



**Singapore Healthcare Management 2018**

# Integration of Patient Experience to Leadership Patient Safety Walkrounds

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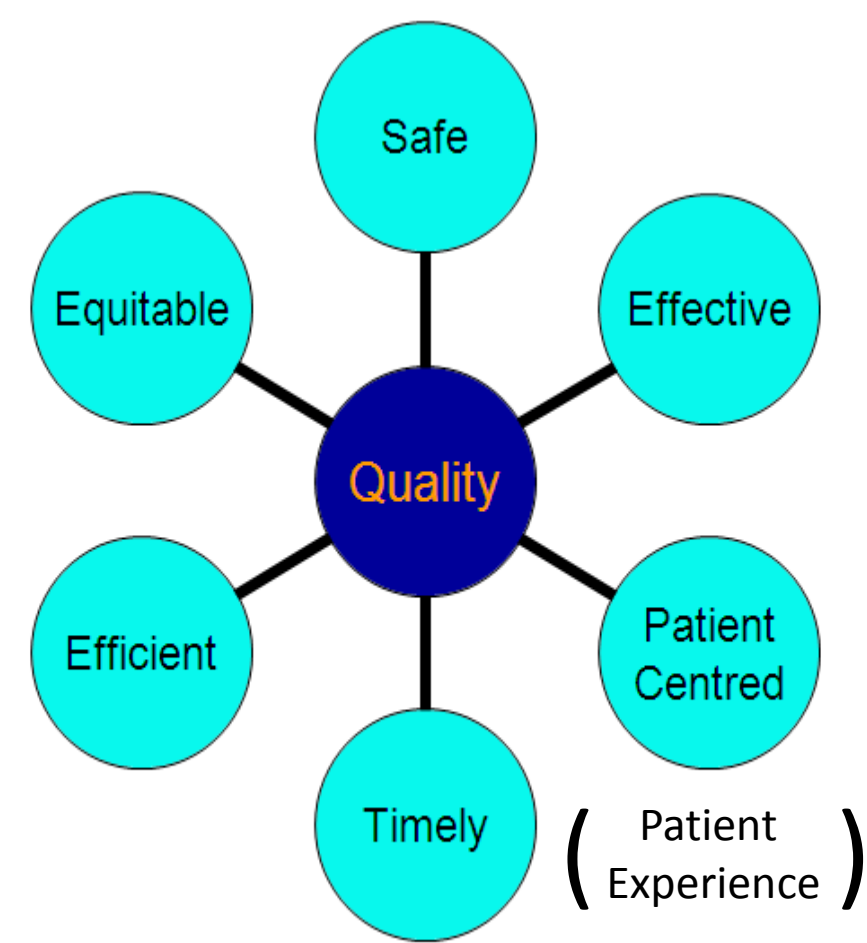


**Polyclinics**  
**SingHealth**

## Introduction

Leadership Patient Safety Walkrounds at Singhealth Polyclinics (SHP) first started since 2013. These have been effective as a channel for leadership to communicate the importance of patient safety concerns and staff to raise concerns relating to patient safety.

Apart from Safety, Patient Centredness is also one of the six domains of health care quality. These domains are interrelated and balancing; all may impact patient safety and experience.



To enhance SHP's efforts to improve patient experience, which is integral to Patient Centredness, SHP undertook the decision to integrate patient safety and patient experience in the walkrounds in Nov 2017.

## Aims

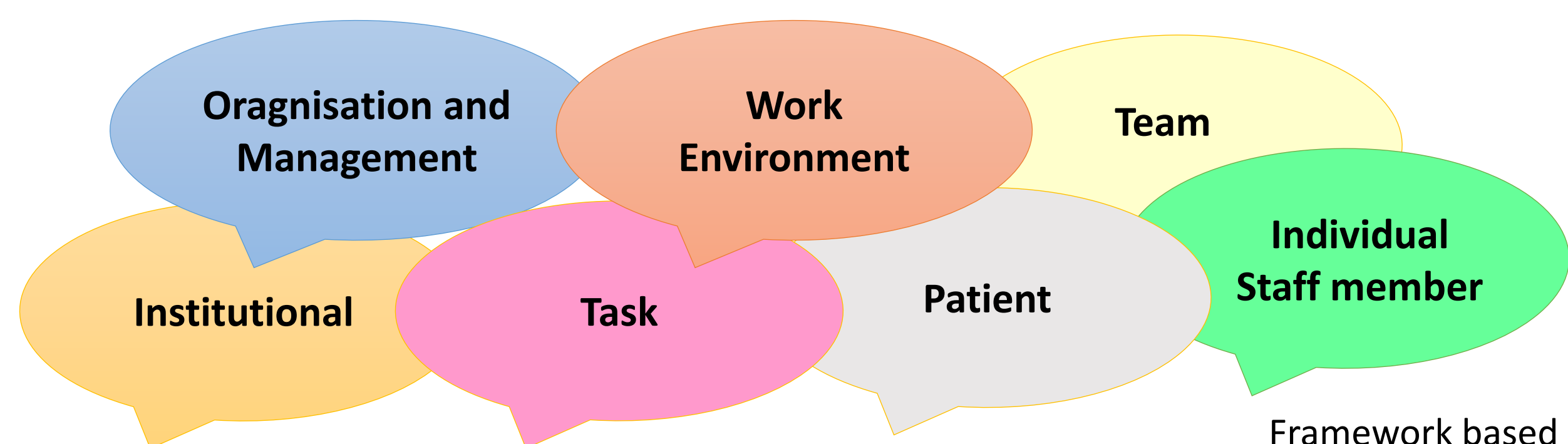
- To enable leadership to communicate the importance of patient safety and patient experience to staff.
- To provide staff a platform to communicate directly to leadership about patient safety and experience concerns on the ground.
- To build culture that emphasises both patient safety and experience as dimensions of quality.

## Methodology



### Leadership Patient Safety & Experience walkrounds (PILOT)

- Conducted at two clinics.
- Tested feasibility of use of Vincent's categorisation of concerns related to patient experience
- Patient experience integrated into walkrounds in Jan 2018.



### During a walkround at a clinic

- Round-table discussion with staff representatives**  
 Leadership communicate the importance of patient safety and experience to clinic management team and staff representatives from various departments. Clinic staff voice concerns from the ground.
- Hallway conversations**  
 Leadership visit clinic's key areas to see staff's real practices in actual environment. Leadership also speak to patients to gain insight on their experience in the clinic.
- Group discussion with the clinic management team**  
 Leadership engage clinic management team on systemic and clinic issues from the team's perspective.

### Follow-up after walkround

- QM organises the recorded patient safety and experience concerns as well as issues raised by clinic management team.
- These concerns are filed under the Vincent's categorisation, prioritised and sent to the relevant departments for action.
- Departments will revert and share with QM the actions to be taken to address the concerns.
- QM tracks the progress of the actions and closes the loop with the relevant department(s) and clinic.
- QM will update at management platform of concerns raised and addressed for SHP's learning.

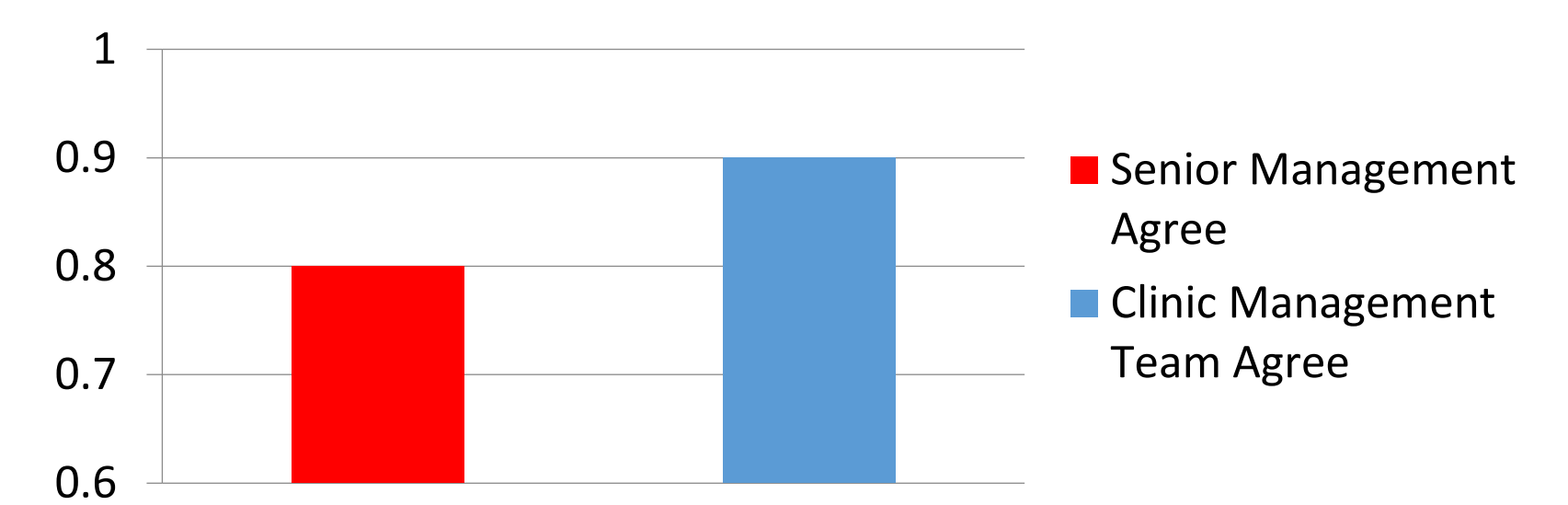
## Result

### 1. Building culture in Patient safety & Experience

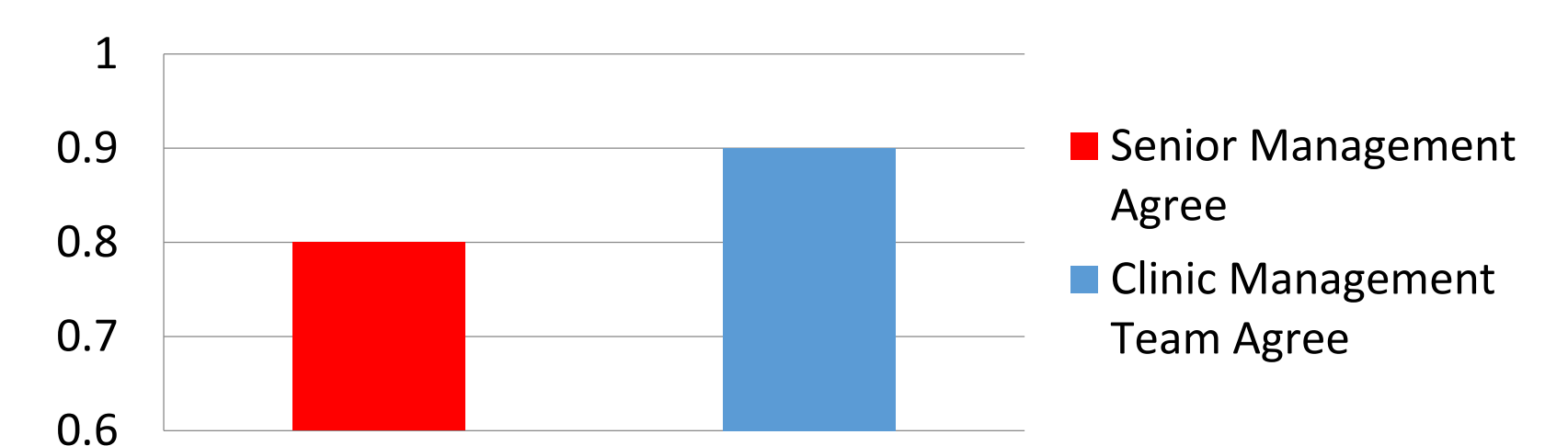
Positive response to the integration of Patient Safety & Experience Walkrounds

The survey results:

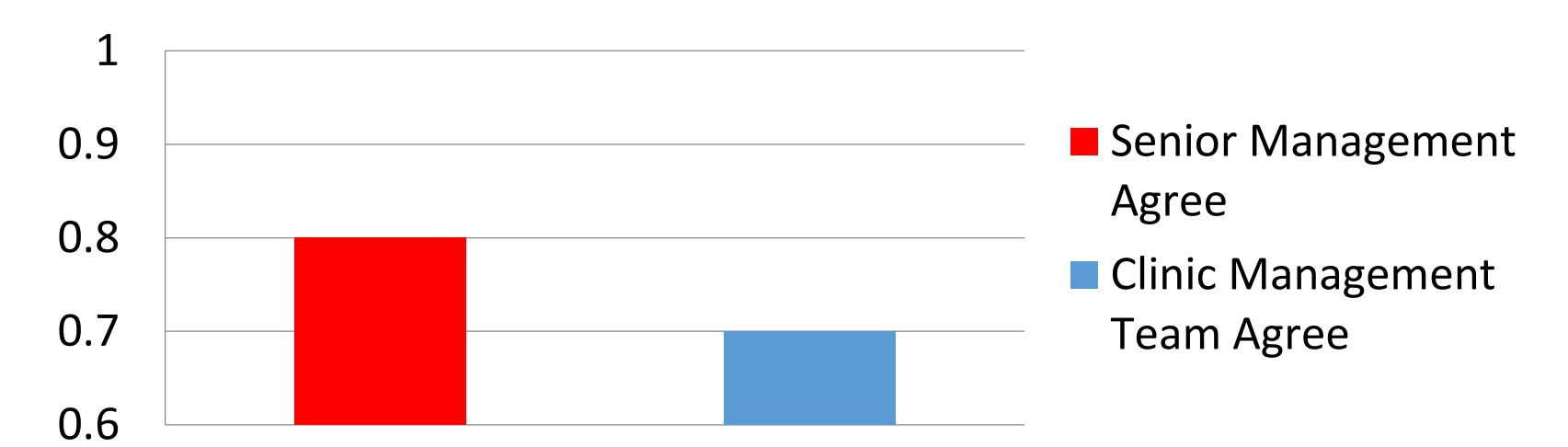
a. Do you agree that the integrated walkrounds provide a holistic view of concerns that impact patient safety & experience?



b. Do you agree that the integrated walkrounds help build a culture that emphasizes both patient safety & experience as dimensions of quality?



c. Do you agree it is more impactful to integrate patient experience into the walkrounds?



### 2. Building knowledge for improvement

The patient safety and experience concerns shared during the walkrounds have also helped SHP to build knowledge and facilitate improvement in the healthcare provided to patients.

Example 1:

Patients with fasting labs are provided appointments before 10.30am while non-fasting patients will be given slots after 10.30am. This helps optimize patient experience and reduce chances of hypoglycaemic.

Example 2:

For clinics that have no nearby eateries, vending machines have been installed near these clinics' laboratories so that fasting patients can purchase food once their tests are completed.

## Conclusion

The integrated walkrounds have shown to be effective in communicating the importance of patient safety and experience in SHP.

Staff are also able to recognise the high degree of overlap between patient safety and experience issues. As of June 2018, about 53% of concerns raised during the integrated walkrounds impacted both patient safety and experience. The greater awareness has led to improvements in patient care in SHP.

SHP leadership will continue to engage both staff and patients / caregivers to hear their concerns on patient safety and experience, in continuing efforts for **Better Care, Safer Care Everyday** at our polyclinics.

