

Project Title

Improving ICU/HD patient's experience through the implementation of the engagement trolley

Project Lead and Members

Project lead: Alaine Teu Pu Yin

Project members: Xanthe Chin, Hay Mann Oo, Tay Jia Ying, To Man Ki

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Nursing

Project Period

Start date: October 2018

Completed date: July 2020

Aims

Engaging ICU/HD patients to help improve mood and reduce boredom through a variety of materials to cater to a wide audience.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

A step by step data collection followed by an evaluation process was implemented at every stage of this project. This process allowed us to create a solution that was tailored to what the patients want and hence the solution was proven to be effective to help combat the problem.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Value Based Care, Patient Satisfaction

Keywords

Engagement Trolley, ICU Patients

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IMPROVING ICU/HD PATIENT'S EXPERIENCE THROUGH THE IMPLEMENTATION OF THE ENGAGEMENT TROLLEY

- SAFETY
- PRODUCTIVITY
- QUALITY
- COST
- PATIENT EXPERIENCE
- TEAMWORK
- COMMUNICATION

MEMBERS: ALAINE TEU, XANTHE CHIN, HAY MANN OO, TAY JIA YING, TO MAN KI

Problem and Aim

Problem: For many patients, hospitals are an unfamiliar and isolating place. In the ICU/HD setting, patients experience even higher levels of vulnerability from existential anxiety. Many patients within these environments reported high levels of boredom and frustration due to a lack of stimuli (Danielis, Povoli, Mattiussi & Palese, 2020).

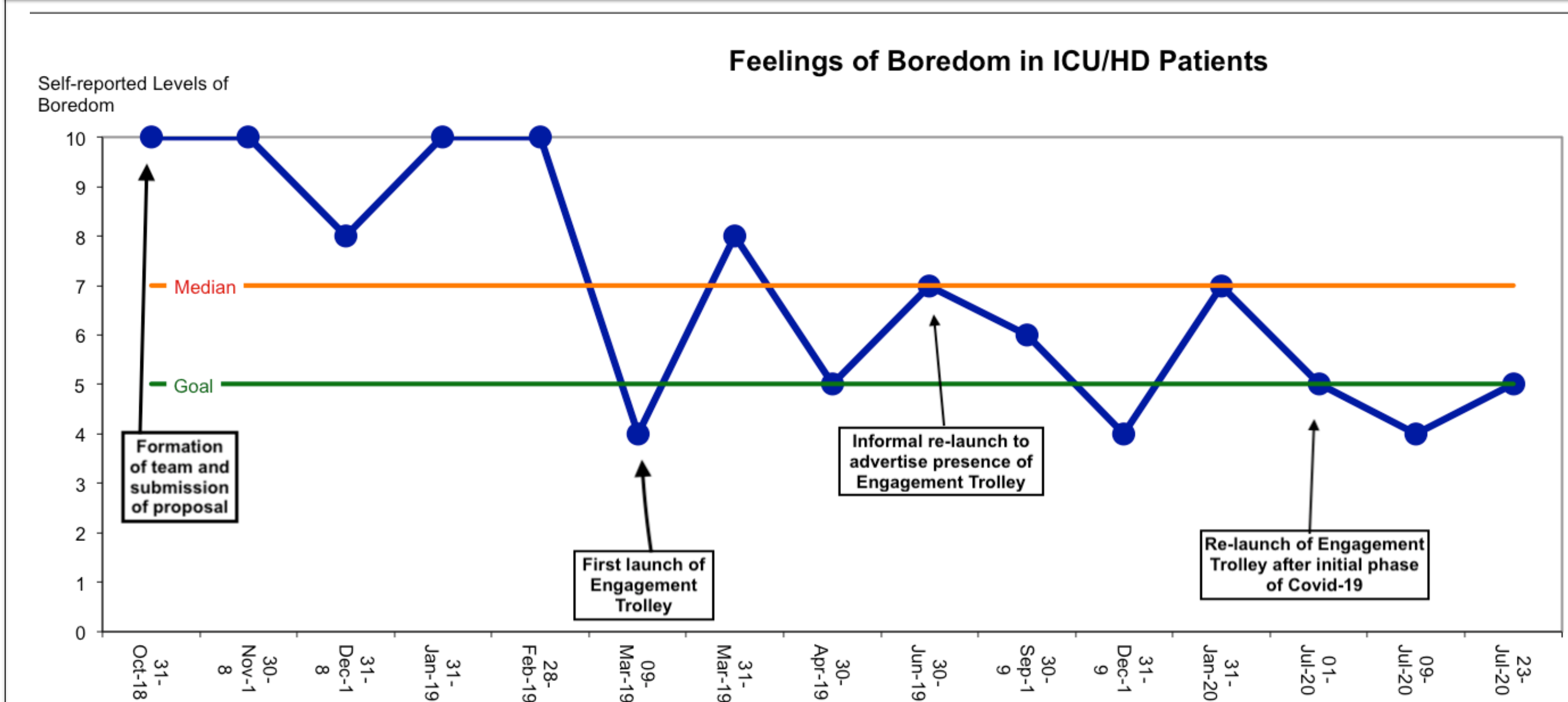
Through informal interviews, we realize the profound impact of boredom towards our patients' psychological health. Some statements from our patients include: *"Being confined to this bed, I feel so isolated and lonely"*, *"As there is nothing to do, I keep thinking of my life and worrying that I will not survive this hospitalization"*.

The combination of being disengaged and reliant on others for basic daily care has also been widely reported in many studies to result in higher levels of anxiety, depression and even poorer health outcomes (Minton, Batten & Huntington, 2018; Steele & Linsley, 2015).

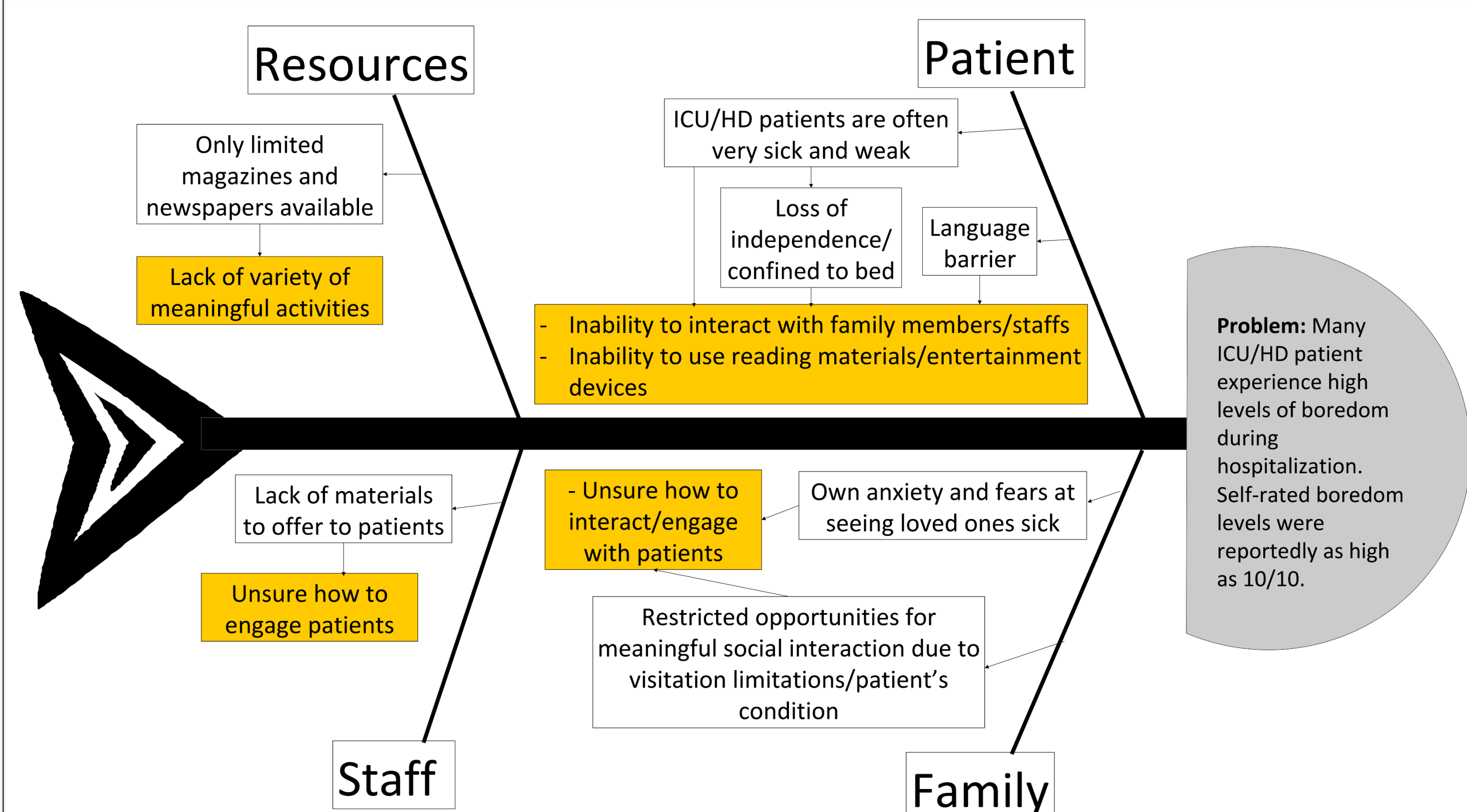
Our team noticed the presence of boredom and disengagement as an opportunity to help improve the patient's experience and enhance the environment in a creative manner.

Aim: Engaging ICU/HD patients to help improve mood and reduce boredom through a variety of materials to cater to a wide audience.

Establish Measures



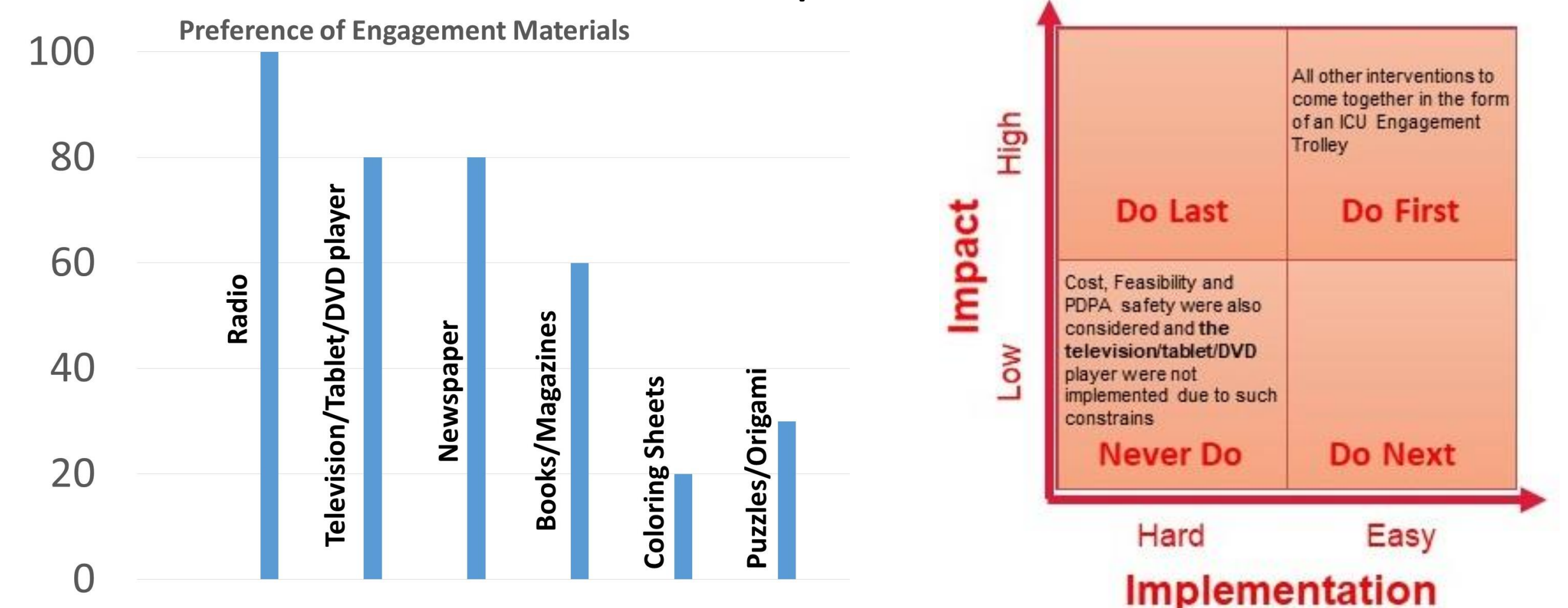
Analyse Problem



- From the fish bone diagram, we identified 4 main root causes (Highlighted in yellow)
- The most significant root cause appears to be a lack of materials that family/staffs can utilize to engage the patients

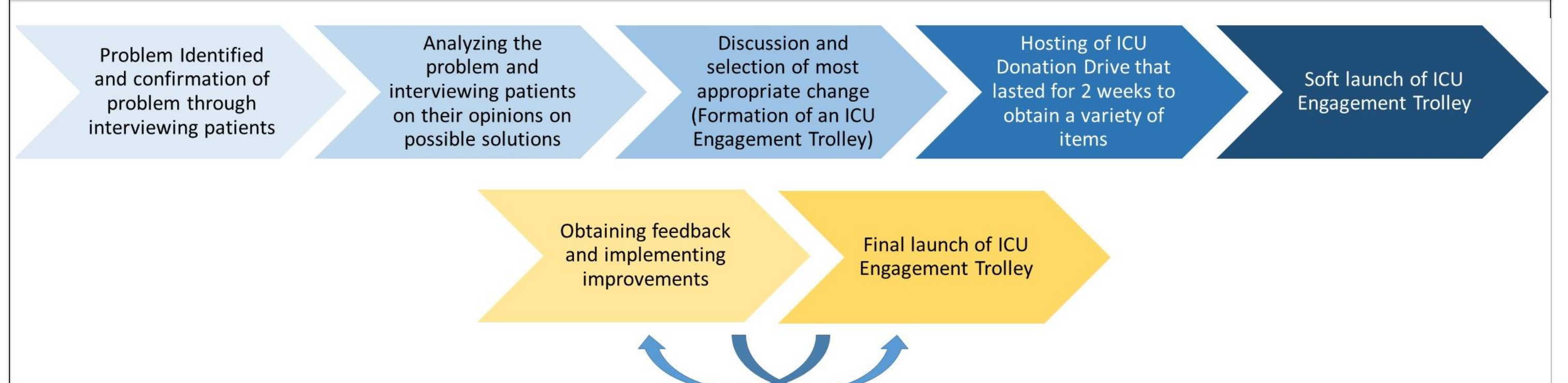
Select Changes

In order to ensure that the change is effective, patients were interviewed on their preference of resources that can combat boredom. The bar chart below represents the patient's preferences.



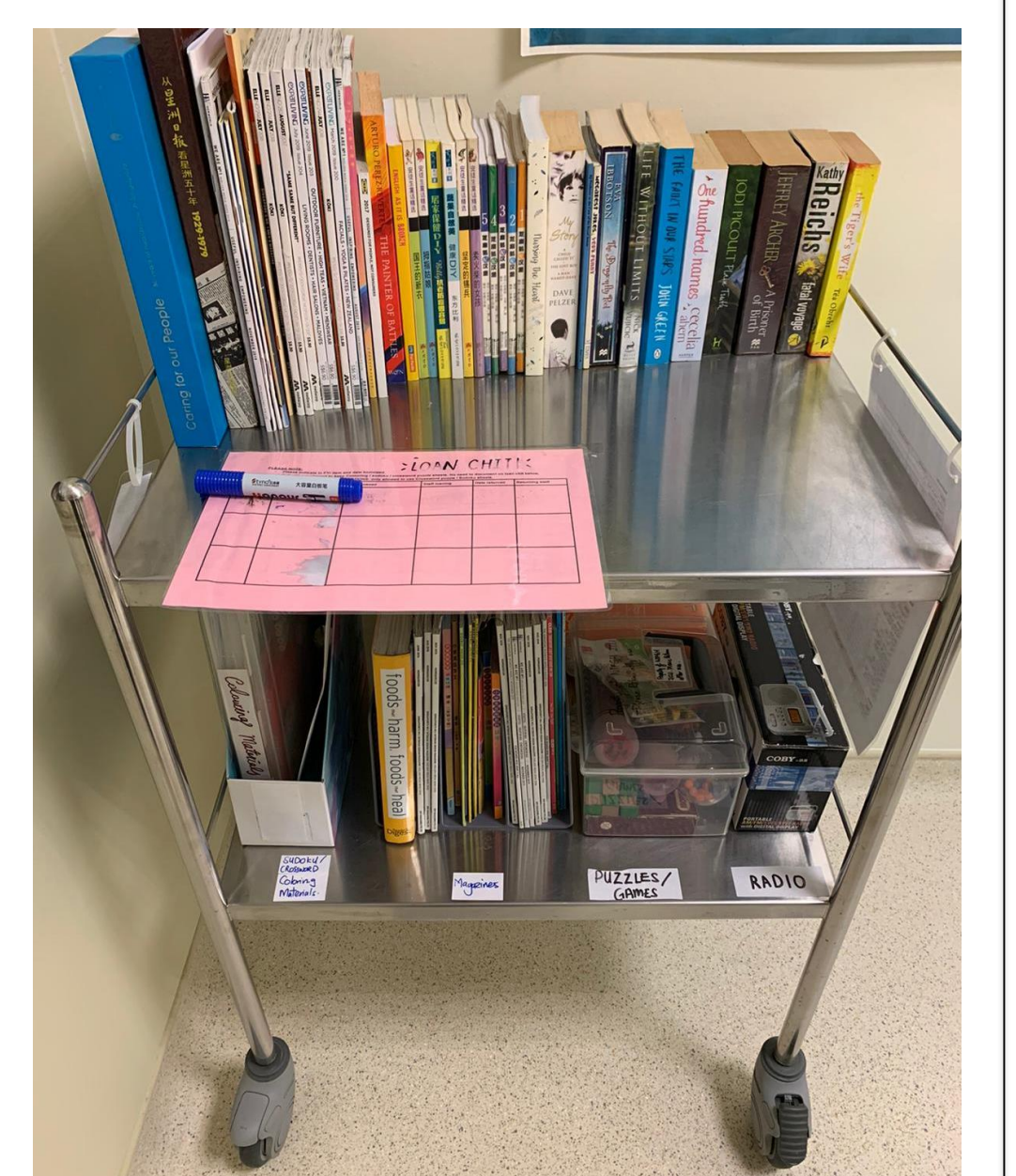
Taking into consideration the vast differences of ICU/HD patients that we care for, the change selected is a combination of different resources that can appeal to a large variety of audiences from different age groups and ethnicities. This change comes together in the form of a Patient Engagement Trolley.

Test & Implement Changes



A variety of items were obtained through the ICU donation drive and they were screened for suitability before being included. A soft launch of the ICU Engagement Trolley allowed us to track usage and test the change. Informal interviews to obtain feedback from both patients and staff helped us to identify areas of improvements. After the soft launch, radio appeared to be most popular and additional radios were added.

With the final launch, data collection continued and patients who utilized the trolley reported lower levels of boredom. *"Having something to do and listen to help time to pass time faster and distract me from my illness"*. Interestingly, many patients felt that the knowledge that there are such resources led them to feel more at ease with their feelings of boredom, *"I know I can ask for the items if I want to. Although I am still stuck here, having something like that is better than nothing at all"*.



Spread Changes, Learning Points

The current goal now focuses on a process of constant feedback and improvement to keep the trolley relevant and constantly utilized. In future, the goal involves sharing this project with other units to help highlight the negative impacts of boredom and implement/modify the Engagement Trolley to meet the needs of their patients.

Key learnings from this project:

- A step by step data collection followed by an evaluation process was implemented at every stage of this project. This process allowed us to create a solution that was tailored to what the patients want and hence the solution was proven to be effective to help combat the problem.