

Project Title

Pilot Implementation of an Infographic Style Patient Education Resource in the Musculoskeletal Podiatry Clinic

Project Lead and Members

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Project members: Stella Chai (NUP), John Chen (NUH), Muhammad Afiq Bin Abd Rahman

Organisation(s) Involved

Ng Teng Fong General Hospital, Jurong Community Hospital, National University Polyclinic, National University Hospital

Healthcare Family Group(s) Involved in this Project

Allied Health

Applicable Specialty or Discipline

Musculoskeletal Podiatry

Project Period

Start date: Oct 2020

Completed date: Apr 2021

Aims

We aim to implement an infographic style patient education resource for plantar fasciopathy in the podiatry clinic to encourage an increase in utilization of such resources and 20% higher adherence rate to podiatrist-prescribed stretches and exercises upon implementation.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

Future improvement: Formation of a patient-leg focus group may help draw insights for more targeted improvements.

Conclusion

See poster appended / below

Project Category

Care & Process Redesign, Quality Improvement, Clinical Practice Improvement, Care Continuum, Preventive Care, Patient Education

Keywords

Infographic, Patient Education Resource, Educational Materials, Focus Group

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PILOT IMPLEMENTATION OF AN INFOGRAPHIC STYLE PATIENT EDUCATION RESOURCE IN THE MUSCULOSKELETAL PODIATRY CLINIC

MEMBERS: SHEENA TAN (NTFGH), STELLA CHAI (NUP), JOHN CHEN (NUH), MUHAMMAD AFIQ BIN ABD RAHMAN

- SAFETY
- QUALITY
- PATIENT EXPERIENCE

- PRODUCTIVITY
- COST

Define Problem, Set Aim

Problem/Opportunity for Improvement

Patient education plays a big role in the management of lower limb musculoskeletal problems. Patients are traditionally given a prose-style write-up on their condition to help supplement the advice and education given by the podiatrist in clinic. However, patients' feedback was that they could not remember much of the information given at the last consult despite the prose-style write up that was given to them as reference.

Quantify the problem:

Patients with plantar fasciopathy were surveyed on their experience using the traditional prose-style education resource from November 2020 to April 2021. **50% of patients surveyed did not refer back to the educational resource after leaving the clinic.**

Define the scope of the problem: Podiatry patients with plantar fasciopathy were not utilising the patient education resources given to them sufficiently.

Explain the cost of the problem:

The quality of patient education has implications on patient adherence and clinical outcomes. 70% of patients surveyed between November 2020 and March 2021 only did their stretches and exercises 1-3 times a week. This is significantly less than the daily frequency advised by the podiatrist and that which is necessary for a significant reduction in pain.

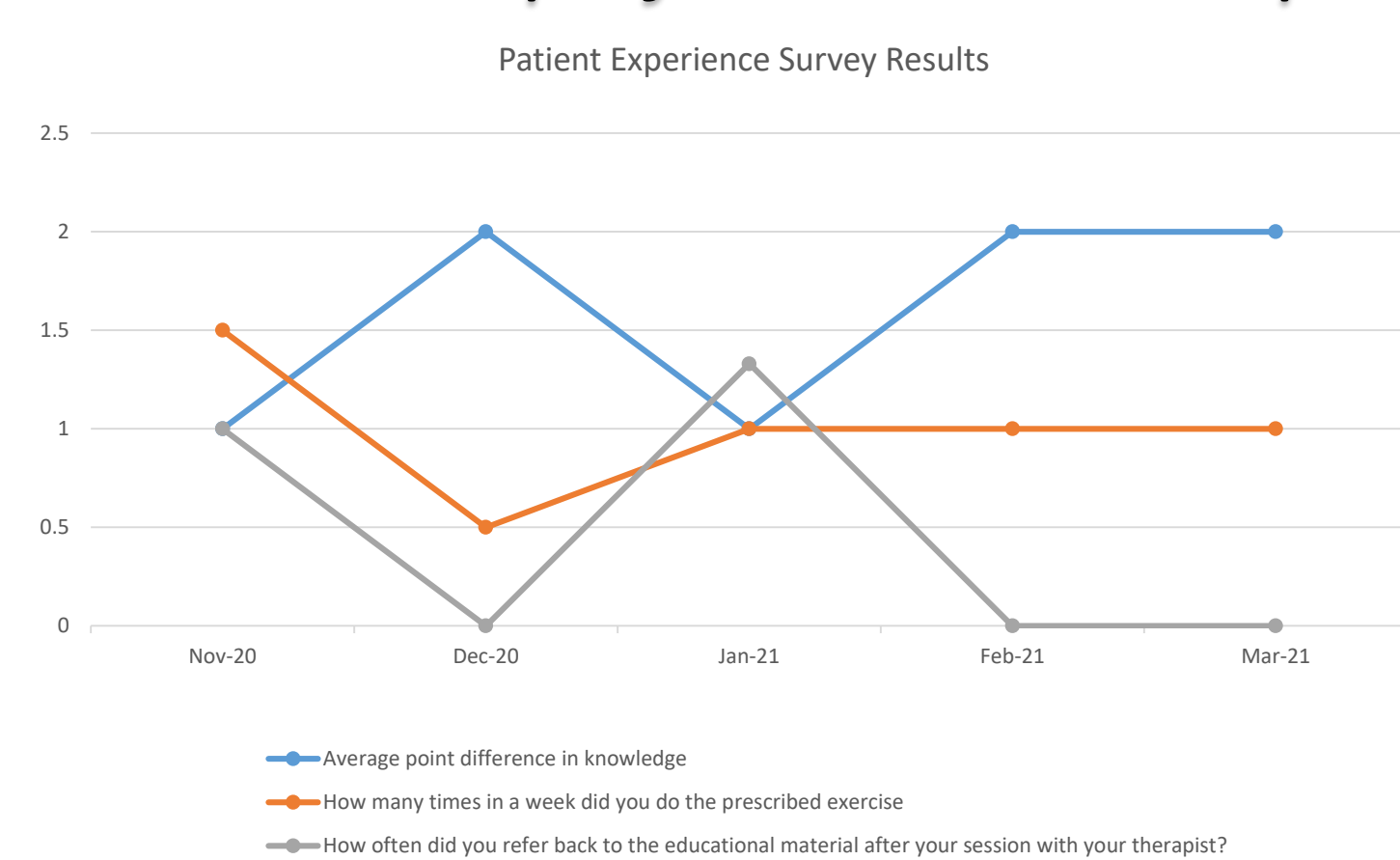
Aim

We aim to implement an infographic style patient education resource for plantar fasciopathy in the podiatry clinic to encourage an increase in utilization of such resources and 20% higher adherence rate to podiatrist-prescribed stretches and exercises upon implementation.

Establish Measures

What was your performance before interventions?

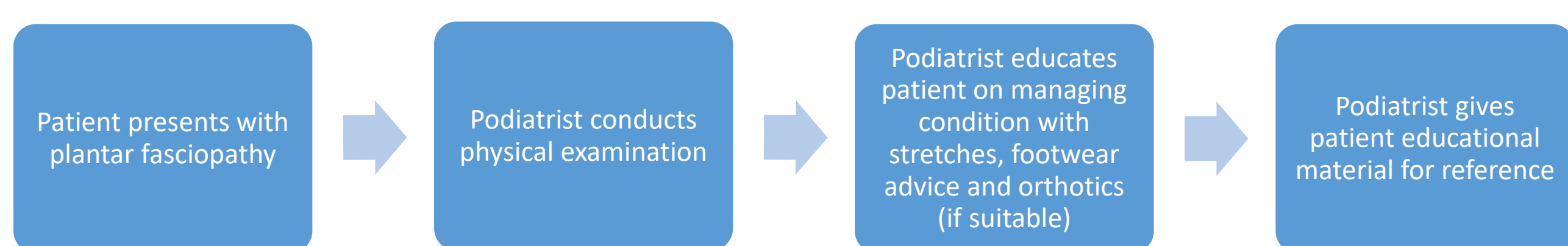
3 types of measures: Outcome, Process, Balancing
Establish baseline. Run charts preferred. See example below



Analyse Problem

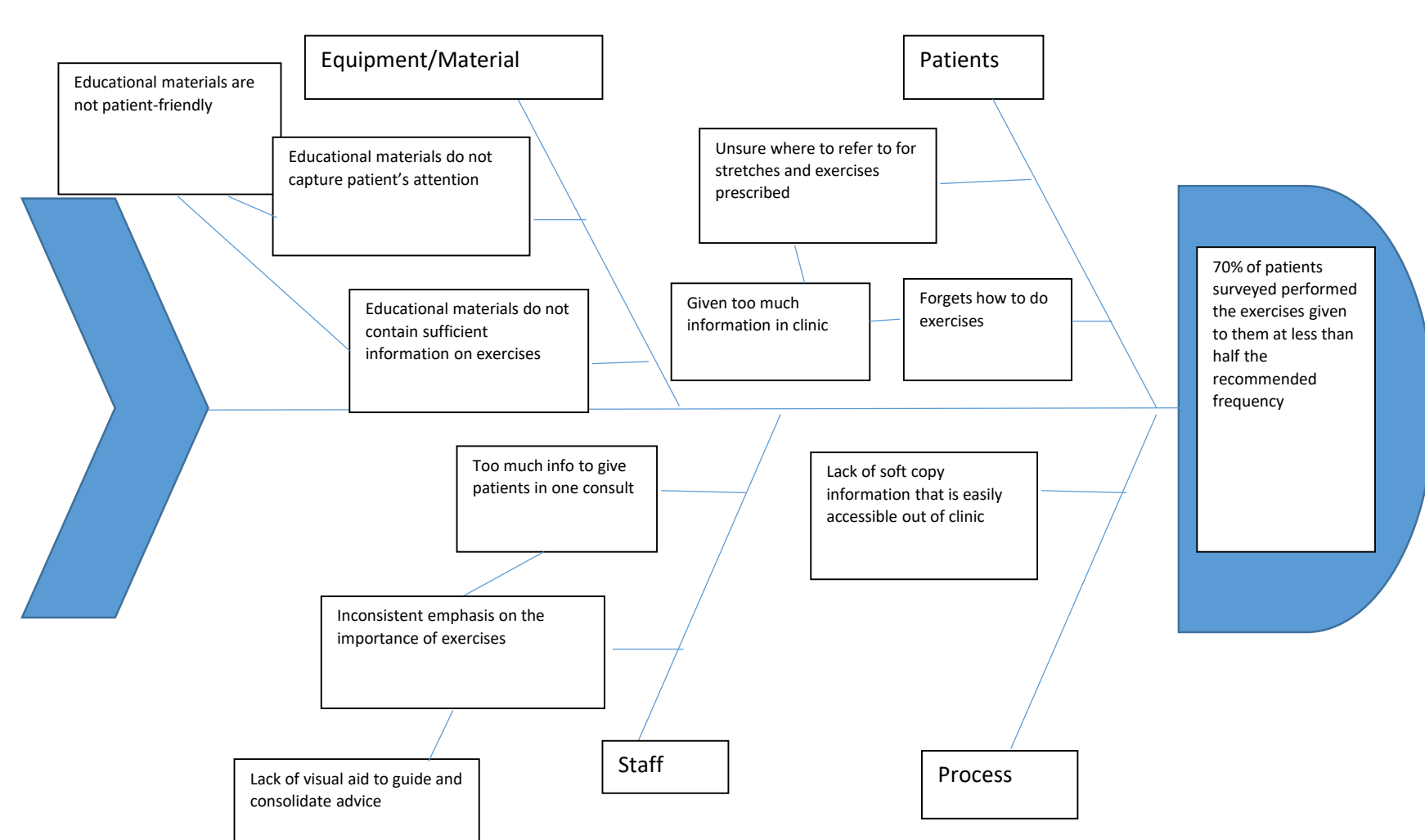
What is your process before interventions?

Draw the process steps in a flow chart



What are the probable root causes?

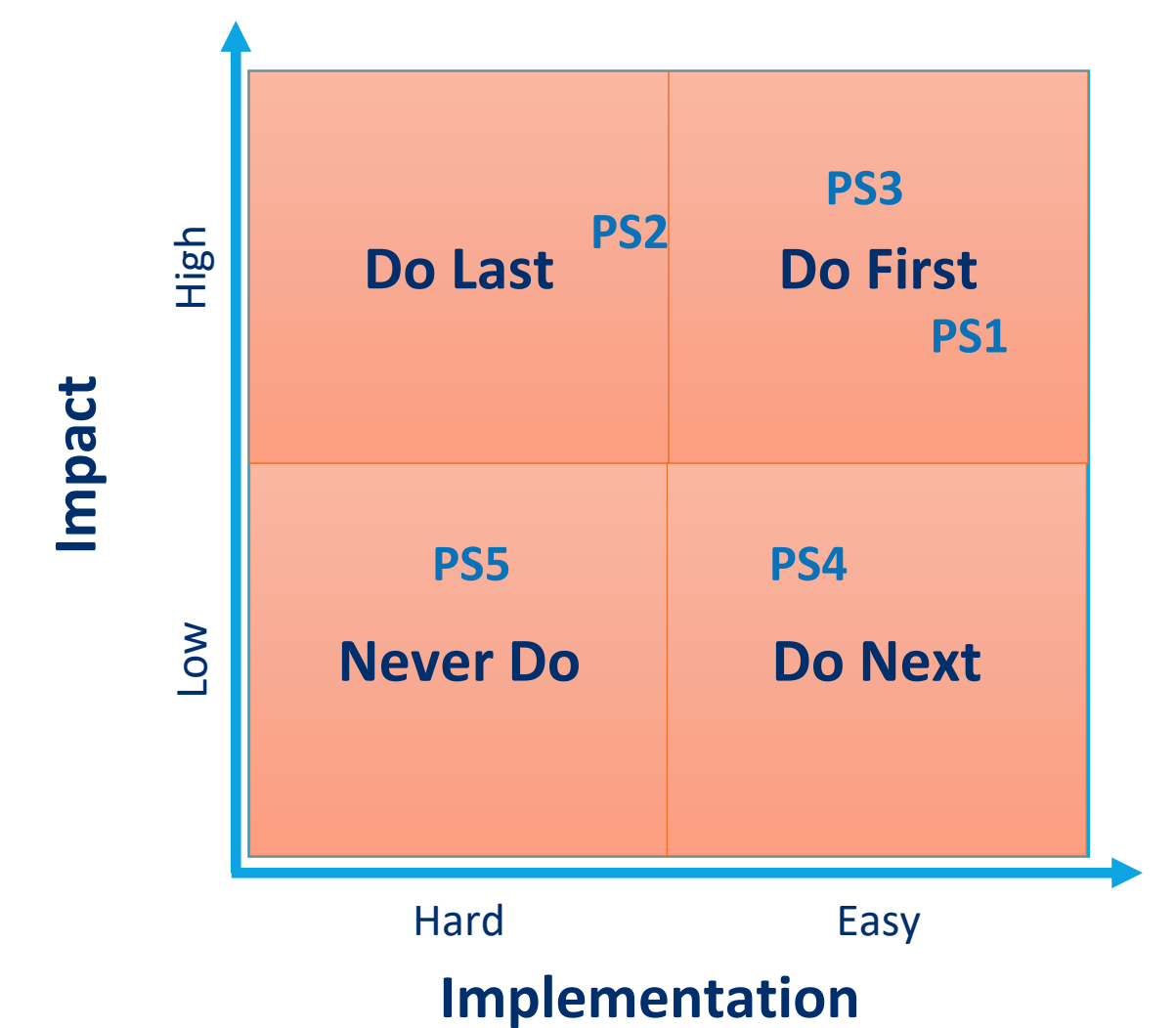
Use Pareto Chart to prioritise root causes and identify key ones



Select Changes

What are all the probable solutions? Which ones are selected for testing?

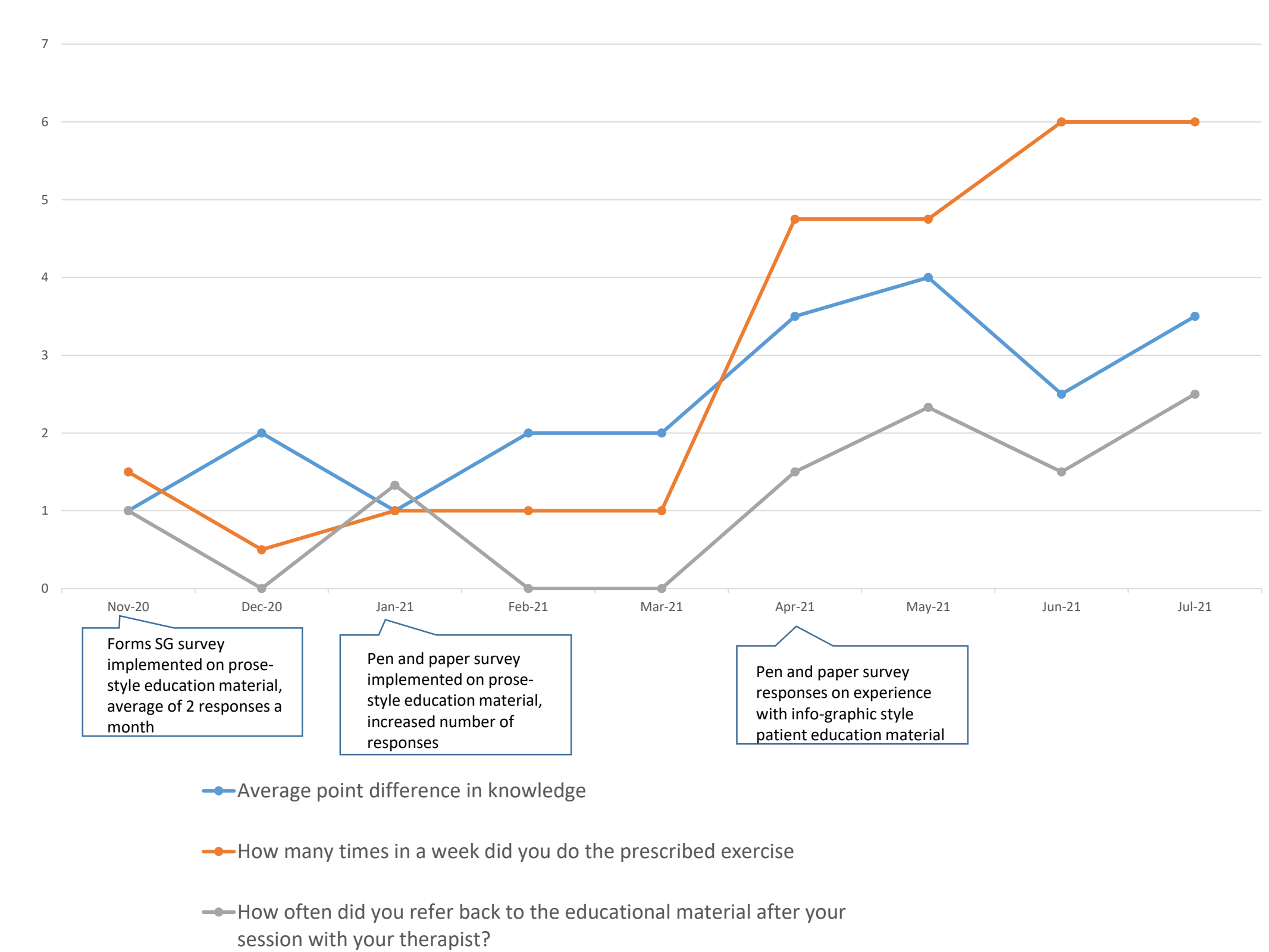
Root Cause	Potential Solutions
Educational materials are not patient-friendly	1 Re-design patient educational materials
	2 Make patient educational materials available online
	3 Include video links on exercises and stretches on the educational materials for easy reference
	4 Make patient educational materials available in a different language
	5 Get patients to help re-design educational materials



Test & Implement Changes

CYCLE	PLAN	DO	STUDY	ACT
1	Speak to podiatrists and patients to garner feedback on the current educational materials from Oct 2020 – Mar 2021.	Focus group of podiatrists formed with one representative from each cluster in NUHS in Oct 2020 as there was a cluster-wide interest on the project. Launched a survey on forms.sg for NTFGH patients to fill up to evaluate their satisfaction and experience using the pre-existing educational material in Nov 2020.	Focus group recommended making educational materials more visually appealing for patients and clinicians to refer to. Few patients filled up the survey upon leaving the clinic - unable to gather much feedback from patients via this channel	Create an infographic style educational material for plantar fasciopathy. Get patient to fill up survey using pen and paper during their review visit instead of via form.sg
2	Re-launch patient survey on pre-existing patient education materials via pen and paper in clinic while re-design of plantar fasciopathy leaflets were underway from Jan 2021 – Mar 2021.	Implement pen and paper survey for patients to evaluate satisfaction and their experience using the pre-existing materials from Jan 2021 – Mar 2021	See run chart for survey results on patient's experience with the pre-existing educational materials. Patients wanted video links for exercises and stretches to be included in the educational materials	Create an infographic style educational material for plantar fasciopathy with video-links on exercises and stretches
3	Re-designed education material to be launched in NTFGH podiatry MSK clinic in end Mar 2021 and evaluated post-launch	Begin issuing new educational material on plantar fasciopathy in clinic in end March 2021. Implement pen and paper survey for patients to evaluate satisfaction and their experience using the new materials from Mar 2021 – Apr 2021	See run chart for results	The new infographic style patient education materials is correlated to an increase in patient's utilization of education materials and compliance to the exercise and stretching regime. Plan: To roll out new infographic style patient education materials across the cluster by end 2021

Patient's Experience Survey



Spread Changes, Learning Points

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

Infographic style podiatry patient education materials including video links for exercises will be rolled out in all NUHS institutes through the coordination of the Cluster-wide Focus Group. The cluster-wide focus group is currently working on educational materials for other musculoskeletal conditions.

We are also working and coordinating with the communications department from NUHS institutes to make such education materials available on the OneNUHS app eventually.

What are the key learnings from this project?

Engaging cluster-wide representatives early in the planning process helped to draw insights on the current problem and set the ground work for cluster-wide change.

Garnering responses from patients can be challenging. Patients are willing to respond but tend to forget to do so if the survey is not made readily available.

Future improvement: formation of a patient-leg focus group may help draw insights for more targeted improvements.