



**Singapore Healthcare
Management 2017**

SYNERGY BOARD Continuous Improvement Program



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INTRODUCTION

During my overseas attachment, I saw a similar initiative in one of the Hospitals in Canada. I was inspired to implement this initiative at KK Women's and Children's Hospital (KKH). The Synergy Board is for staff to raise concerns or issues when they encounter problems related to quality and safety; work processes; and other patient care related matters. Therefore, decision was made to pilot in two wards 55 and 86 from January 2016. From January to September 2016, 48 new ideas were implemented by staff taking the lead and ownership.

The Synergy Board went through a series of modification through staff feedback from the two piloted wards. Synergy Board implementation was presented during the CEO/CMB forum and Patient Quality and Safety Symposium. The initiative was well received and we were given the lead to look into implementing this project in all the clinical areas. With this positive result, slowly, but steadily, there was more buy-in from everyone.

From February 2017 the Synergy Board has been implemented across all the inpatient and outpatient areas.

Working towards "0" harm, all clinical areas also tracked Medication errors, Specimen errors and falls on the Synergy board on a daily basis.

AIMS

1. Create a platform for staff to raise issues
2. Empower staff to solve issues and develop their leadership skill
3. Creates an awareness, motivates and encourages staff to maintain/improve on their unit Key Performance Indicators

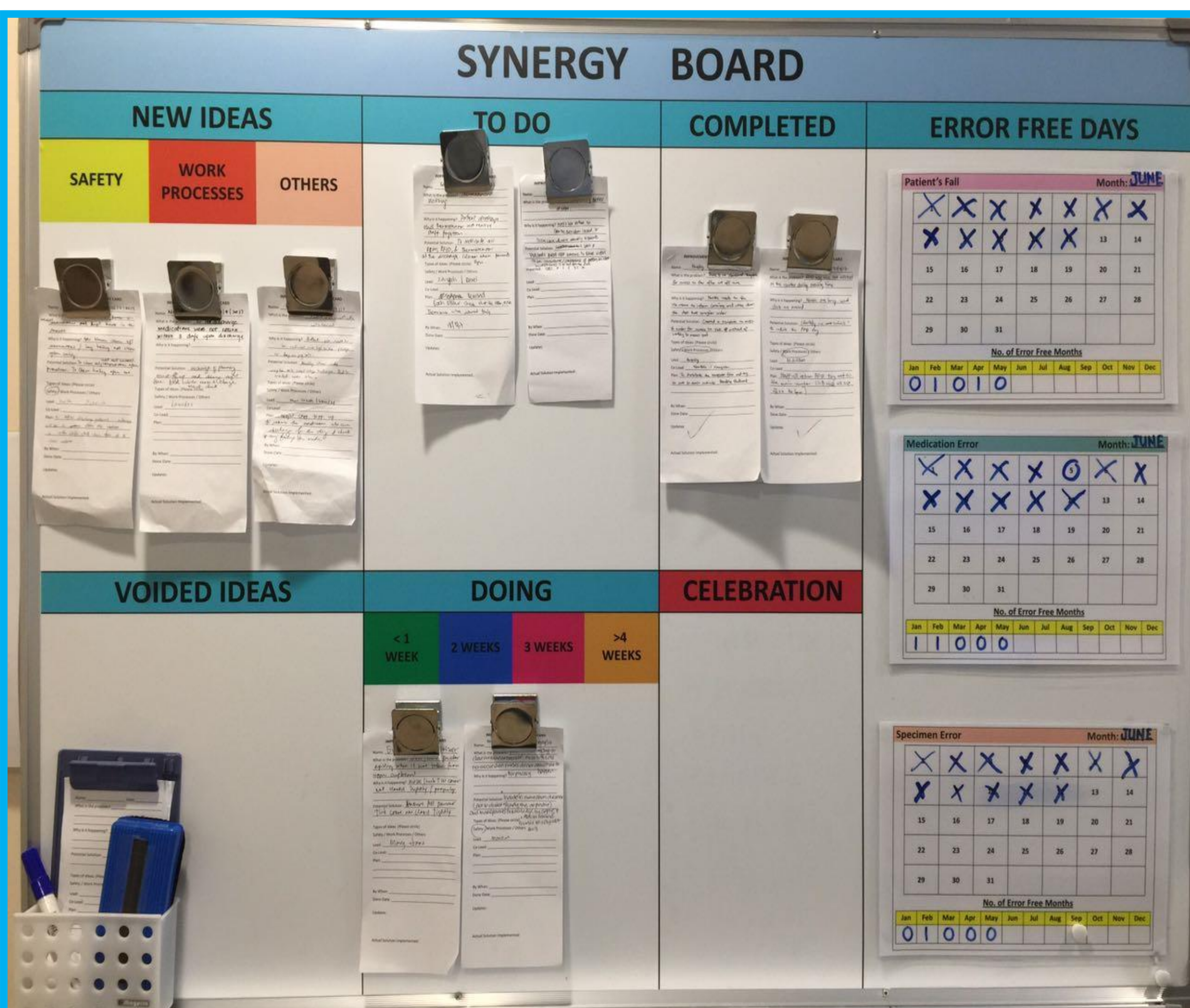
METHODOLOGY

The staff will record problems they encounter on an 'Improvement Opportunity Card (IOC)' on a daily basis and place this on the Synergy Board. The Board tracks ideas until they are implemented. Ideas are reviewed during weekly huddle sessions. Issues are expected to be resolved within 1 to 4 weeks. Ideas implemented will be tracked on a monthly basis

During the huddle session, the first issue in the IOC will be reviewed to set the tone for the rest. To give confidence to the staff, simple analytical tools and "just do it" will be utilised, e.g. 5-Whys (instead of in-depth PDSA) for quick implementation. If the issue is not resolved a more in-depth approach will be applied (e.g. PDSA, PIP).

When needed input from other departments, Staff will be invited to participate during the huddle session to amicably solve the problem raised. For issues requiring more in-depth approach to resolve then support and assistance will be sought from Quality, Safety and Risk Management officer. New solution/further improvement may emerge during brainstorming.

Medication errors, Specimen errors and falls are tracked on a daily basis. Error free days are marked with a Cross (X); error incidents are marked with a circle. The Synergy Board tracks the results on a monthly basis for one year.



RESULTS

Since February 2017 we had implemented more than **40** ideas

a) **Issue:** Poor compliance of hand hygiene – 46.5% in 1st quarter 2016.

Ideas Implemented: In-service talks, internal audits, real-time feedbacks and videos of 5 moments of hand hygiene; compliance improved to 91.7 %.

b) **Issue:** Pressure Injuries for bed-ridden complex-care patients.

Ideas Implemented: Cooling mattress provided as pressure relieve agent; prevented pressure injuries in smaller-age group patients.

c) **Issue:** Lifting ADL dependent cerebral palsy children caused back pain among nurses.

Ideas implemented: Industrial back support vest for good back support and comfort.

d) **Issue:** No proper storage of expired-date labels causing inefficiency and wastage.

Ideas Implemented: Self-rolling stand with date-labels easily accessible at eye level.

CONCLUSION

Synergy Board is a good platform to learn, innovate and for staff to raise any work related issues. It also encouraged staff to take ownership for identifying problems in their unit and be empowered to take the lead in implementing effective solutions. I am convinced that Synergy Board will be sustainable because senior management has now given the directive to extend this program to Medical Staff, Allied Health and even Patients.