

## **Project Title**

Introducing Activities to Enhance Patient Experience During Their Inpatient Stay

## **Project Lead and Members**

Project lead: Teh Jia Min

Project members: Shafiqah Binte Mohd Reduan, Nur Amalia Amir, Yee Kwai Leng (Jennifer), Ken Kan, Venecia Ng, Nurul Natasha

## **Organisation(s) Involved**

Ng Teng Fong General Hospital and Jurong Community Hospital

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

Healthcare Administration, Ancillary Care

## **Applicable Specialty or Discipline**

Inpatient Operations, Patient Service Associates

## **Project Period**

Start date: Jan 2023

Completed date: June 2023

## **Aims**

To provide patients with access to various activities that they can engage in during their hospital stay and achieve 50% of patient satisfaction with our implemented patient activities.

## **Background**

See poster attached/ below

## **Methods**

See poster attached/ below

## **Results**

See poster attached/ below

## **Lessons Learnt**

Through this project, we learned that besides clinical care, patients' environment and mental health also play an important part in their recovery. Everyone can play a part to help improve patient experience and well-being.

## **Conclusion**

See poster attached/ below

## **Project Category**

Care & Process Redesign

Value Based Care, Length of Stay, Patient Satisfaction

## **Keywords**

Inpatient, Patient Experience, Activities

## **Name and Email of Project Contact Person(s)**

Name: Teh Jia Min

Email: Teh\_Jia\_Min@nuhs.edu.sg

## INTRODUCING ACTIVITIES TO ENHANCE PATIENT EXPERIENCE DURING THEIR INPATIENT STAY

**MEMBERS:** TEH JIA MIN, SHAFIQAH BINTE MOHD REDUAN, NUR AMALIA AMIR, YEE KWAI LENG (JENNIFER)  
**FACILITATORS:** KEN KAN, VENECIA NG, NURUL NATASHA

- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST

### Define Problem, Set Aim

#### Problem/Opportunity for Improvement

The average length of stay for NTFGH patients is 6 days while JCH is 32 days. Patients may not have access to activities to keep them occupied and positive during their inpatient stay. Boredom and loneliness can lead to unhappiness, which affects patients' overall well-being and may negatively impact their recovery.

#### Aim

- To provide patients with access to various activities that they can engage in during their hospital stay
- Achieve 50% of patient satisfaction with the our implemented patient activities.

### Establish Measures

#### Measures

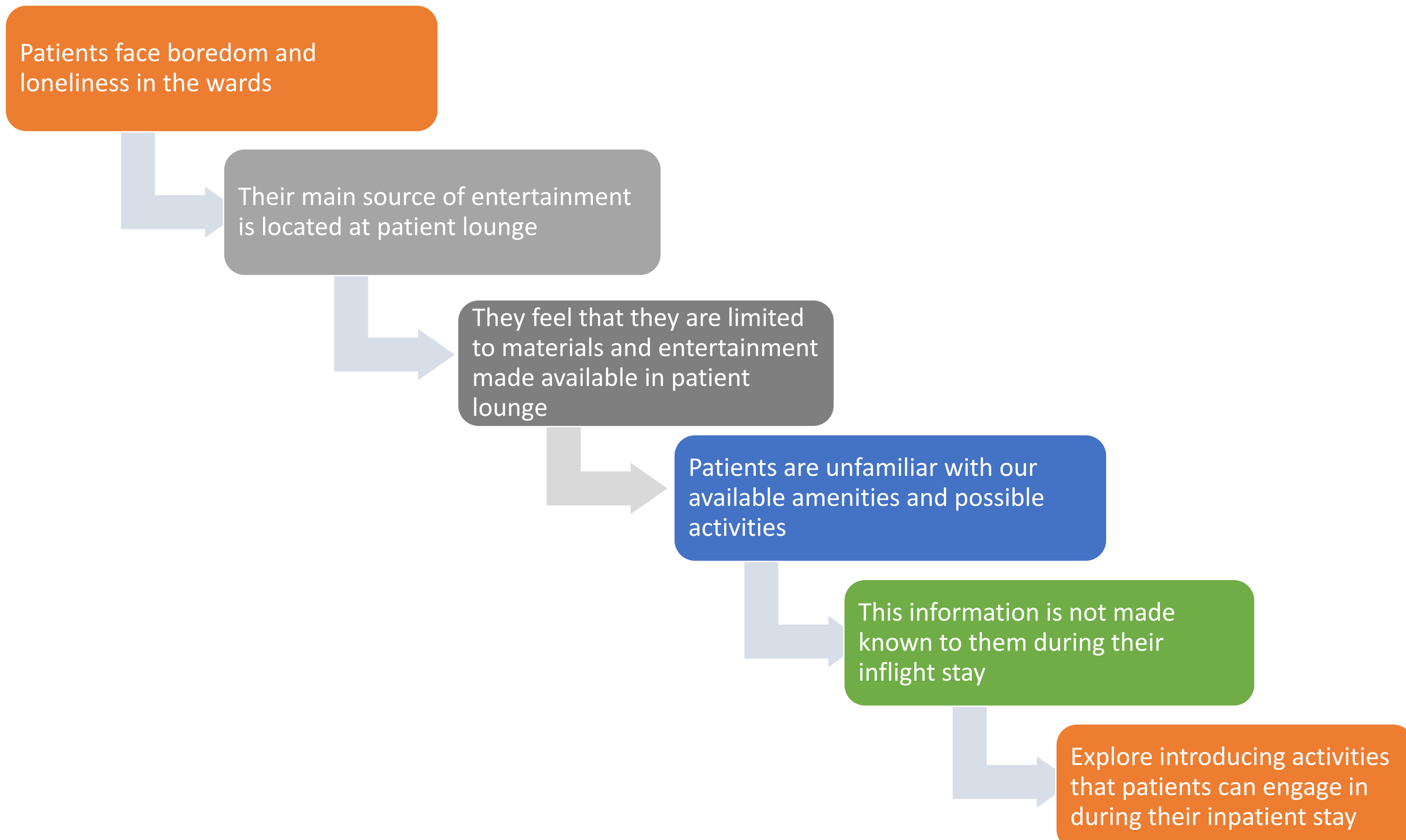
- Take-up rate of activity
- Patient satisfaction rate of the activities

#### Current Performance

- Subsidised patients currently only have access to the common TV at the patient lounge and a communal set of newspapers and magazines.

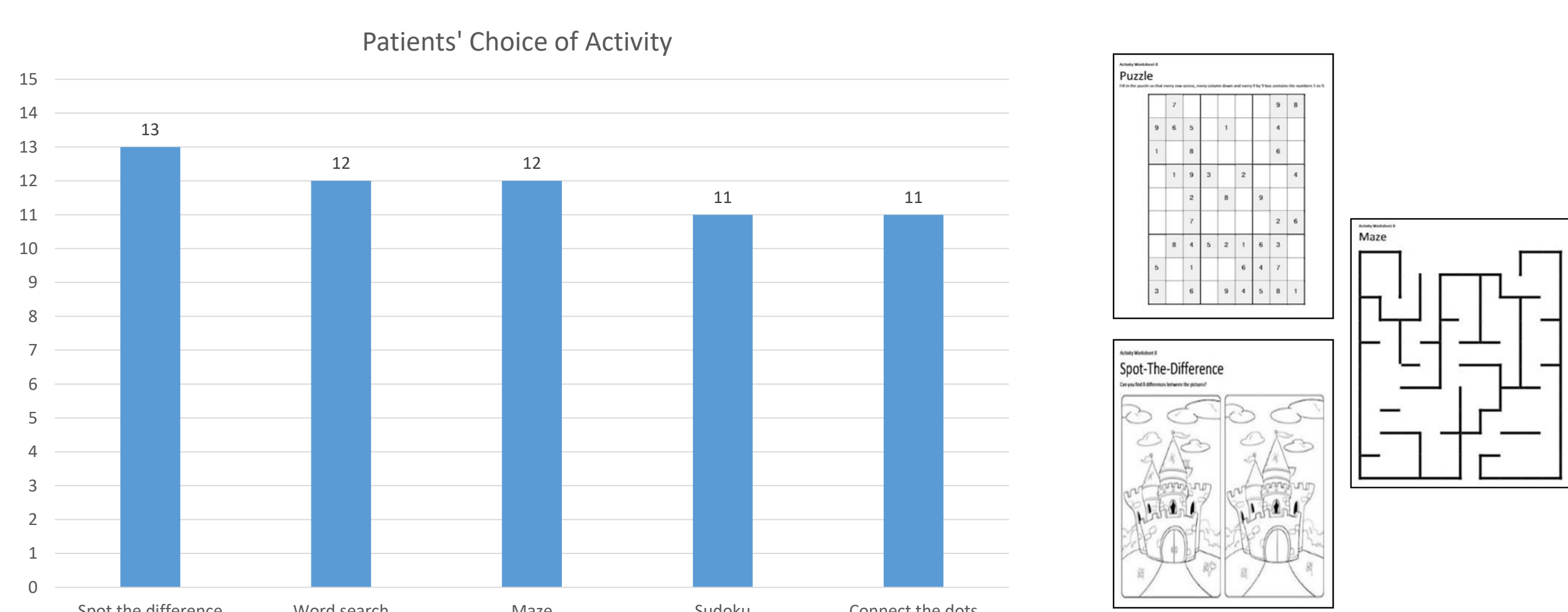
### Analyse Problem

#### Root Cause Analysis



### Select Changes

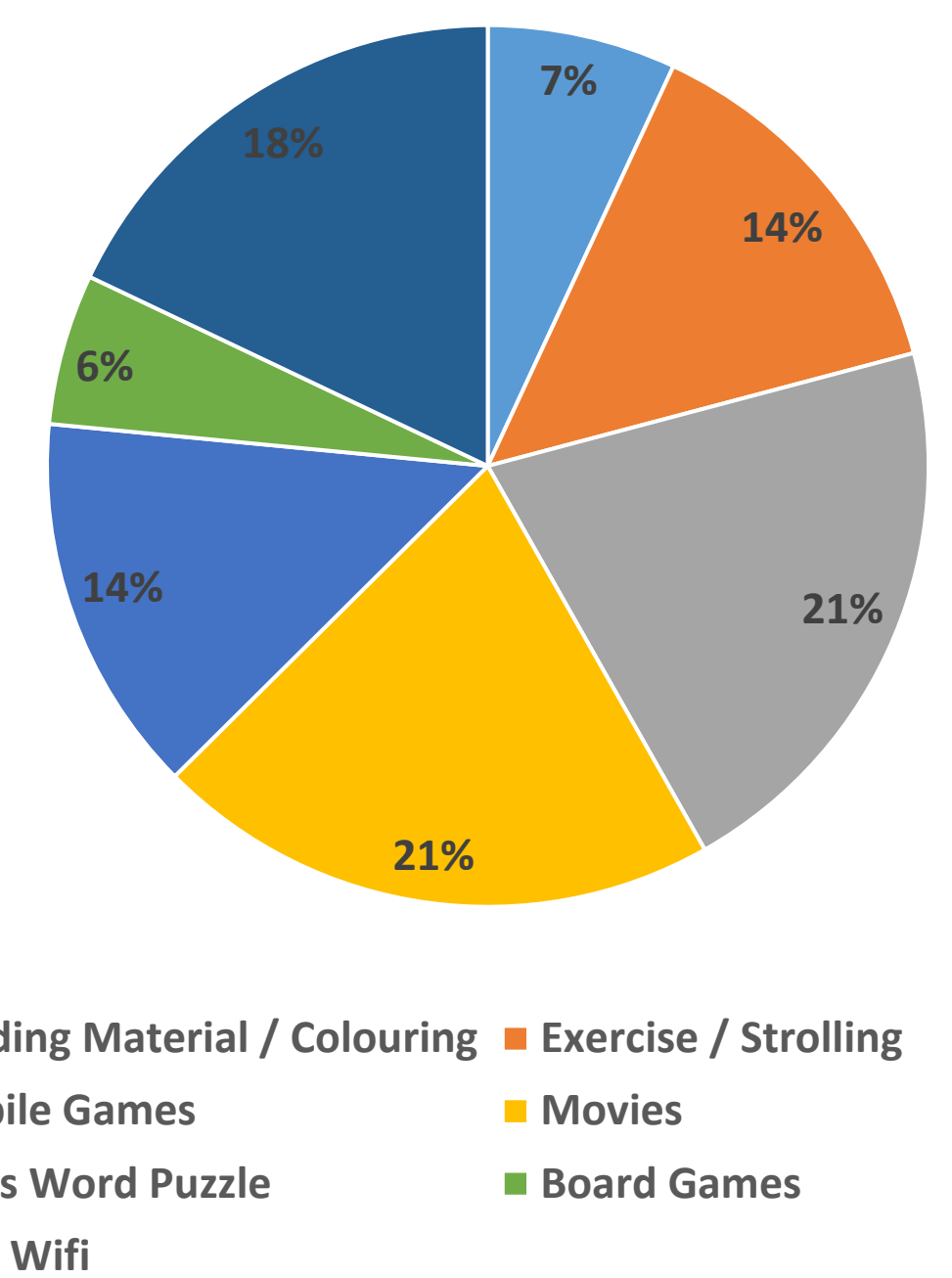
To kick-start the initiative in January 2023, the team did a poll with 50 patients and identified the most voted game activities to be "spot the difference", "word search" and "maze". Based on their preferences, the team prepared the game activities with a non-returnable pencil in each pack. The game activities have varying level of difficulty to cater to all patients regardless of their age and language.



### Select Changes

To develop this initiative further, another survey was conducted with a sample size of 150 patients between April to June 2023. More than 50% of the patients suggested other activities. Out of the seven suggested activities, three activities are selected as they are more popular and ease of implementation:

- Access to free Wi-Fi (Wireless@SGx)
- Movies
- Mobile Games



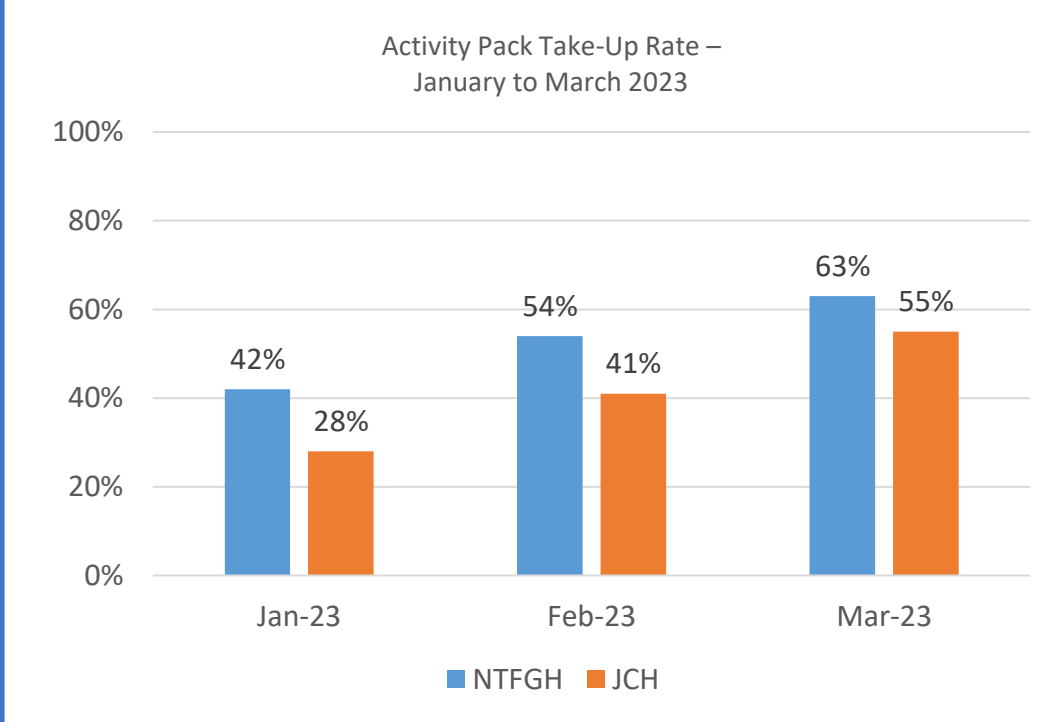
### Test & Implement Changes

**Plan:** 1. Members met up to discuss possible areas for improvement in the patient's journey. 2. Chosen solution: provide activities to occupy patients while inpatient.

**Do:** 1. Feedback are collect from patients on activities that they prefer to participate. 2. Based on data collected, the initiative was piloted at selected wards in NTFGH and JCH.

**Check:** 1. Data collected from pilot showed fairly high participation rates, especially for NTFGH patients.

**Act:** 1. To explore rolling out this initiative across NTFGH and JCH wards. 2. To better understand patients interests, especially for those who did not participate in the game activities.



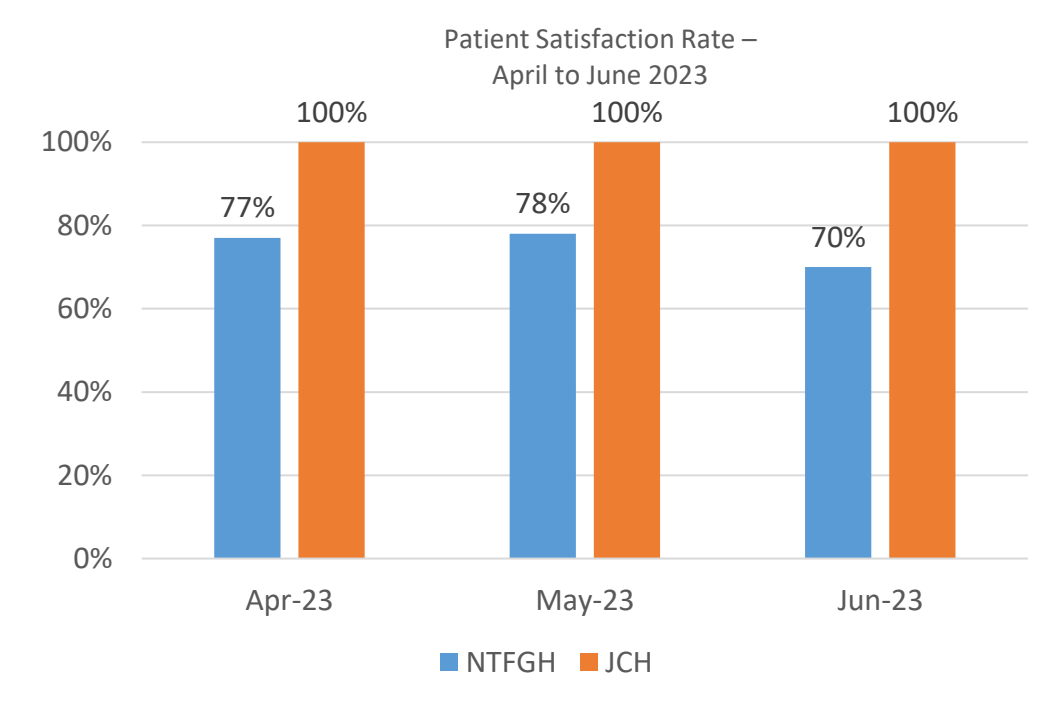
The initiative was piloted at selected NTFGH and JCH wards between January to March 2023. The take-up rate of at selected NTFGH and JCH wards are 63% and 55% respectively. This indicates that some patients are interested to participate in the game activities during their inpatient stay. The team decided to explore introducing this initiative to more wards while reviewing the possibility of introducing other initiatives to better engage the remaining patients who might be interested in other activities.

**Plan:** 1. Prepare patient game activity packs for the rest of the NTFGH and JCH wards. 2. Prepare survey to understand the type of activities patients would like to engage in.

**Do:** 1. Issue game activity set to patients who wish to participate. 2. Conduct survey with patients to ascertain their satisfaction and determine any other activities they wish to participate.

**Check:** 1. Review survey results to determine the top 3 popular choices. 2. Gathering of staff feedback.

**Act:** 1. Prepare QR codes standee and shadow boards for the convenience of our patients. 2. Pending take-up rate of QR codes.



In the second PDCA cycle, the initiative was rolled out to 27 wards in NTFGH and JCH between April to June 2023. The initiative achieved an average of 75% and 100% patient satisfaction rate at NTFGH and JCH respectively.



In July 2023, QR codes are created to educate patients in accessing the free Wi-Fi, Wireless@SGx and other source of entertainments with the use of their personal mobile device. To generate awareness, Ward PSAs actively share the initiative with our patients while conducting inpatient financial counselling or any other encounters. Additionally, QR codes are displayed at PSA counter and patient lounge prominently for patient's easy access.

### Spread Changes, Learning Points

The team members in this project were involved in brainstorming, preparing of the activity set and collecting data. They also briefed the ground on the initiative and coached them on patient engagement process to create awareness of the patient activity. Team members regularly follow up with PSAs to collect feedback and share patient satisfaction result with them to motivate them to continue engaging our patients.

Patient's opinion and suggestions were also sought for and taken in, and allowed the team to bring these value-added services for patients.

Through this project, we learned that besides clinical care, patients' environment and mental health also play an important part in their recovery. Everyone can play a part to help improve patient experience and well-being.