With an ageing population, acute medical beds are mostly occupied with elderly patients. These patients can be vulnerable and presented with complex medical issues and multiple chronic conditions. Thus, a well-coordinated care team is required to provide seamless care, starting from admission till discharge and follow up of continuity of care in the community.

Department of Internal Medicine (DIM) comprised many sub-teams. This distribution of patients by many sub-teams (as shown in figure 1) posed challenges to operational workflow which has an impact to timely treatment and preparation of patient care management as the individual team doctors need to move around from one ward to another to follow up changes made during the rounds. Due to too many teams making round at the same time, nurses are not able to join the ward rounds. Hence, improving care coordination for better patient care delivery in a more holistic way is deemed necessary. This would help improve patient engagement and to enhance patient experience.

MISSION STATEMENT
To improve patient care coordination with multidisciplinary team from an average score of 3.7 to 4 in two acute medical wards in W53C and W54D within 6 months.

RESULTS
National Database of Nursing Quality Indicators (NDNQI) Work satisfaction survey was taken from all grades of nursing staffs. The survey consisted of 5 sub-categories (1) Task, (2) Nurse-Nurse interaction, (3) Nurse-Doctor Interaction, (4) Autonomy, (5) Professional status. Evaluation was conducted at 3-month and 6-month post implementation. A similar survey was also conducted among the doctors.

CONCLUSION
Improving satisfaction with patient care coordination was started in April 2018 to September 2018. With effective communication and better care coordination, staff satisfaction was achieved through re-organisation of work teams and processes.