

Project Title

SMART DOC

Project Lead and Members

Project Lead: Quek Yihui

Project Members: Chan Poh Choo Kelly, Koh Hui An, Cheong Siew Jing, Teo Yi Lun,

Lee Jie Qi Vivien, Lim Kian Chong

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group(s) Involved in this Project

Allied Health

Project Period

Start date: September 2022

Completed date: January 2023

Aims

This quality improvement initiative aims to achieve two main goals within a 4-month period (by January 2023): Reduce the physiotherapists' time spend on documentation and make the process of documentation easier for staff.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

Step out of comfort zone and make a change for better work-life balance.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Productivity, Manhour Saving

Keywords

Physiotherapist, EPIC, Documentation, Standardisation

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SMART DOC

- SAFETY
- QUALITY
- PATIENT EXPERIENCE
- PRODUCTIVITY
- COST

QUEK YIHUI, CHAN POH CHOO KELLY, KOH HUI AN, CHEONG SIEW JING, TEO YI LUN, LEE JIE QI VIVIEN, LIM KIAN CHONG

Problem & Aim

Problem/Opportunity for Improvement

Between 2015 to 2022, Physiotherapists have spent a considerable amount of clinical hours on EPIC documentation. This ongoing problem has led to reduced lunch break and a negative impact on work-life balance for the staff. The need for improvement was evident due to consistent feedback from ground staff. In addition, staff working in outpatient setting and covering on-call or weekend duties have highlighted challenges in adapting to distinct documentation styles that is unique to different inpatient teams.

Aim

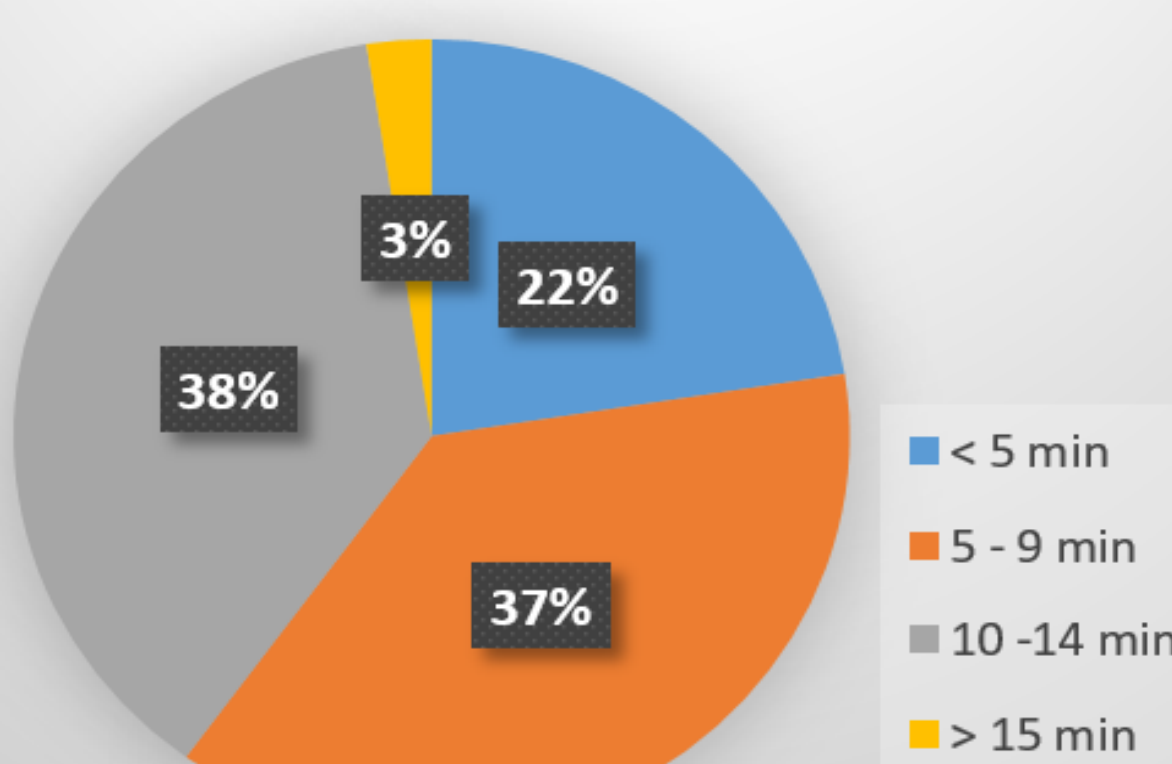
This quality improvement initiative aims to achieve two main goals within a 4-month period (by January 2023):

- Reduce the physiotherapists' time spend on documentation
- Make the process of documentation easier for staff

Establish Measures

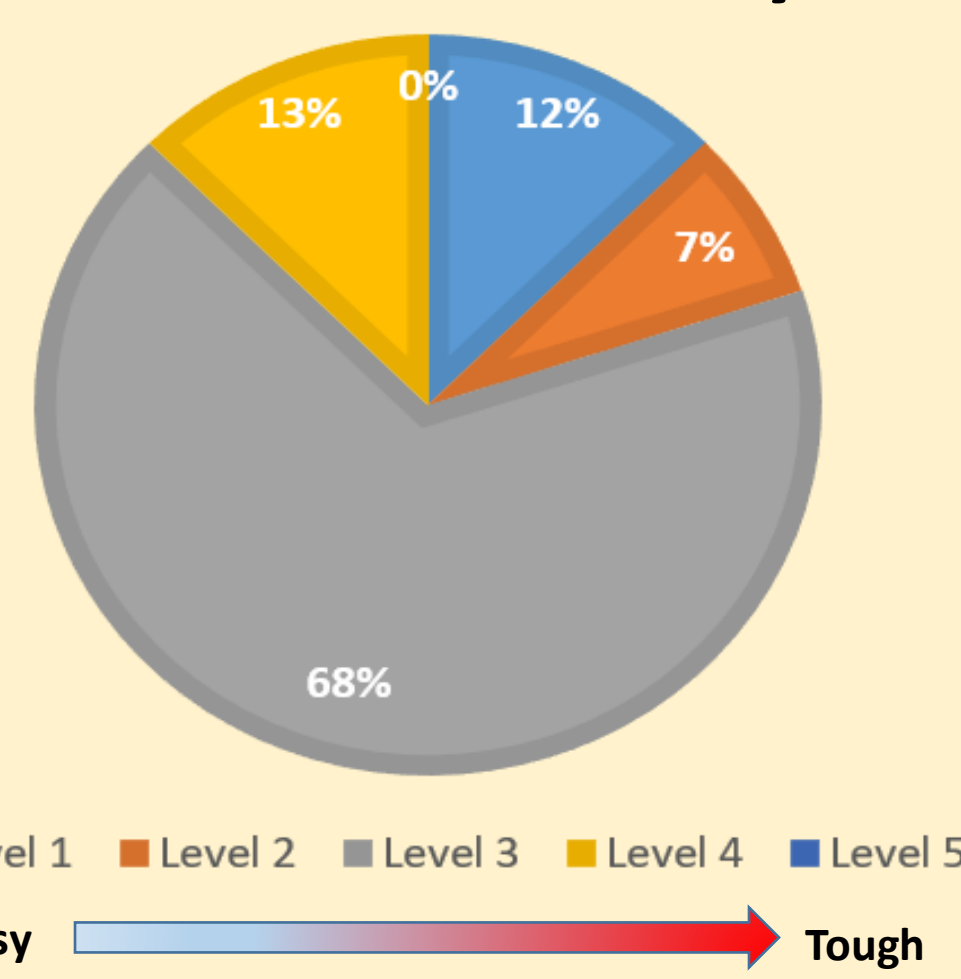
On September 2022, 40 physiotherapists were surveyed

Time taken to document in inpatient physiotherapy

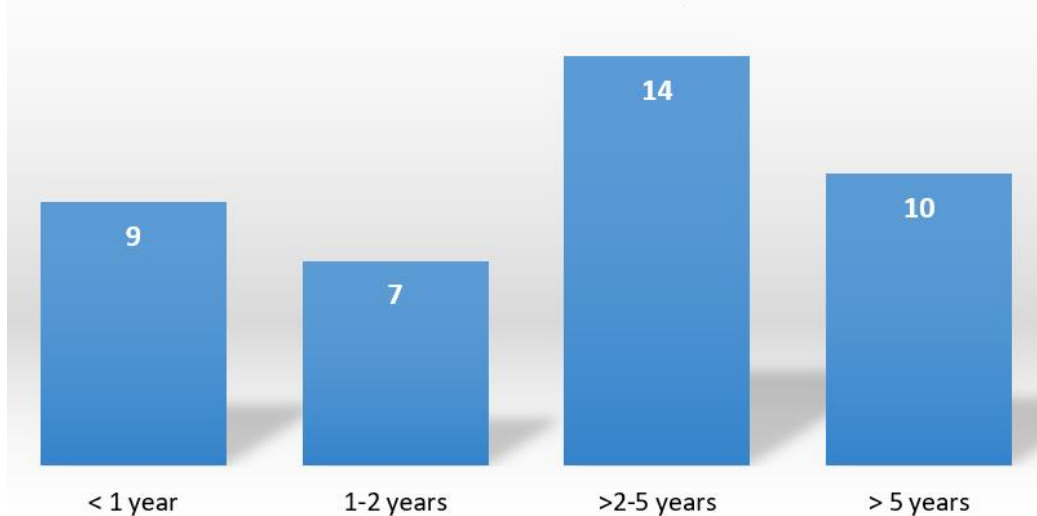


41% of physiotherapists spend at least 25% of clinical hours documenting

Level of difficulty

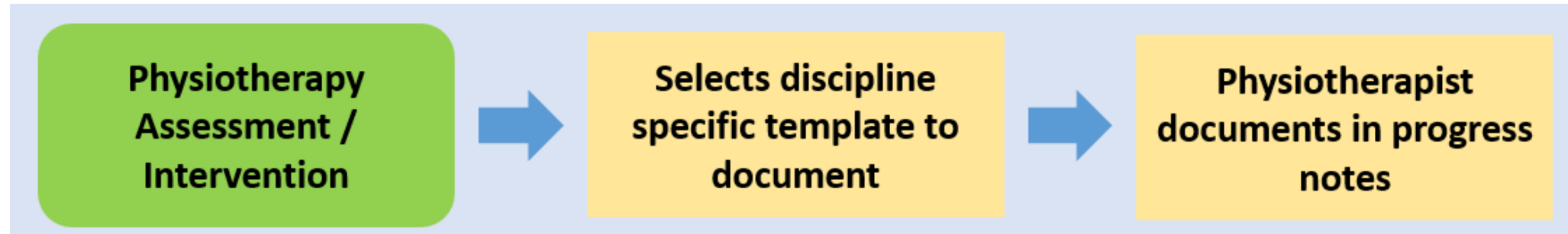


Years of work experience

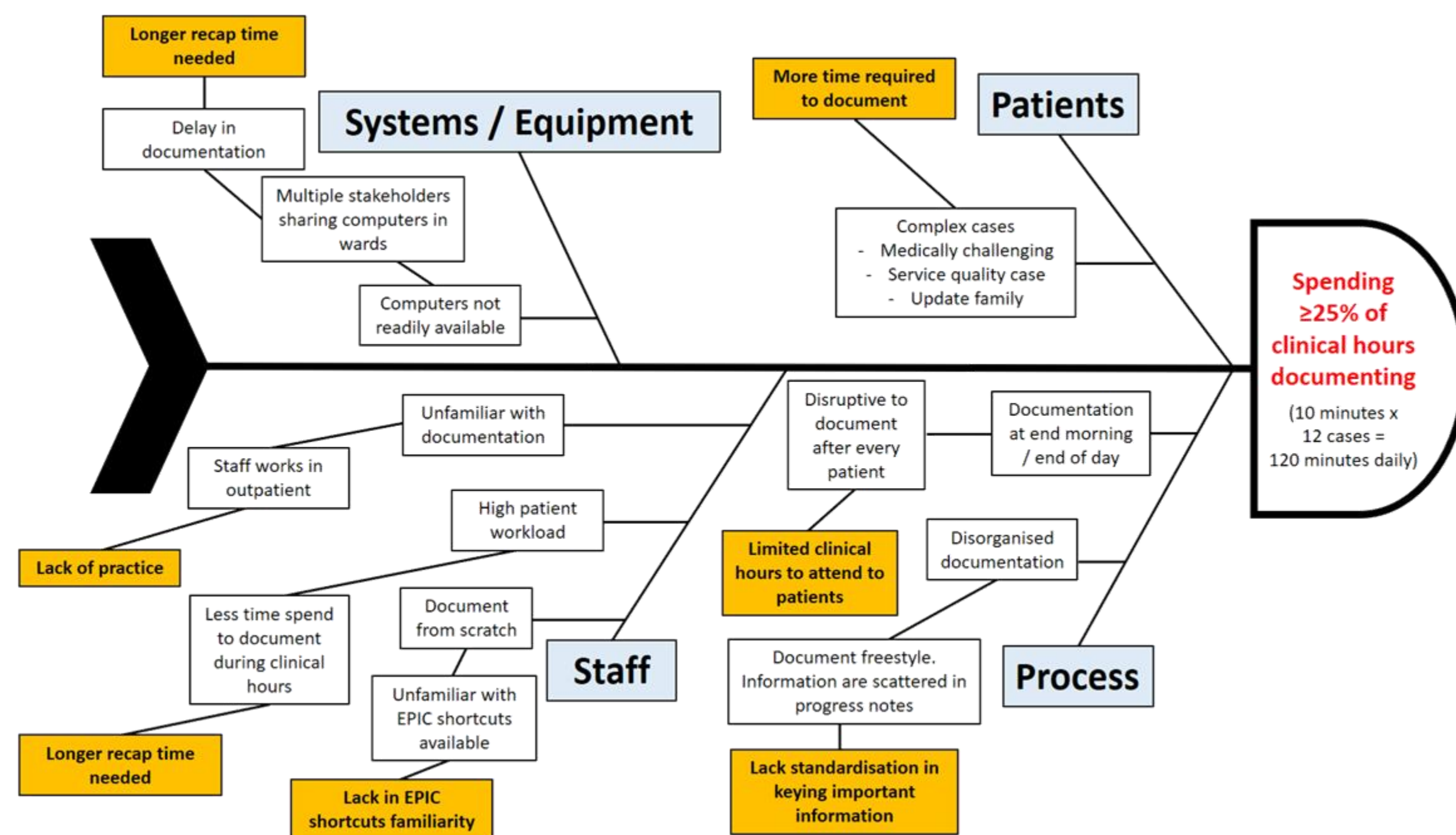


Analyse Problem

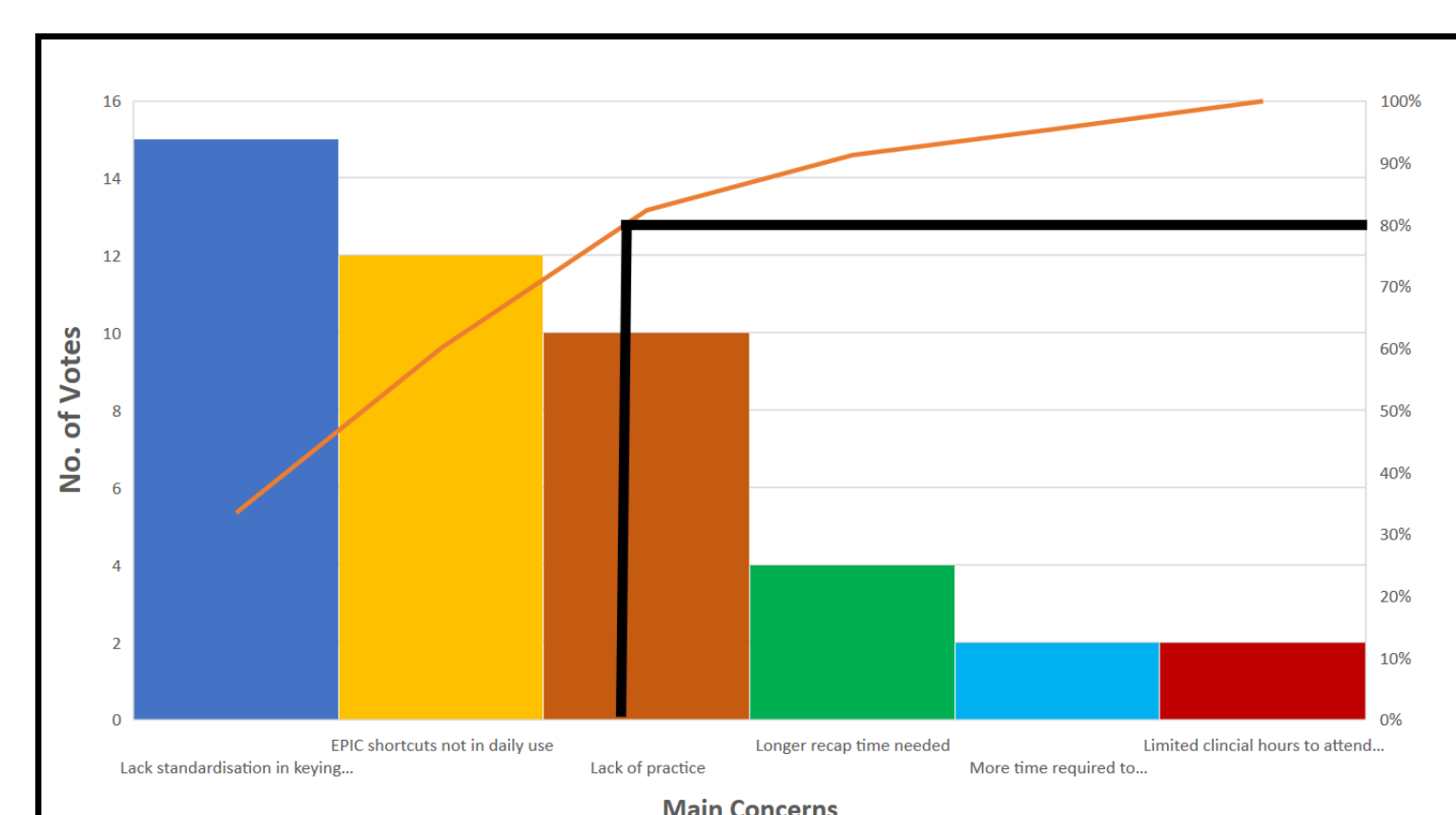
Process before interventions



Probable root causes

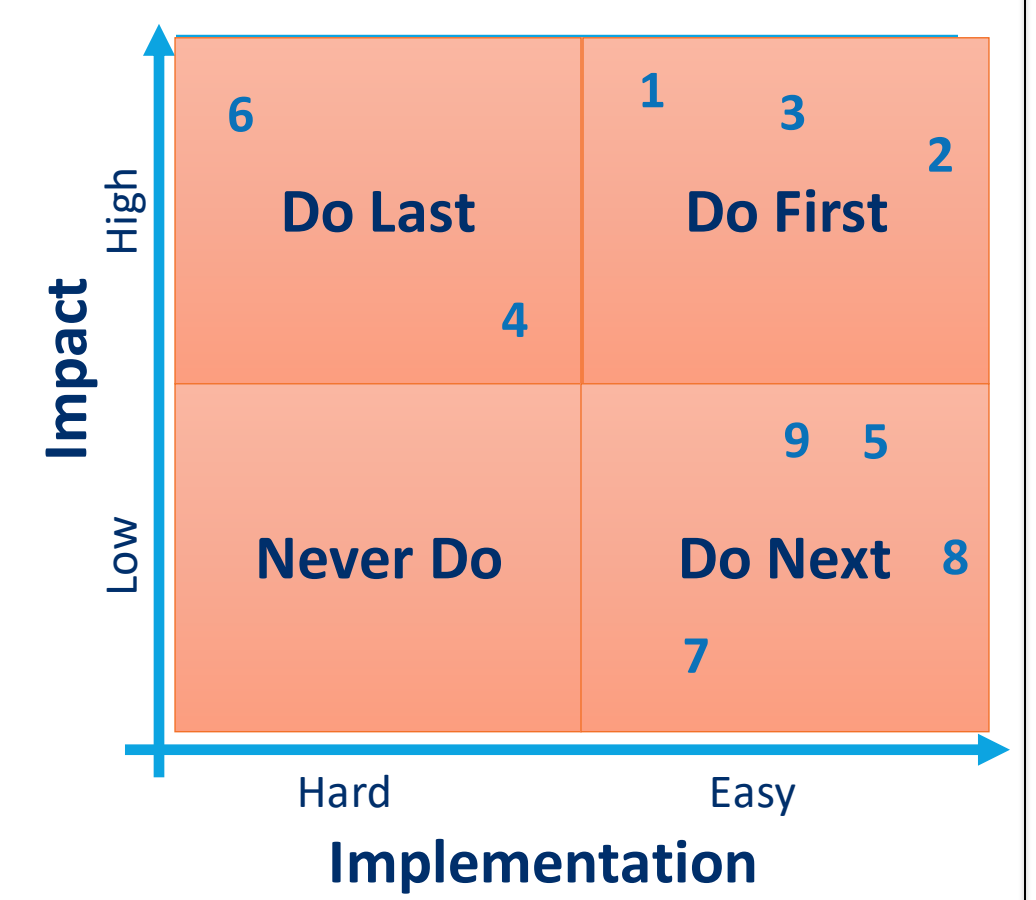


Pareto chart



Select Changes

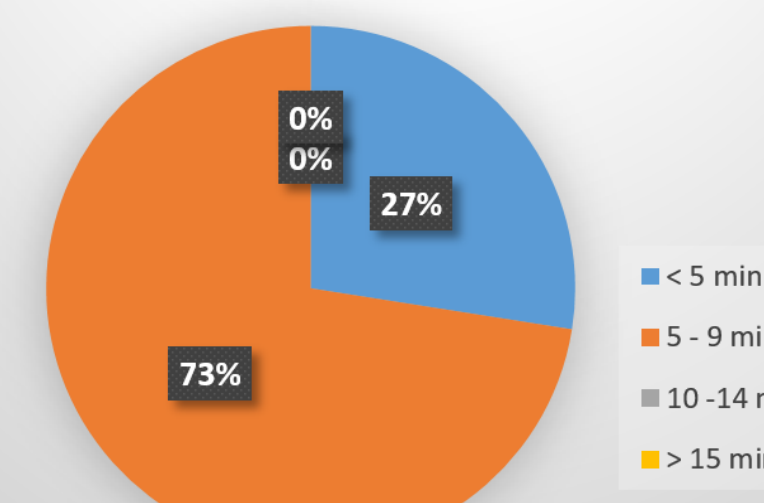
Root Cause	Potential Solution (PS)	Priority
Lack of standardisation in keying in important information	Develop & implement documentation templates & formats that are user friendly across teams	1
	Conduct education on the importance of standardised documentation	2
Lack in EPIC shortcuts familiarity	Develop user-friendly interfaces & intuitive shortcuts within EPIC	3
	Encourage staff to recap previous training	4
	Conduct refresher sessions on EPIC shortcuts	5
Lack of practice	Tighten regular documentation audits	6
	Verbal reminder + consultation session	7
	Encourage staff to recap previous training	8
	Provide feedback & recognition to staff who	9



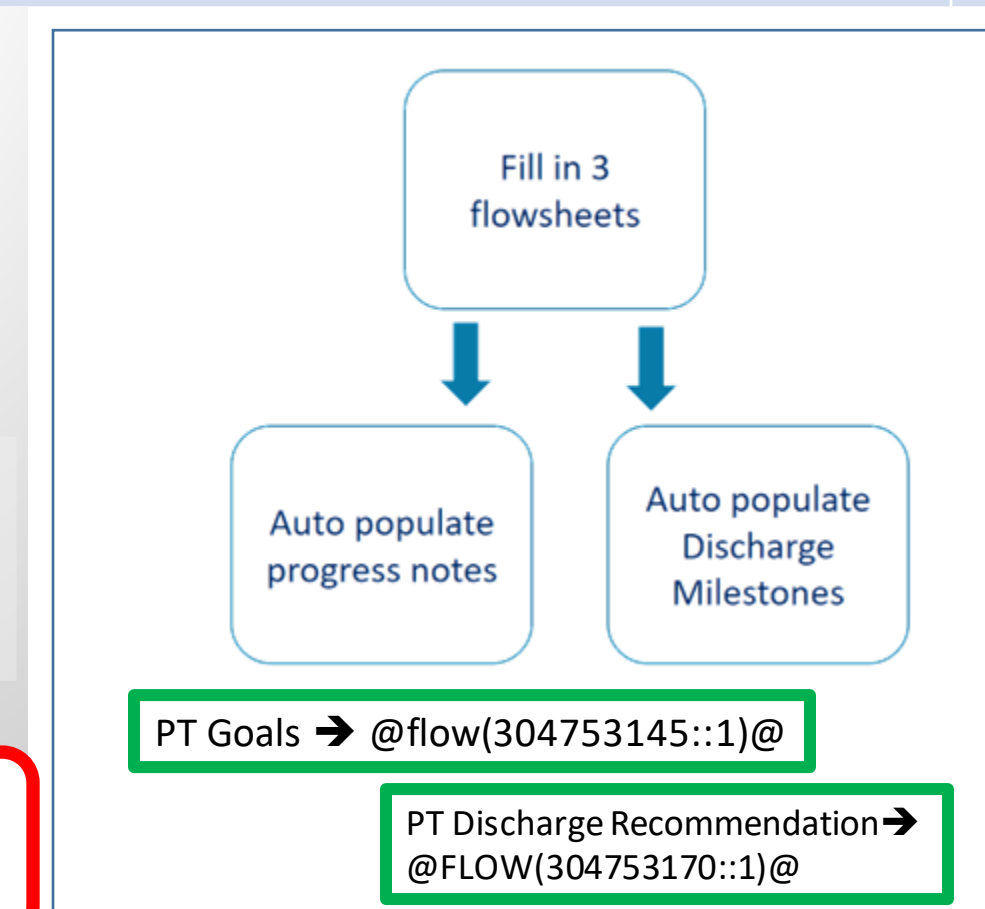
Test & Implement Changes

CYCLE	PLAN	DO	STUDY	ACT
1	September 2022 Inpatient team leads (4 teams) collectively created a joint smart text that can be used across inpatient teams	Inpatient team leads 1) identified critical information to be listed in smart text 2) tested formulated smart text in respective sections Feedback include: 1) Layout unsystematic 2) Add on common phrases for a) hip pre-operative b) Phase 1 cardiac rehabilitation	Tested Inpatient team leads on time spent on documentation: Gen Med 10 min Neuro Geri 15 min Ortho 10 min Cardio-pulmonary 10 min	ADAPT 1) Adjust layout for feedback 2) Incorporate common phrases for hip pre-operative & Phase 1 cardiac rehabilitation
2	September 2022 Inpatient team leads adjusted layouts & added common phrases	Inpatient team leads came out with 4 separate layouts for selection. Feedback include: Staff are unfamiliar with documenting into flowsheet and auto populate into progress notes – Training is essential	Layout 1 – X Layout 2 – X Layout 3 – X Layout 4 – Selected	ADOPT Trial layout 4 with whole inpatient team of 40 pax. Prior to testing, training is essential
3	October 2022 Conduct training to ensure staff knows the sequence of documentation	1) Train 40 inpatient physiotherapists on documentation method 2) Allow 2 months to get used / trial documentation Feedback include: Difficulty for transition as they have certain documentation style adapted previously, claims require to fill up more information.	Staff were resistant to change; in particular staff working > 2 years. This was discovered by team leads in a random audit in the first month. Staff were counselled to comply as it affects colleagues who take over their patients. I.e., ICU to General Ward	ADOPT Gather feedback in 2 months time. Modify feedback according to ground needs (essential for sustainability)
4	December 2022 Gathering of feedback in Inpatient team meeting - Open discussion - FormSG	An open discussion was conducted for inpatient physiotherapists. Inpatient staff fill in FormSG. Feedback include: Strength of smart text: fast and effective way of transferring information from flow sheet to progress notes. Goals and readiness for discharge can be seen clearly in the documentation, which can assist in discharge planning. Further suggestion include: special test (e.g. sensation, auscultation, coordination) so that it acts as a prompt for testing, adding *asterisk to remind people to edit or amend before sign off, easier to identify if the patient requires follow up. Need more time to get used to new way of documenting.	Staff compliance was 100%. 100% of staff completed documentation within 10 minutes. 22% reported level of documentation to be more than 3.	ADOPT Fine tuning & Roll out to all physiotherapists in Tower A & B
5	January 2023 Conduct training and recap session to ensure staff knows the sequence of documentation	Fine tuning to the inpatient common documentation template was done. An outpatient training inservice was conducted aiming to train remaining physiotherapists on the new documentation method (including keying in flowsheet and auto populate into progress notes). A recap training session was also conducted in inpatient to reinforce importance of a common inpatient documentation for consistency & modification made.	Team leads did random audits for compliance. Feedback was asked periodically to ensure that standardised documentation was up-to-date and relevant.	ADOPT Modify feedback according to ground needs is essential for sustainability.

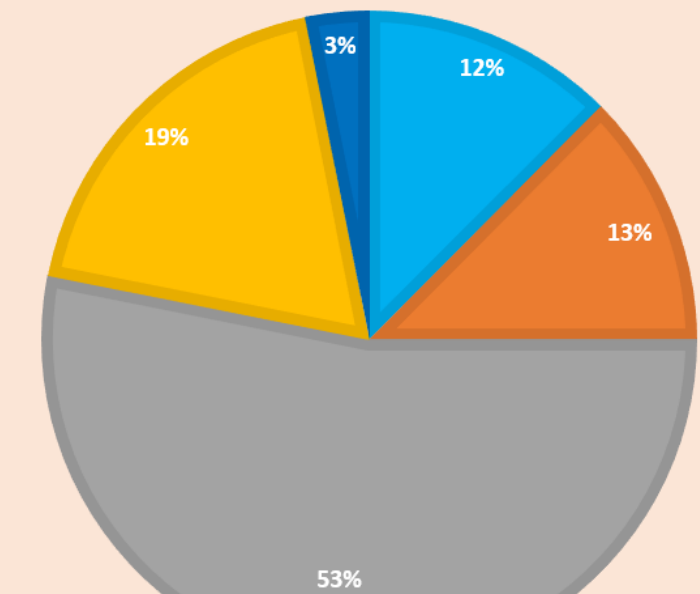
Time taken to document in inpatient physiotherapy



41% of physiotherapists completed documentation within 10 minutes



Level of difficulty



Staff needed more time to get used to new method of documentation

Spread Changes, Learning Points

What are/were the strategies to spread change after implementation?

Team shared importance of inpatient standardisation and how to document more effectively within physiotherapy rehabilitation department through inservice training. Random audits done to ensure compliance and consistency.

What are the key learnings from this project?

Step out of comfort zone and make a change for better work-life balance.