these preparation are standardized following a colonoscopy booklet and it takes 5-30 minutes to counsel a patient in accordance to patients' level of comprehension on the information given.

Mission Statement

To find out whether any difference for the average time spent counselling on patients offered QR Code using the video explanation as opposed to those receiving full counselling

Root Cause Analysis

Colonoscopy is a procedure that is offered to eligible patients and a comprehensive booklet is given to patients that contains all the necessary information. In addition, the list of medications used and instructions to prepare medications prior to procedure is also pre-set.

Therefore, it is apparent that having a tool that is able to replicate the pharmacy staff's role in providing the same information during dispensing will benefit both patients' and staff.

Waiting time at Outpatient Pharmacy during peak hours can stretch up to 30-45 minutes (not inclusive of dispensing time).

The instructional video would save both the pharmacy staff in counselling and patients' waiting time at the pharmacy. In addition, patient can frequently re-watch the video at their own pace. Pharmacy staff is then able to shorten waiting time for other patients' who require in-depth counselling on other medications.

Interventions/Initiatives

In-house instructional video is produced for 3 different bowel preparation (shown below) to be used before colonoscopy procedure.

The video content follows closely the colonoscopy booklet which is given to each patient who is going for the procedure.

Type of medication	Timing of procedure	Quantity of medication
Colonic Lavage	AM and PM	2 packets
Colonic Lavage	AM and PM	4 packets
Picoprep Powder	AM and PM	2 packets

Edits were done based on feedback from SKH communications team, Ms Deborah Chua and outpatient pharmacy workgroup team.

Staff can pass the instruction sheet with the Youtube link or QR code to patients so that they can view the videos at their own pace. However, there are some exclusion criteria which includes patients who do not follow the prescribed regimen for example 3 packets of colonic lavage, Non-English speaking patient or patient who still prefers face to face counselling.

Staff is asked to record the number of patients that were provided with the instruction sheet for the month of December 2021 to January 2022.

Implementation Plan

S/N	Implementation Plan	Responsible	Date
1	Production of in-house video	Shereen	July 2021
2	Feedback from Outpatient Workgroup Members	Shereen	August 2021
3	Feedback from Communications and Video Editing	Deborah Chua	Sep 2021
4	Launch of Instructional Sheet	Shereen	Nov 2021
5	Feedback from the Public	Shereen	Jan 2022

Results/Follow Up

The design of the instruction sheet is shown below. A feedback link is also provided, however no feedback has been received thus far.

Conclusion

For the month of December 2021, 28 patients were given the instruction sheet while in January 2022, it rose to 46 patients. There is only a slight increase in uptake as staff may forget to record the number of patients who were given the instruction sheet during busy period or patients need to be IT savvy with more encouragement and confidence to view the video at home.

For the period from 4 July to 15 July 2022, staff were asked to record down patients who were recruited to utilize the instruction sheet. Random group of patients who received face to face counselling were selected as comparison and the results are presented as below.

Preparation	With QR Code	Face to Face Counselling	P-Value (<0.05)
	Average Time		Time with QR Code is significant less
Colonic Lavage	0.5 minutes	3.8minutes	0.0254
Picoprep Powder	1.3 minutes	3.7 minutes	0.0196

With the results shown above, the instruction sheet has significantly shorten the counselling time needed for staff to counsel colonoscopy preparations. Pharmacy staff feedback that this recruiting process can also be done at medication management level 6 instead of offering it to patients during dispensing process at the main pharmacy. This earlier recruitment allow patients to view the videos while waiting for their turn to receive medications in the pharmacy.

This initiative is sustainable as it is used by pharmacy staff on a daily basis. Noted that there are no feedback thus far, however if the team received any feedback, reviews may be needed to edit the video.