Background of the problem

Heart failure (HF) patients admitted to the Acute Medical Ward (AMW) in Department of Internal Medicine, were often not provided with a structured HF education, resulting in dissatisfaction, frustration and even frequent re-admissions. Patient education plays a critical role in HF self-management. One reason for lack of structured HF education is the unavailability of a suitable education material to facilitate a structured HF patient education in SGH.

Mission Statement

100% of HF patients who are admitted to one of the Acute Medical Ward team will receive HF education prior to discharge from hospital.

Analysis of problem

Interventions / Initiatives

PDSA 1: Creation of standardised format for HF education in Citrix system

PDSA 2: Members to download HF App for delivery of HF education

PDSA 3: Creation of colorful, more pictorial pamphlets in 3 languages (English, Chinese, Malay)

Results

1. 100% of HF patients received HF education

2. Higher patient satisfaction level

"This is my life, THANK YOU for making this pamphlet for me."

From a patient Mr LSB

Conclusion

This project enhanced the consistency in healthcare staff’s delivery of HF education by creating a standardised HF patient education format (pamphlet). As a result, patient satisfaction level improved from 20% to 97% at the end of six months. For project sustainability, a “Train-the-Trainer” video will be developed by end Dec’2019 for future new clinicians to ensure consistency in their delivery of HF education.