

Project Title

Postoperative Patients Education Bundle: I COPE*

**(Incentive spirometry, Cough, Oral care, Pain, Early mobilisation)*

Project Lead and Members

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- Jin Fei fei
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Organisation(s) Involved

Changi General Hospital

Healthcare Family Group Involved in this Project

Nursing

Aims

1. To increase the number of postoperative patients' active involvement in self-care by 50% on postoperative day 1 (POD 1)
2. To achieve 100% staff competency in post-operative education on patients' self-care and reduce time spent on educating patients by 50%

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

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Patient Experience Category)

Project Category

Care & Process Redesign, Quality Improvement, Value Based Care, Length of Stay,
Patient Satisfaction, Training & Education

Keywords

Patient Education, Multi-Language Guide, I-COPE, Pictorial Guide

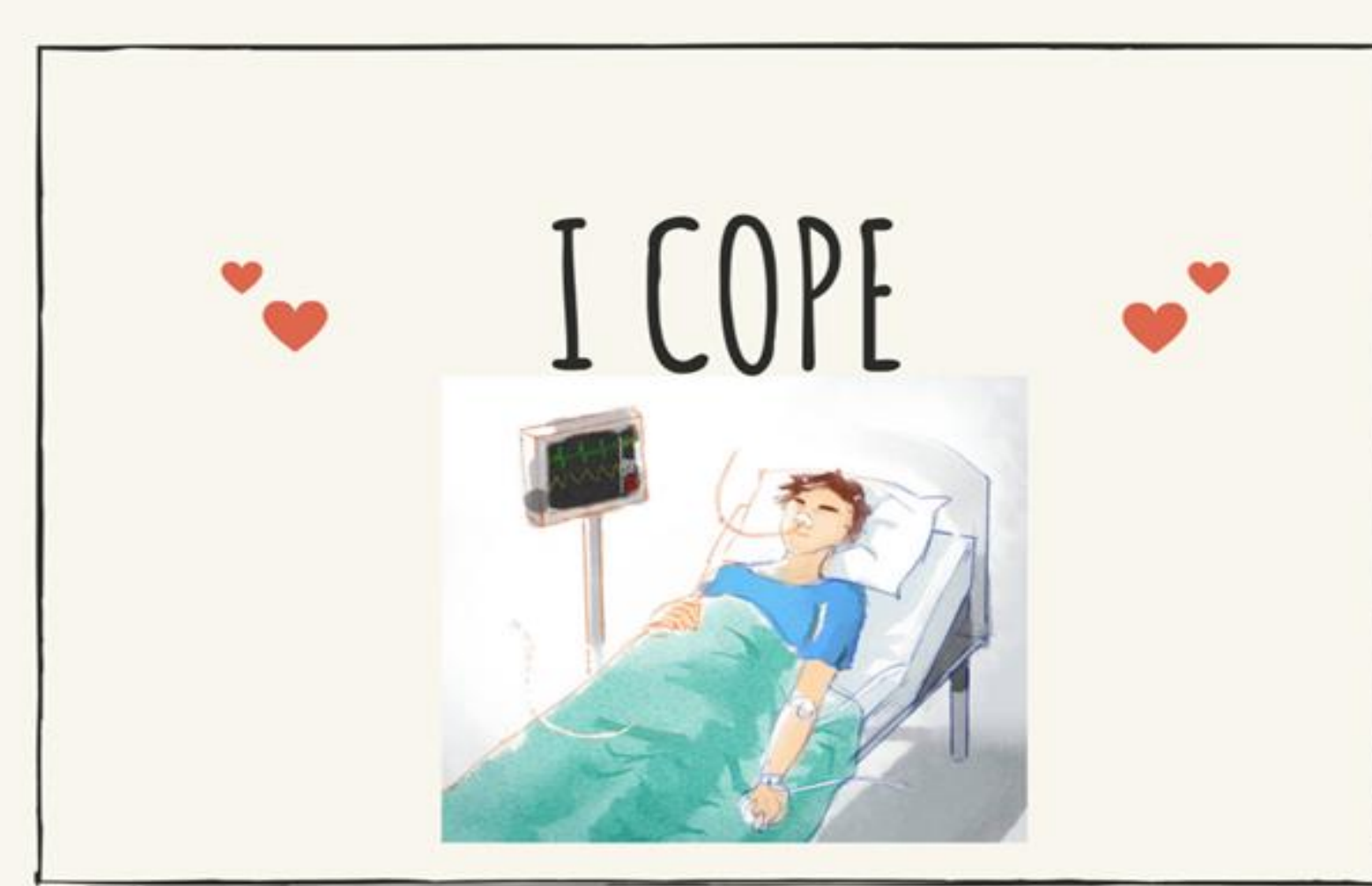
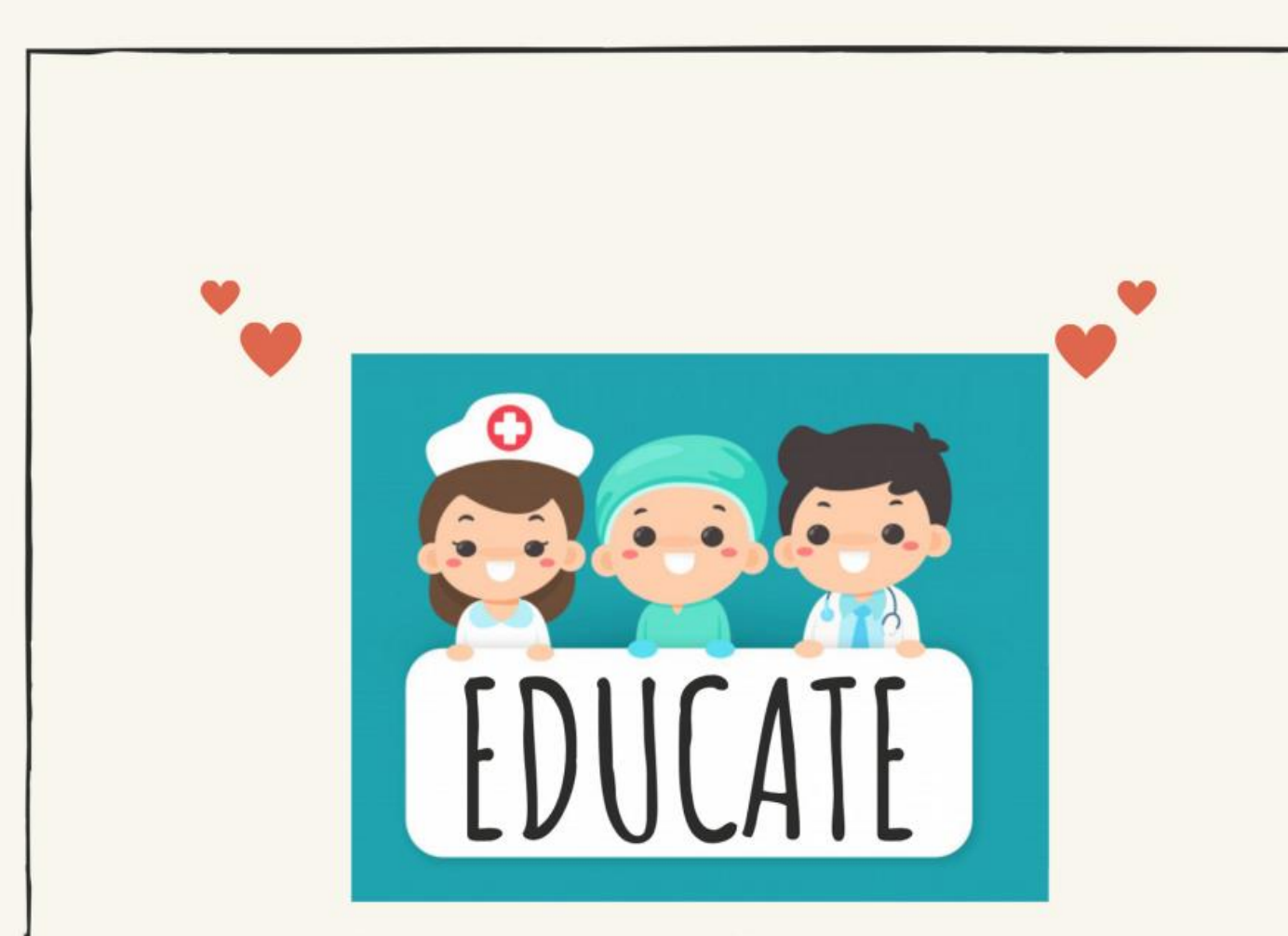
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Singapore Healthcare Management 2021



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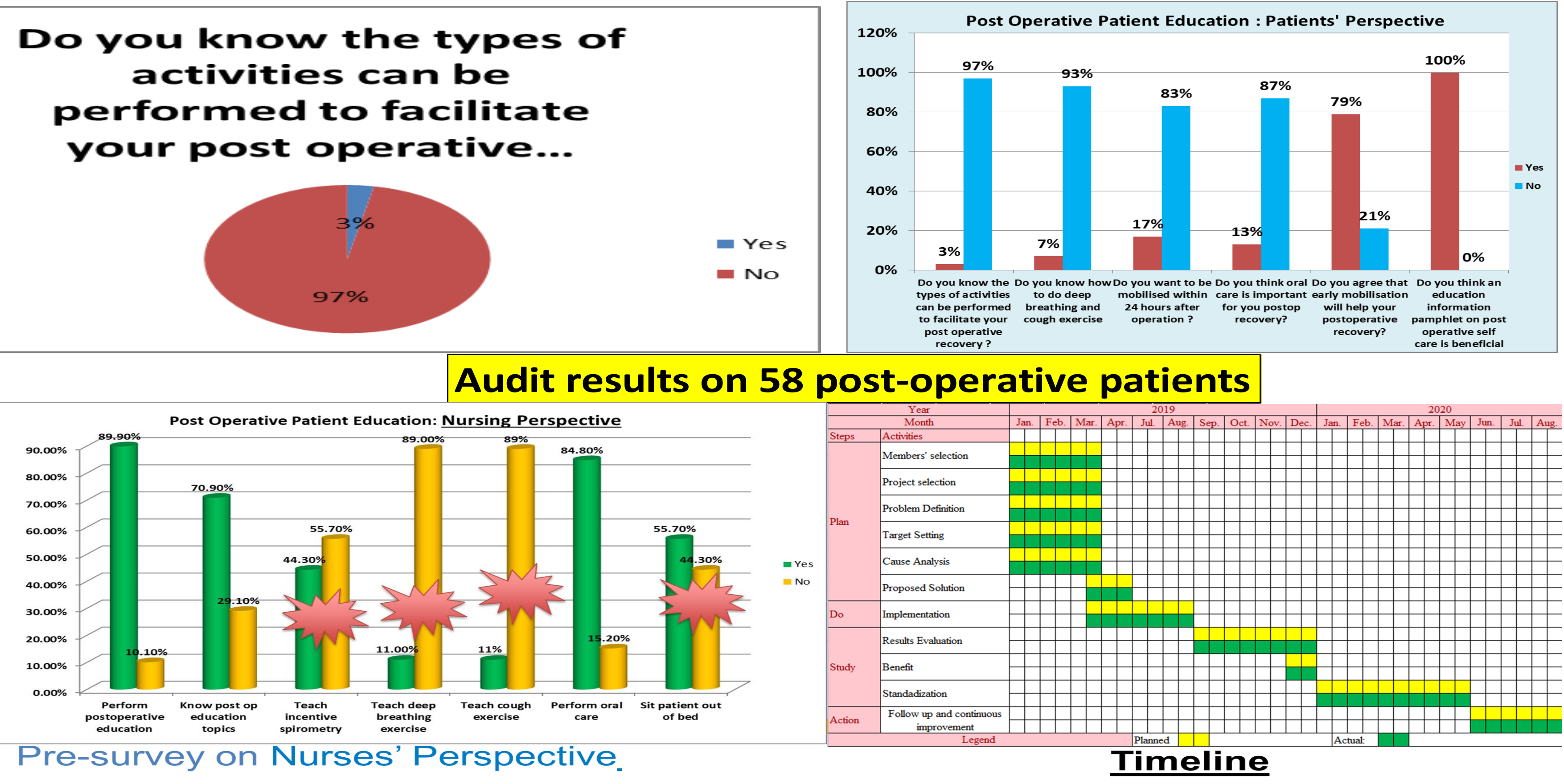
INTRODUCTION

Background & Aim

- A survey was conducted among patients admitted to surgical high dependency unit on POD 1 and found that patients were unaware of their roles in self-care after surgery to promote recovery and uncertain what to expect or do. Pre-admission, clinic nurses counsel patients on the surgical procedure, preparation for surgery, estimated length of hospital stay and cost, however, little information on postoperative expectation and self-care was discussed. Furthermore, there was lack of formal guideline for nurses to use to teach patients what to do after surgery
- The aims of patient education bundle were to:
 - increase the number of postoperative patients' active involvement in self-care by 50% on postoperative day 1(POD 1)
 - achieve 100% staff competency in post-operative education on patients' self-care and reduce time spent on educating patients by 50%

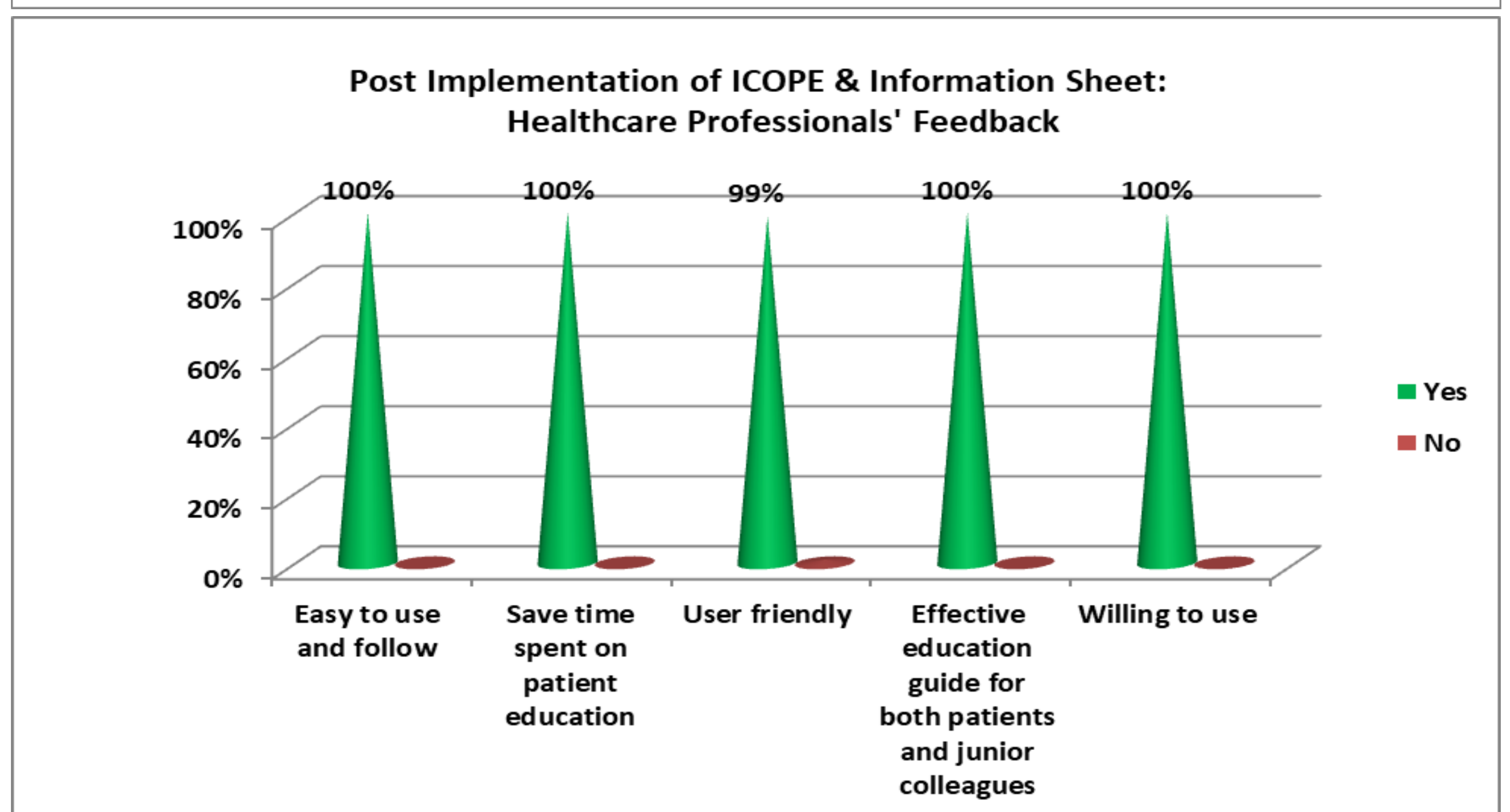
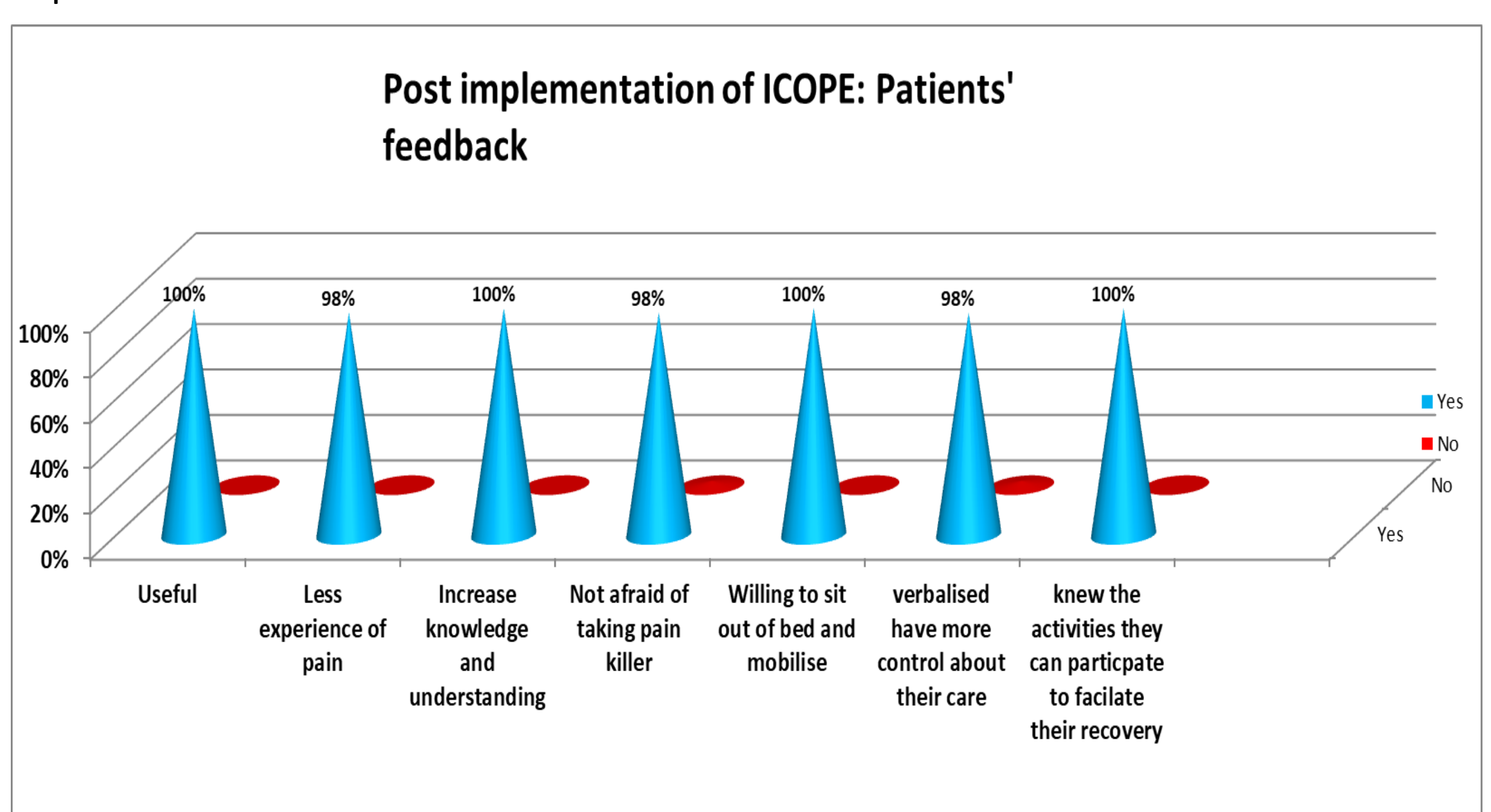
Methodology

An audit was conducted among 58 patients with a root cause analysis done thereafter. It was concluded that patients lacked knowledge and understanding on postoperative self-care. There was absent of formal teaching material. After 4 runs of PDSA cycles, a multi-language guide using acronym I-COPE (Incentive spirometry, Cough, Oral care, Pain, Early mobilization) with both pictorial and wording illustration was then designed to achieve the aims. Training sessions were conducted among staff on how to use the educational guide to teach patients.

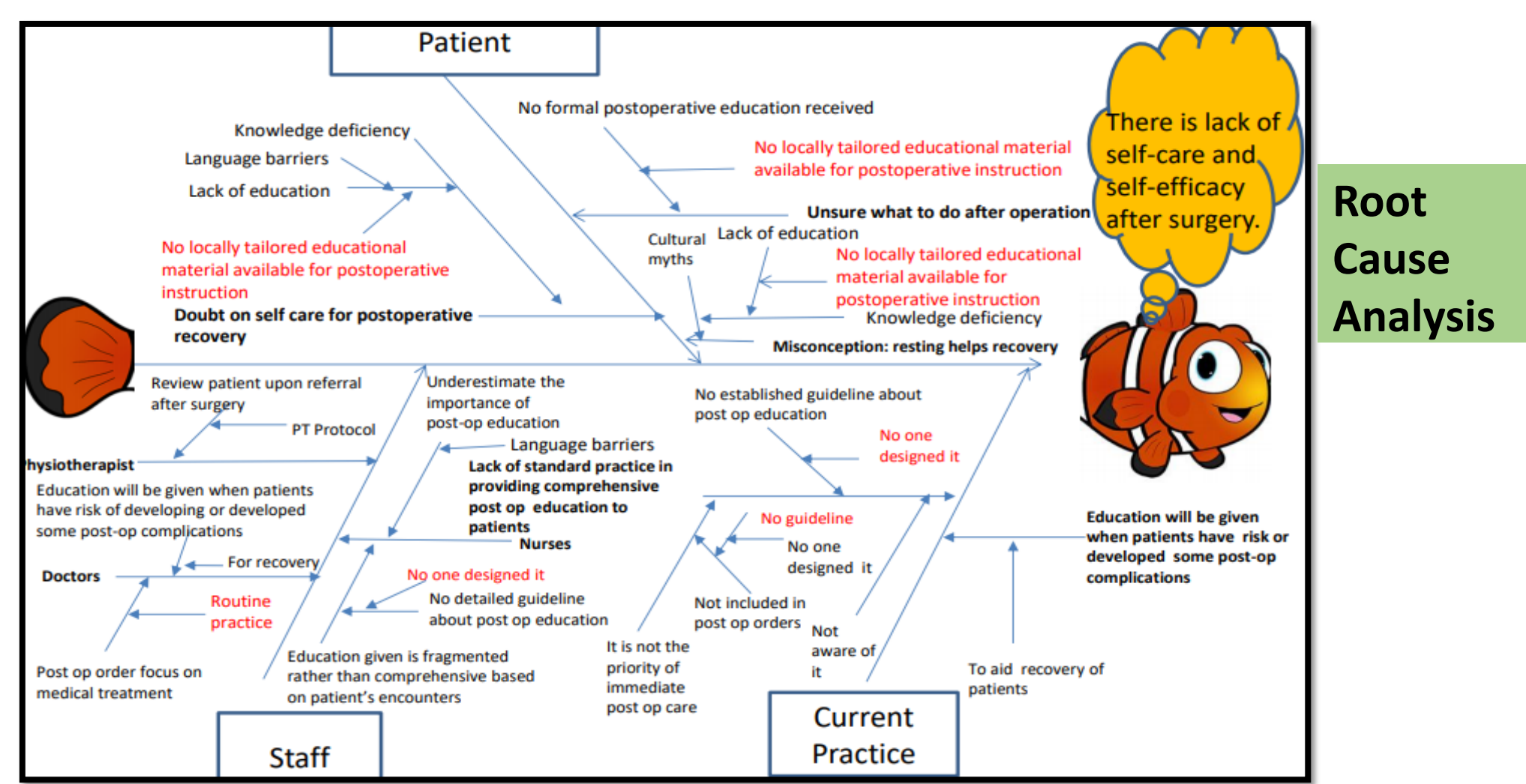
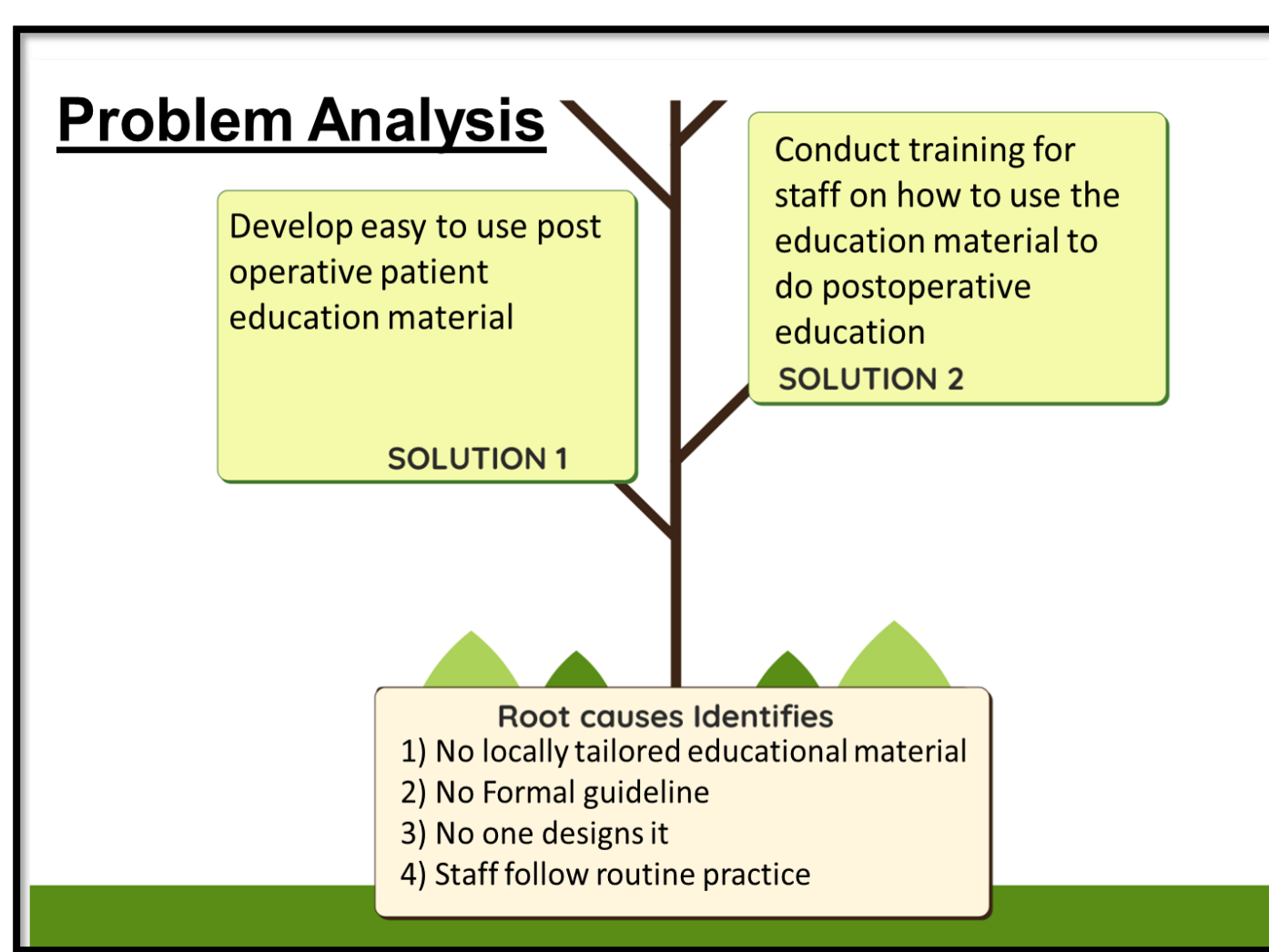


Results

All 60 patients and 100 Healthcare professionals (HCP) surveyed were satisfied with the pictorial guide. There was 90% of improvement in patients' level of knowledge, understanding and self-care, and the average time taken by nurses to deliver the education has decreased by 83.3% from 22.1minutes to 3.7 minutes after I-COPE guide implementation.



Pre-survey on Nurses' Perspective



Idea Testing (PDSA)

I COUGH

I: Incentive Spirometry

C: Cough & Deep Breathe

O: Oral Care

U: Understanding Patient Education

G: Get out of Bed

H: Head of Bed Elevated

ICOPE

I: Incentive Spirometer

C: Cough & Deep Breathing Exercise

O: Oral Care

P: Pain Management

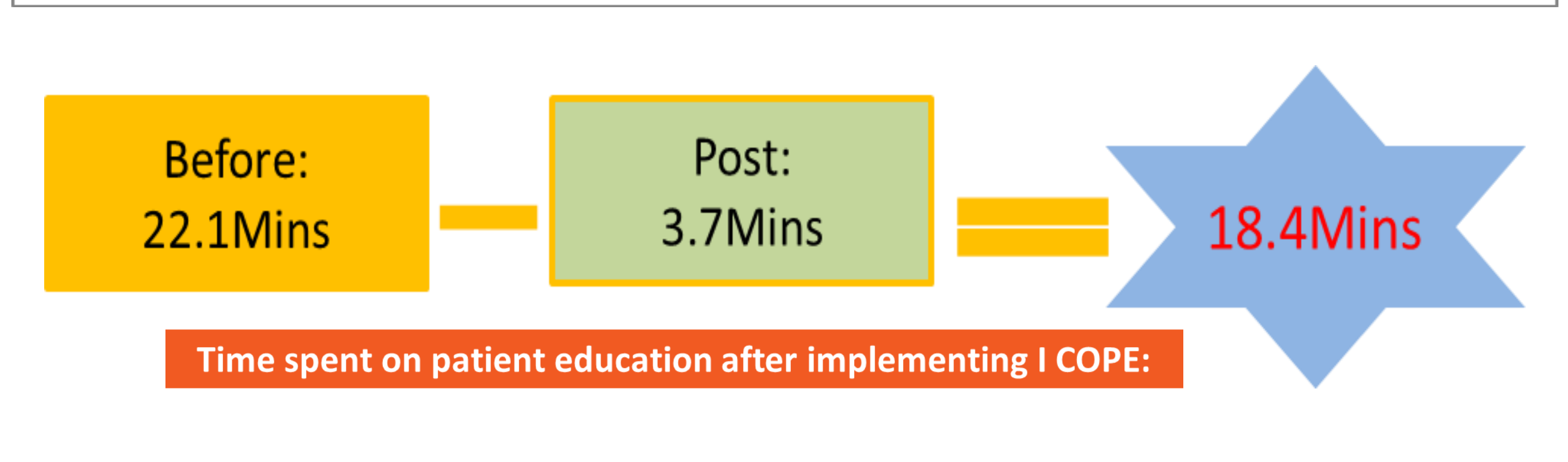
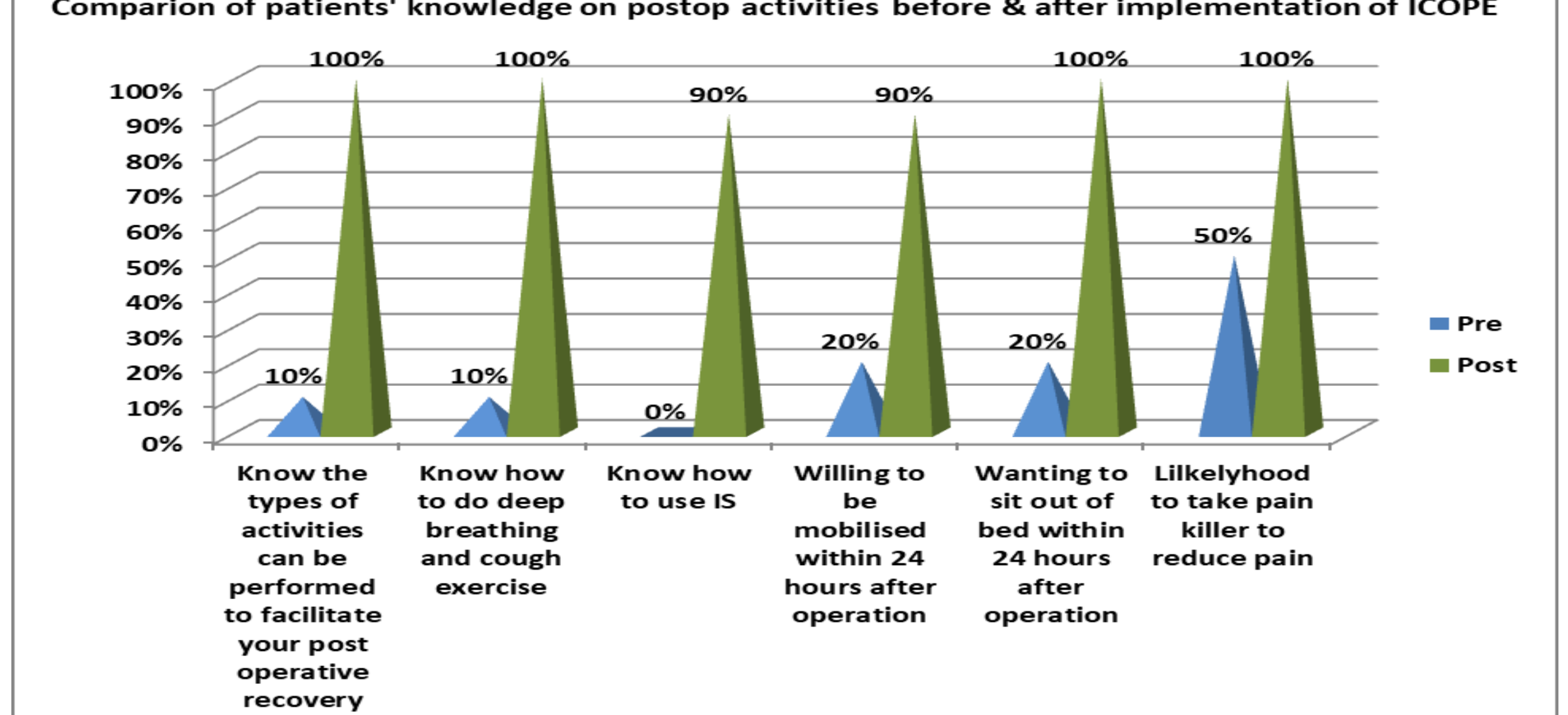
E: Early Mobilization

ICOPE FOR SURGERY

- I For Incentive Spirometry (IS):**
 - Use IS 10 times per hour every 2-3 hours
 - Use IS 10 times per hour every 2-3 hours
 - Use IS 10 times per hour every 2-3 hours
 - Use IS 10 times per hour every 2-3 hours
- C For Coughing:**
 - Perform deep breathing exercise 10 times per hour
 - Perform deep breathing exercise 10 times per hour
 - Perform deep breathing exercise 10 times per hour
 - Perform deep breathing exercise 10 times per hour
- O For Oral Care:**
 - Brush your teeth 3-4 times a day
 - Brush your teeth 3-4 times a day
 - Brush your teeth 3-4 times a day
 - Brush your teeth 3-4 times a day
- P For Pain Relief:**
 - Use pain relief medicine as prescribed
 - Use pain relief medicine as prescribed
 - Use pain relief medicine as prescribed
 - Use pain relief medicine as prescribed
- E For Early Mobilization:**
 - Get up in bed as soon as possible after surgery
 - Get up in bed as soon as possible after surgery
 - Get up in bed as soon as possible after surgery
 - Get up in bed as soon as possible after surgery

First Version → **Second Version** → **Third Version**

Final Version with Multilanguage



Conclusion:

I-COPE guide is an effective approach to improve patients' experience, knowledge, and self-care after surgery. The team plans to design an I-COPE pamphlet on postoperative patient care, which will enclose a QR code for patients to scan to view instruction videos.

