

Project Title

Your Guide To Cataract Surgery

Project Lead and Members

Project lead: Jayanthi Mary Ann. A

Project members: Deivisri Gobal, Chris Wong Ting Yen, Safinah Binte Abdul Wahab

Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Nursing

Applicable Specialty or Discipline

Ophthalmology

Aims

To achieve at least 95% of the patients and next of kin to understand pre-surgery instructions by the end of November 2017.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

Patients and NOKs found that the pictorial version of the pre-surgery instructions much easier to understand than the previous instruction checklist.

Conclusion

See poster appended / below

Project Category

Care & Process Redesign, Quality Improvement, Value Based Care, Patient Satisfaction

Keywords

Cataract Surgery, Pre-Surgery Instructions

Name and Email of Project Contact Person(s)

Name: Jayanthi Mary Ann. A

Email: Jayanthi_arokiaswamy@nuhs.edu.sg

YOUR GUIDE TO CATARACT SURGERY

JAYANTHI MARY ANN . A, DEIVISRI GOBAL, CHRIS WONG TING YEN, SAFINAH BINTE ABDUL WAHAB

- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

Define Problem, Set Aim

Problem

- Patients were not able to understand the pre-cataract surgery instructions given by the listing nurse in Eye Clinic and commented that the documents given were too wordy, therefore patients did not fast accordingly for the surgery. Medications to omit or consume for surgery were not being followed accordingly. Hence surgeries were cancelled or postponed.
- This aggravated the frustration in patients and their next of kin as they had to revisit the hospital. It also brought inconvenience to the next of kin who had to make arrangements to bring elderly patients back to the hospital.

Aim

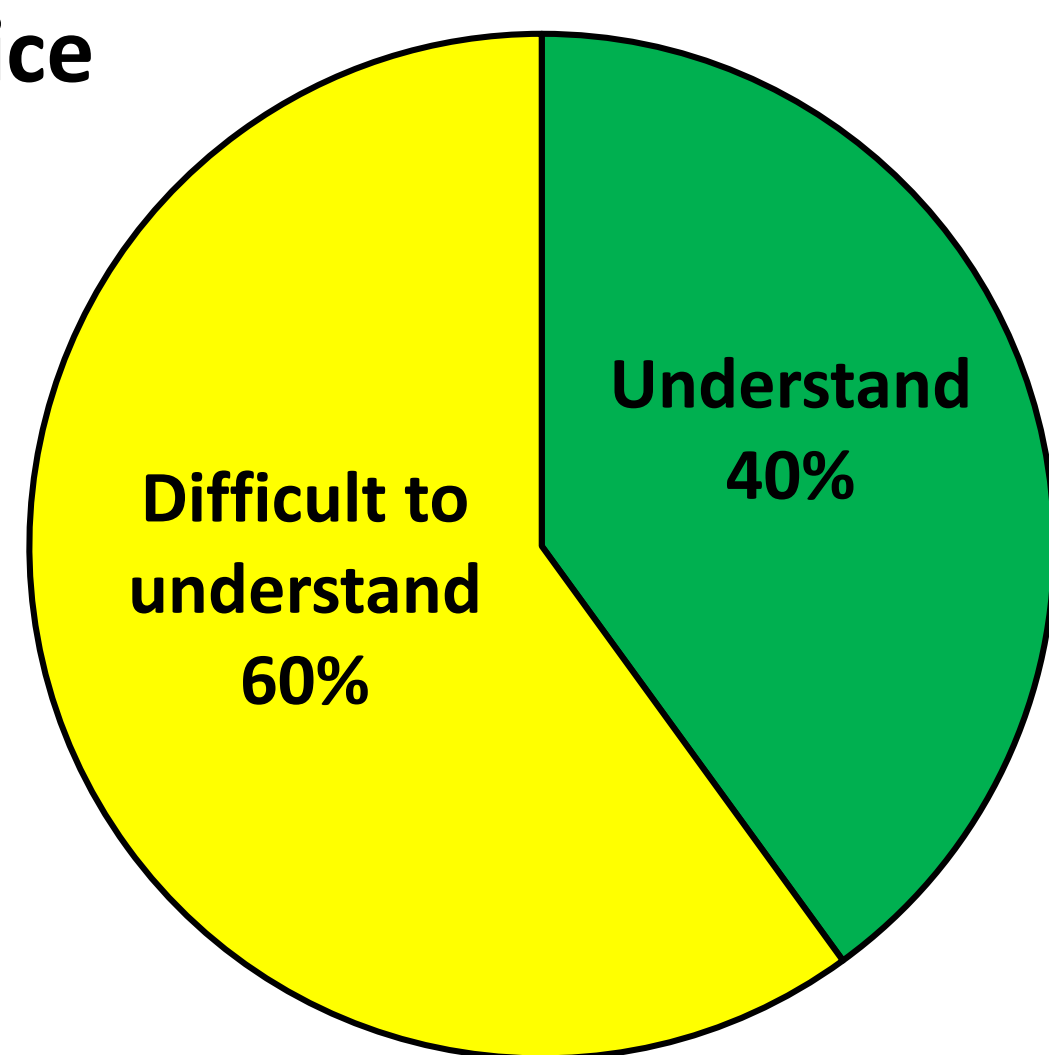
- To achieve at least 95% of the patients and next of kin to understand pre-surgery instructions by the end of November 2017.

Establish Measures

Before Improvement

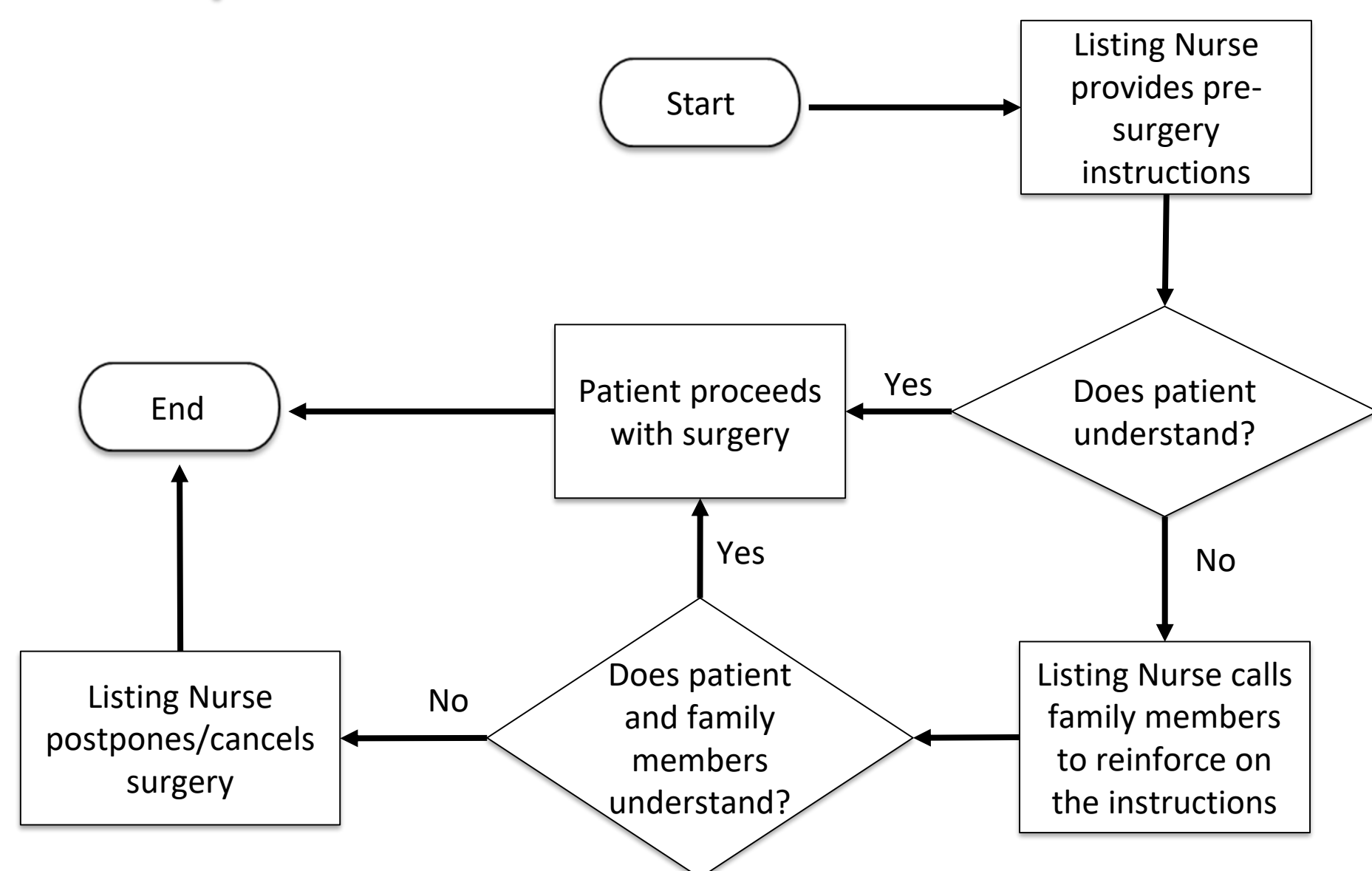
(Survey done using Pre-Op Education form)

Pre-Op Advice

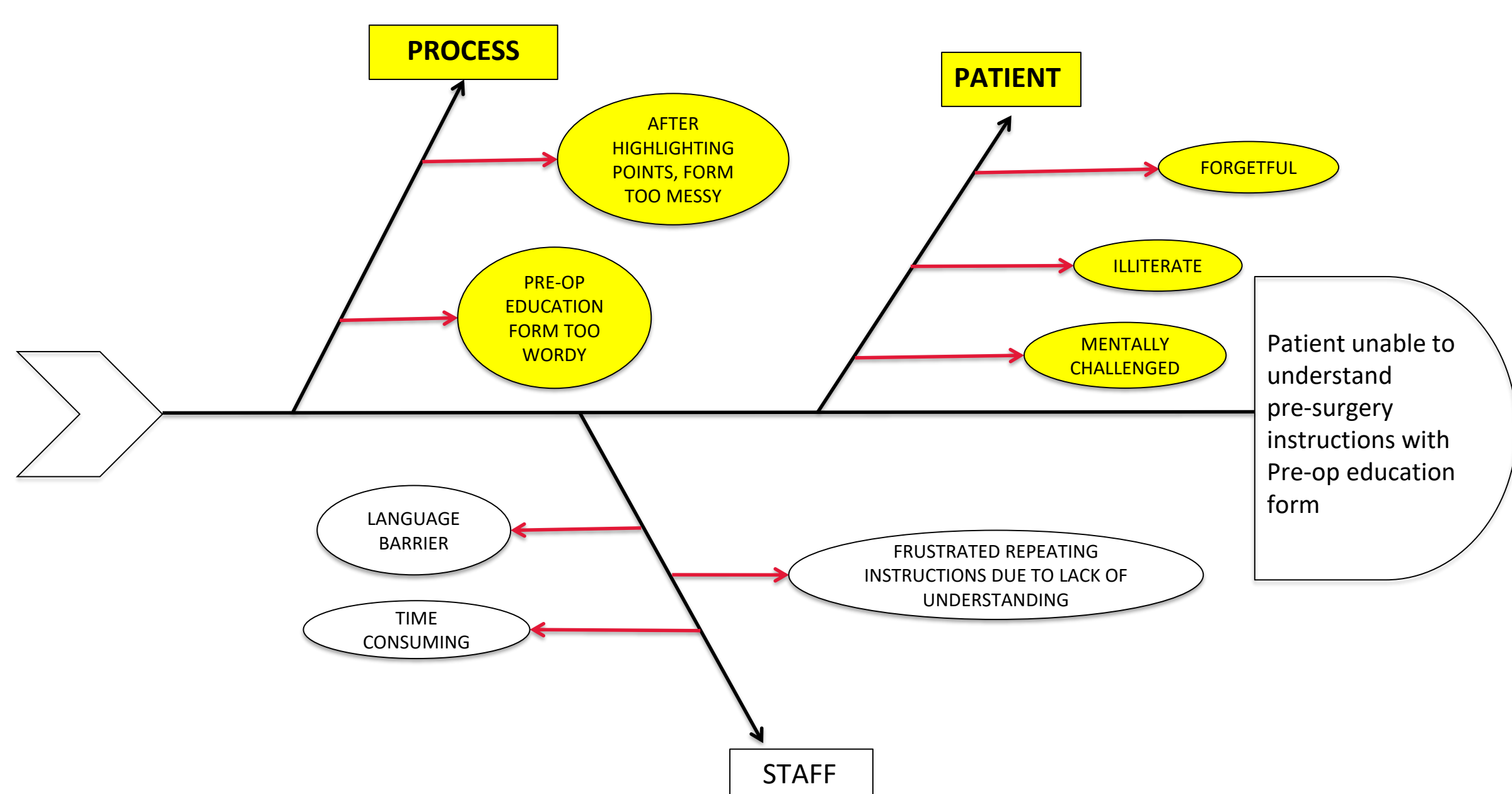


Analyse Problem

Process Before Improvement



Root Cause Analysis



The team tackled the Patient- and Process-related root causes

Test & Implement Changes

CYCLE	PLAN	DO	STUDY	ACT
1	Pilot pictorial flipchart. Conduct post-pilot survey	Plan was carried out accordingly	97% of the patients finds the flipchart helpful. Most patients understand instructions before surgery Utilising the flipchart was much easier for the staff. Staff felt less stress in explaining to patients and family	To adopt change and implement it

SURVEY FOR PICTORIAL CHART

Date: _____

Demographics

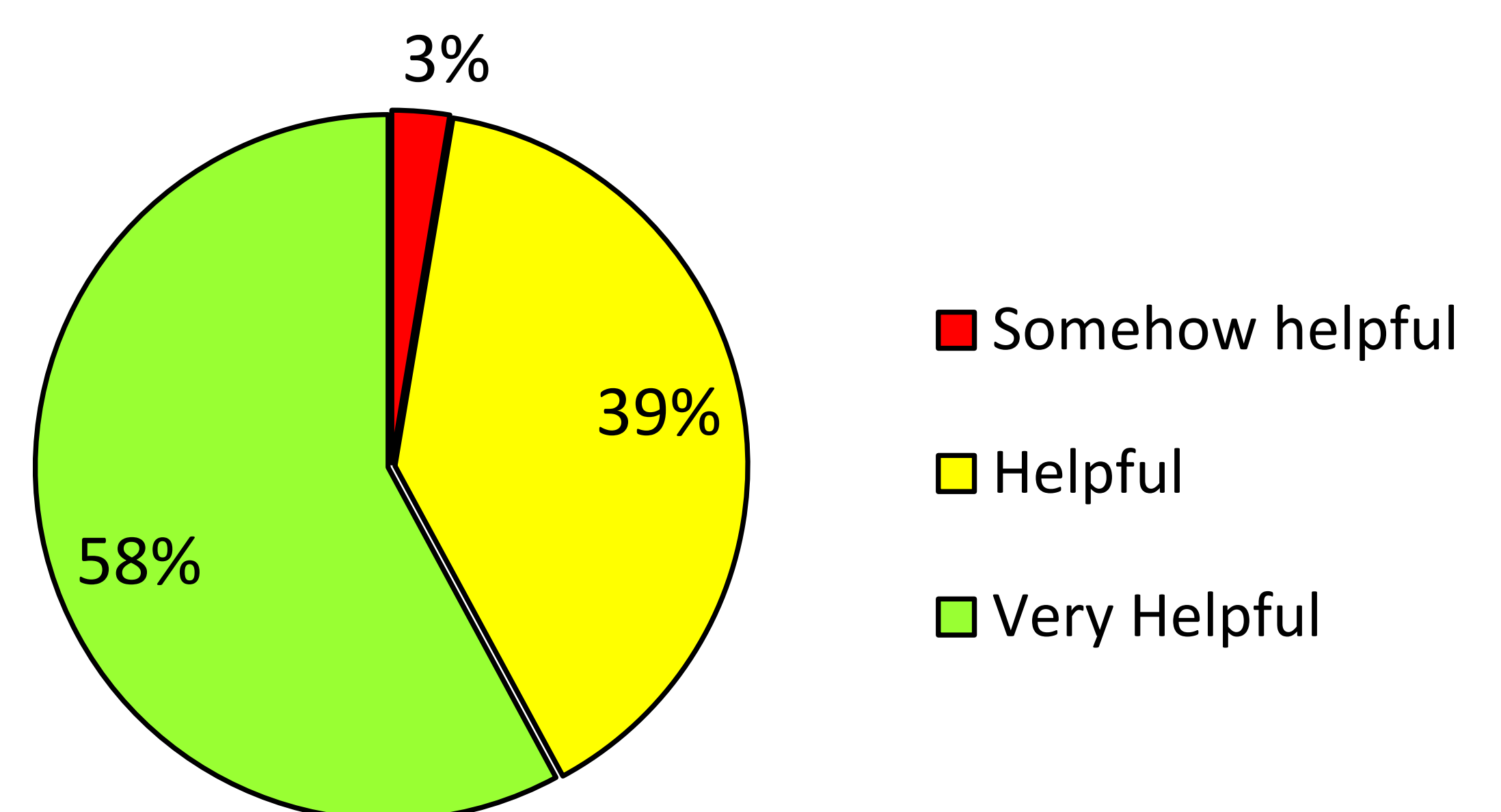
1) Age: 30-40 years old
 40-50 years old
 50-60 years old
 60-70 years old
 70-80 years old
 80-90 years old

2) Gender: Male
 Female

3) Who was with the patient?
 Next Of Kin
 Relative
 Spouse
 Others _____

Please tick the best that described your understanding towards the Pre Surgery Pictorial Chart in the appropriate box below.

	Not Helpful	Somehow helpful	Helpful	Very Helpful
Pre Surgery Pictorial Flip Chart				



There was improvement after the implementation of the flipchart. There were less phone calls, less cancellations / rescheduling of surgeries.

Spread Changes, Learning Points

Strategies to spread change

We have roll calls and meetings to spread the implementation of the flipchart. We also shared the idea with our SOC colleagues

Key learnings

Patients and NOKs found the pictorial version of the pre-surgery instructions much easier to understand than the previous instruction checklist.