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Singapore Healthcare Management 2017

NURSES' PAL v2.0

INTRODUCTION

When the Nurses' Pal was first launched in 2013, it was well-received by the nurses.

However, the usage has dwindled in recent times given that the information provided has became outdated with the publication of newer guidelines and need for more decision support tools at the bedside.

Aim of Nurses' Pal 2.0

▪ To improve clinical decisions, care coordination and enhance workflows amidst a busy clinical environment.

Reasons for Enhancements

▪ Continuous improvements to the Nursing mobile application to support the nurses in their daily operations

▪ New application 'Stoma care' to support decision making at the bedside and optimize nursing care of patients with stoma.

▪ New application 'Selection of wound dressings' to support decision making at the bedside and optimize management of acute and chronic wounds.

▪ New application 'Blood Transfusion Reminder' will enhance patient care by reminding nurses of the schedules for vital sign monitoring when patients are receiving blood transfusion.

▪ Enhancements to the existing modules with latest guidelines and protocols.
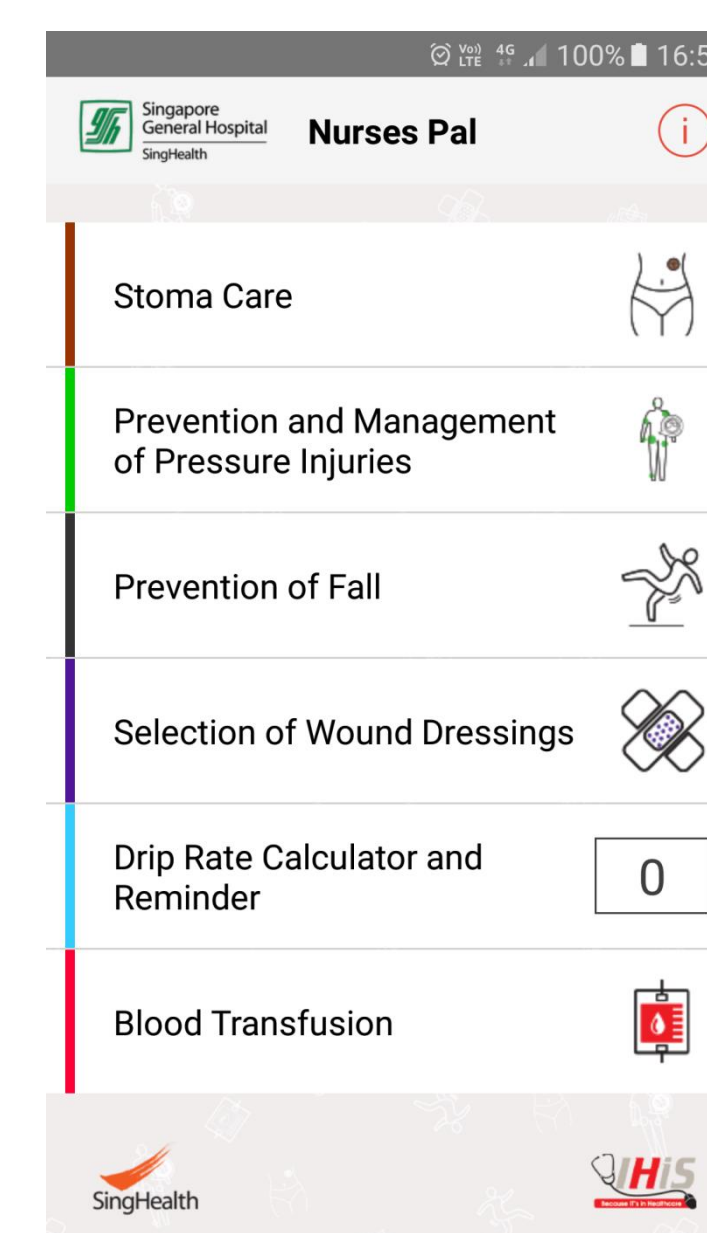
METHODS

A workgroup, consisting of members from Nursing Research, Specialty Nursing, Nursing Informatics, Nursing Administration and Integrated Health Information Systems (IHIS), was formed to work on the enhancements.
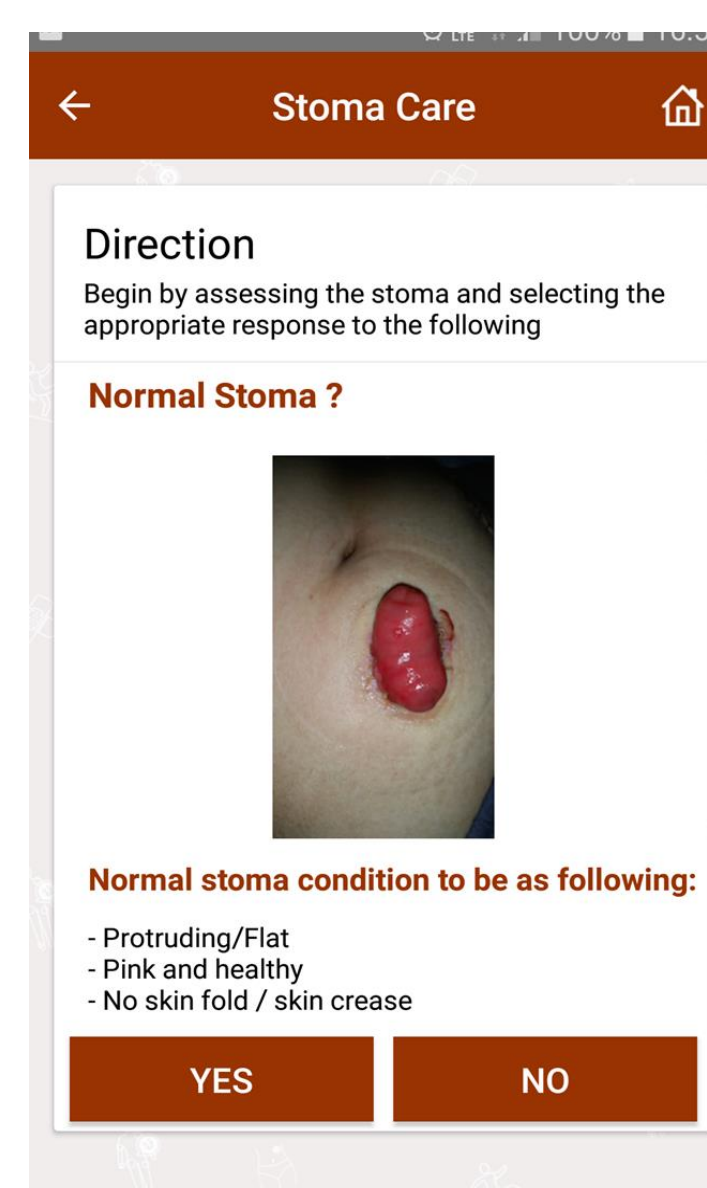
Key Phases of the Project

Phase	Activities	In-charge	Involvement
Requirements gathering	• Search for latest guidelines and care algorithms • Critique of guidelines • Delphi technique to achieve consensus	Nursing research	Specialty Nursing Nursing administration
User interface design and development	• Communication and assessment of requirements	IHIS	Nursing informatics Specialty Nursing Nursing administration
Unit testing and changes	Communication and assessment of requirements	IHIS	Nursing informatics Specialty Nursing Nursing administration
UAT	• Test of prototype; including accuracy of algorithm • Test of app using different phone brands (Android and iOS)	IHIS	Nursing informatics Specialty Nursing Nursing administration
Deployment and post implementation support	• Email blast to all nurses • Generate publicity during key nursing events • 'Launch' of App on SGH Nursing Intranet	IHIS	Nursing informatics Nursing administration

RESULTS

Since it's launch in July 2016, 2988 nurses have downloaded and used Nurses' Pal 2.0.
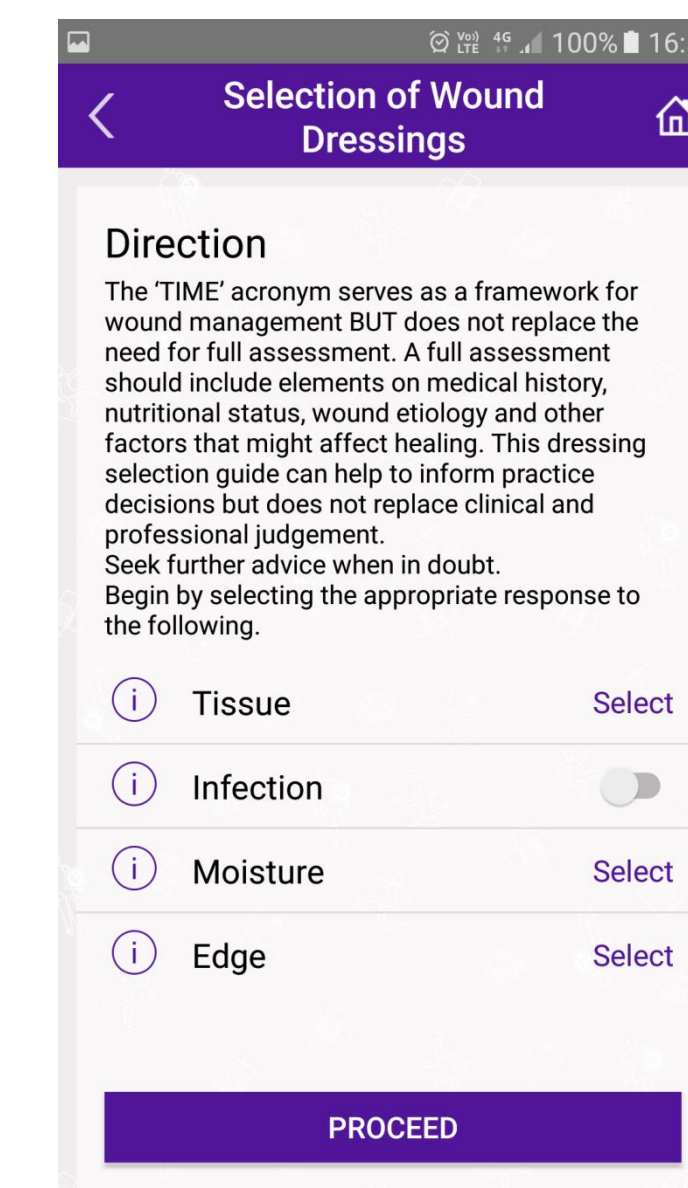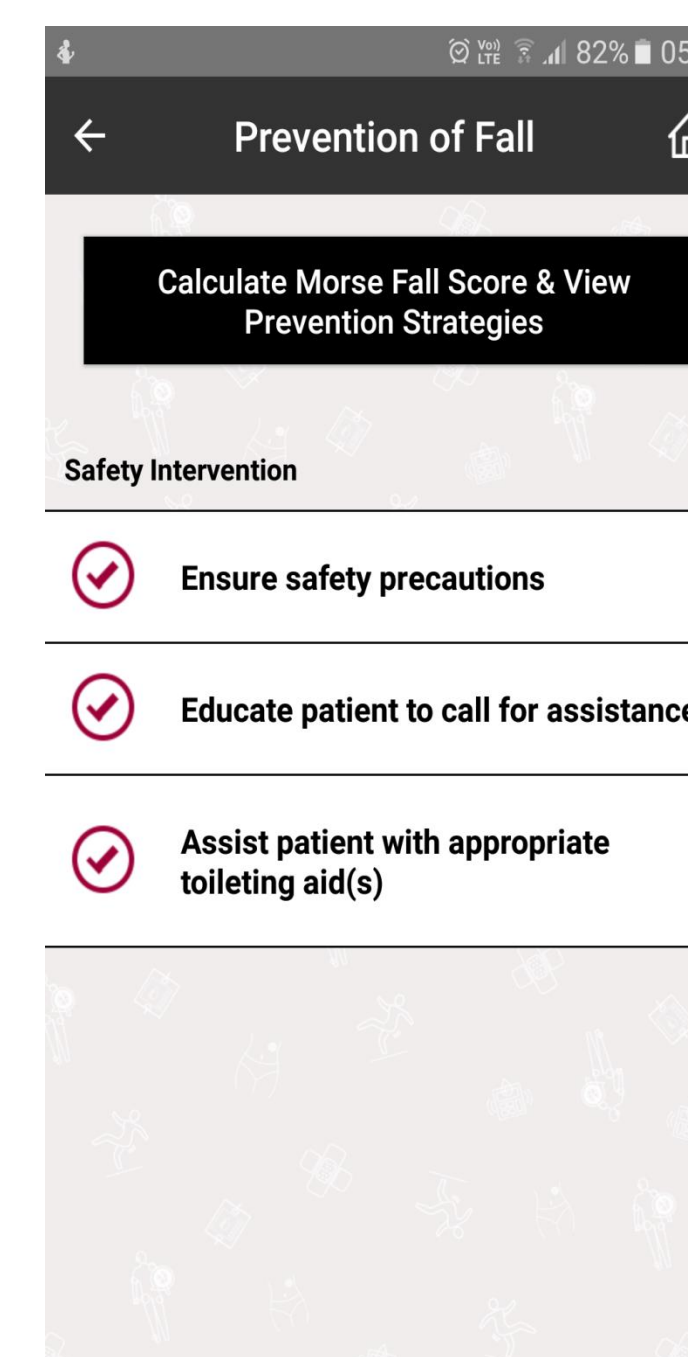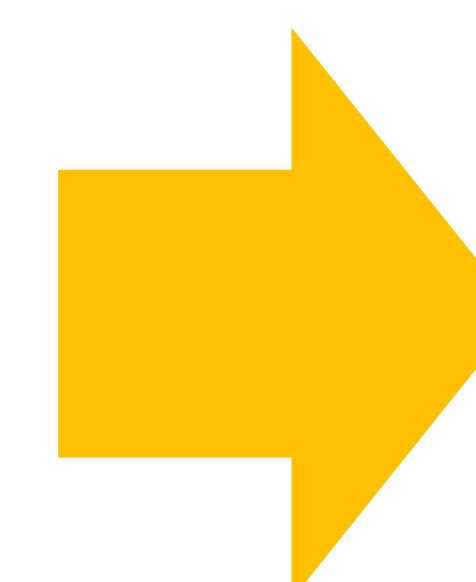
Landing Page:

Allows easy selection of module

Blood transfusion module:

Allows nurses to customize reminders based on patient's clinical profile

Stoma care module:

Guides nurses in decision making

Selection of wound dressing

Guides nurses in decision making

NursePal 1.0

NursePal 2.0

Design:

Enhanced aesthetic features for greater usability

Key benefits of Nurses' Pal 2.0
• More informed decision making
• Improved efficiency with decision support at fingertips
• Enable nurses to better prioritize and schedule care

CONCLUSION

The use of an easily accessible App enables nurses to optimize care at the bedside in an efficient manner.

The involvement of a multi-disciplinary workgroup, comprising of members with complimentary experience, qualifications and skills led to the successful launch of Nurses' Pal 2.0.

SingHealth Nurses can download the app at:
https://www.singhealth.com.sg/mobile/nursespal/