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"EASYLINK"

## From Hospital to home: A One-Stop Link For Post Discharge Patient Care Resources

INTRODUCTION

1) Poor discharge planning often results in increased rate of hospital readmissions, morbidity & mortality rates, decreased quality of life, caregiver stress & poor health outcomes.
2) Good discharge planning will potentially delay and avoid the onset of long-term disability and keep our elderly at home for as long as possible.


Project selection: Decision Matrix

Problem

Aim

Average time a nurse spent looking for patient education/ information on post discharge care resources per patient a day: 30-35 min
Aim: To reduce time spent by 15minutes
- Better time management & Work Efficiency
- Accurate & Up-To-date information
- Information & Care Coordination efficient & accurate
- Time saved = Focus on other tasks & patients

Mission

To reduce time taken in searching and coordinating for post discharge care information and resources by 50% in 6 months
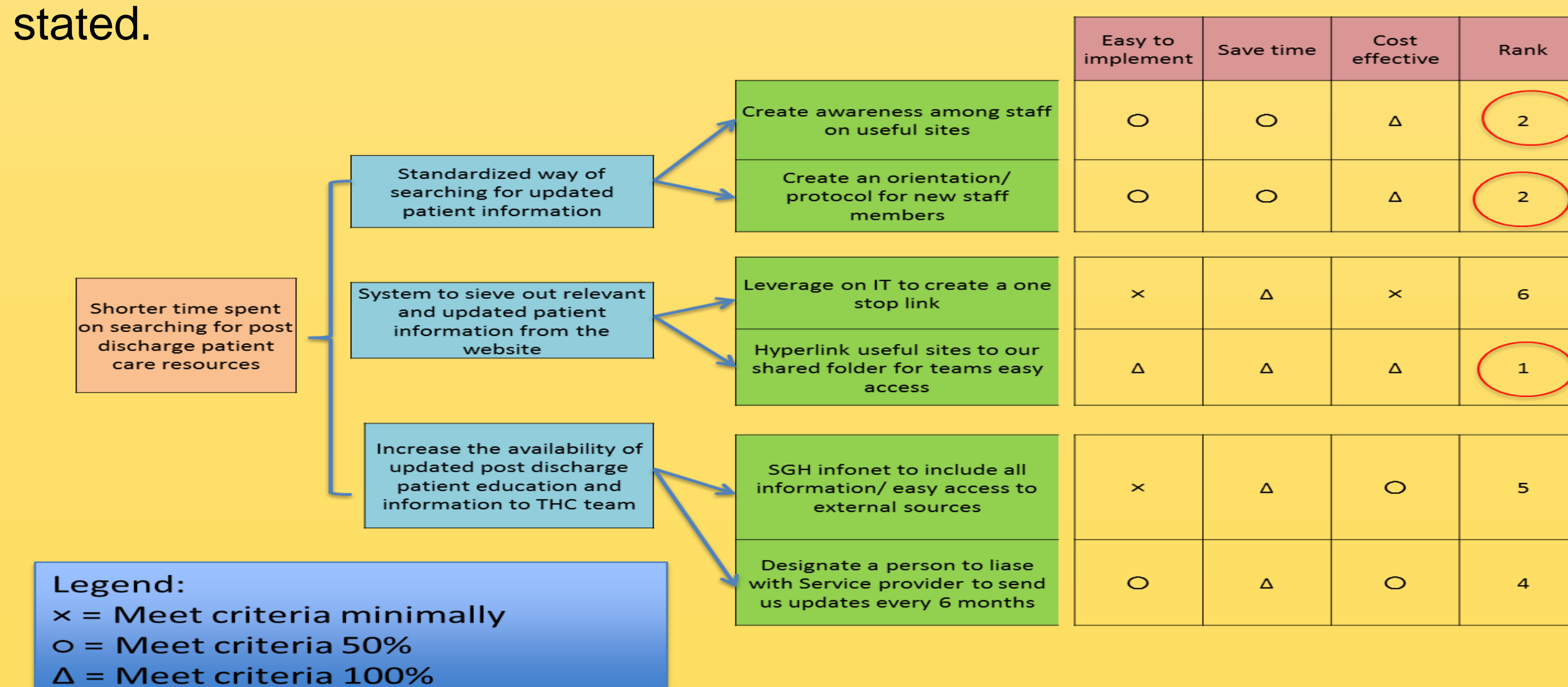
METHODOLOGY

Team map out the causes, exchange experiences & identify the vital root causes leading to the problem with the Ishikawa diagram:

Project analysis: Cause and effect diagram to identify root causes of problems
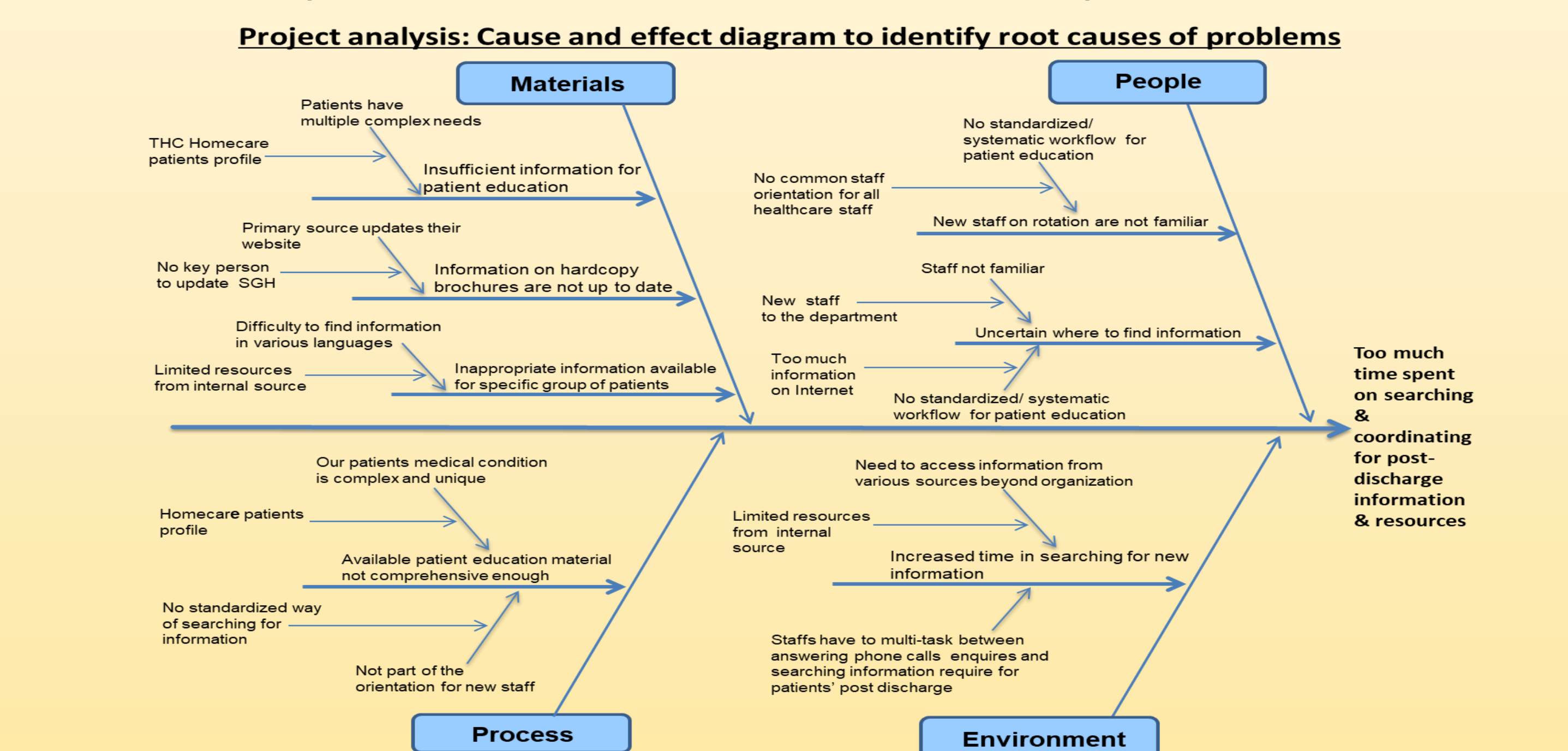
Pareto chart was used to identify the final root causes:
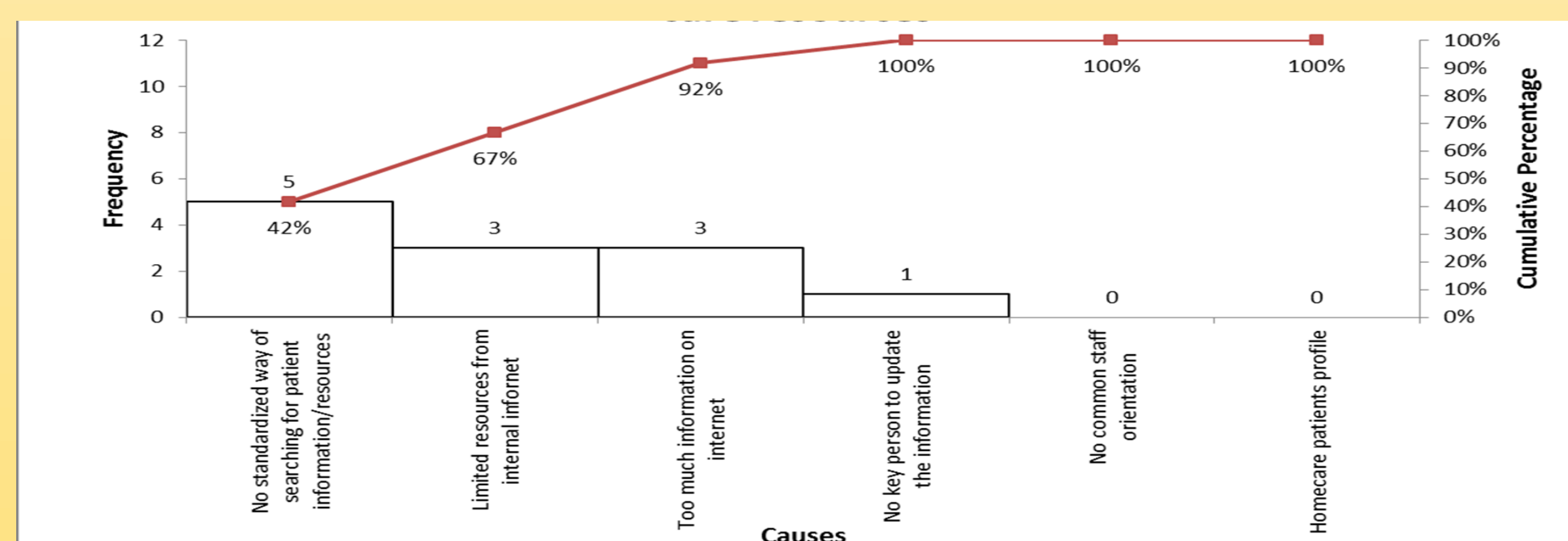
Team members used the tree diagram to select the best solution based on these 3 criteria: Easy to implement, Save time, Cost effective & voted which meets the criteria. 3 intervention was selected based on criteria stated.

	Easy to implement	Save time	Cost effective	Rank
Create awareness among staff on useful sites	O	O	Δ	2
Create an orientation/ protocol for new staff members	O	O	Δ	2
Leverage on IT to create a one stop link	×	Δ	×	6
Hyperlink useful sites to our shared folder for teams easy access	Δ	O	O	1
SGH infonet to include all information/ easy access to external sources	×	Δ	O	5
Designate a person to liase with Service provider to send us updates every 6 months	O	Δ	O	4

Legend:
× = Meet criteria minimally
O = Meet criteria 50%
Δ = Meet criteria 100%

Team brainstormed, leveraging on IT skills and created a new easylink to the whole department and gather feedbacks for improvement. Most frequently used patient education sites are hyperlinked to a One Common Link and information is always updated and in line with national standards.
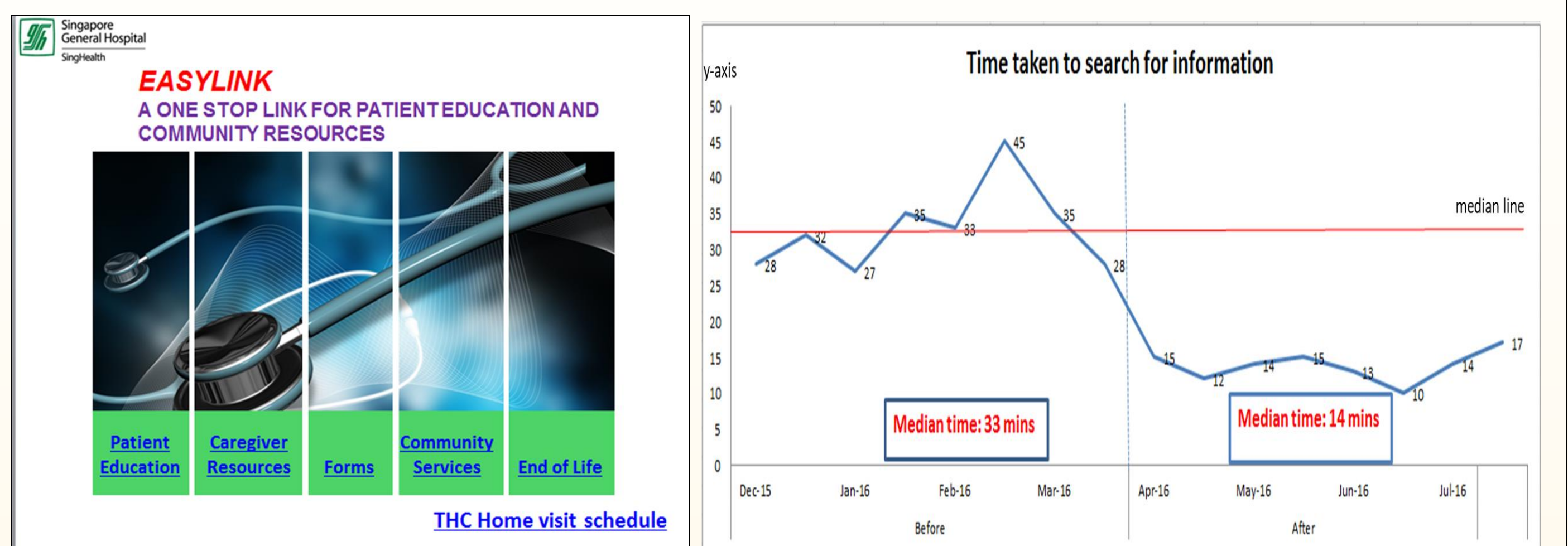
Staff using the link will click on information on patient education, commonly used forms, caregiver resources, community services and end of life issues and will be hyperlinked to various reliable sites. Nurses are randomly observed monthly for time taken to search for patient's information and resources in the web. Team members observed and found a difference in time saved of 19 minutes (57% reduction time). The link was also introduced during department meetings. All staff are encouraged to use the link and create a shortcut on their respective desktops for easy access. Easylink has become part of the orientation checklist for all new Transitional homecare staff.
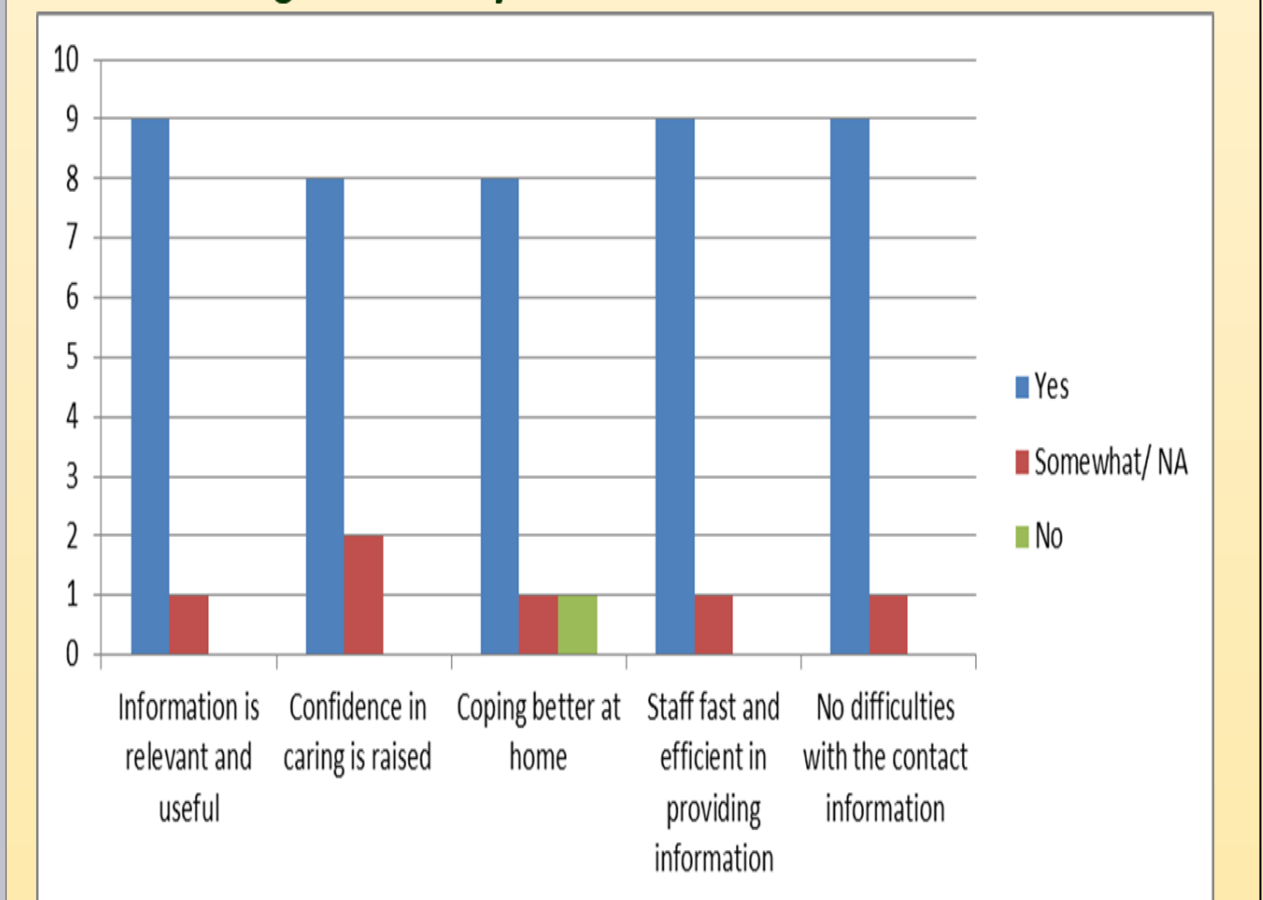
RESULTS

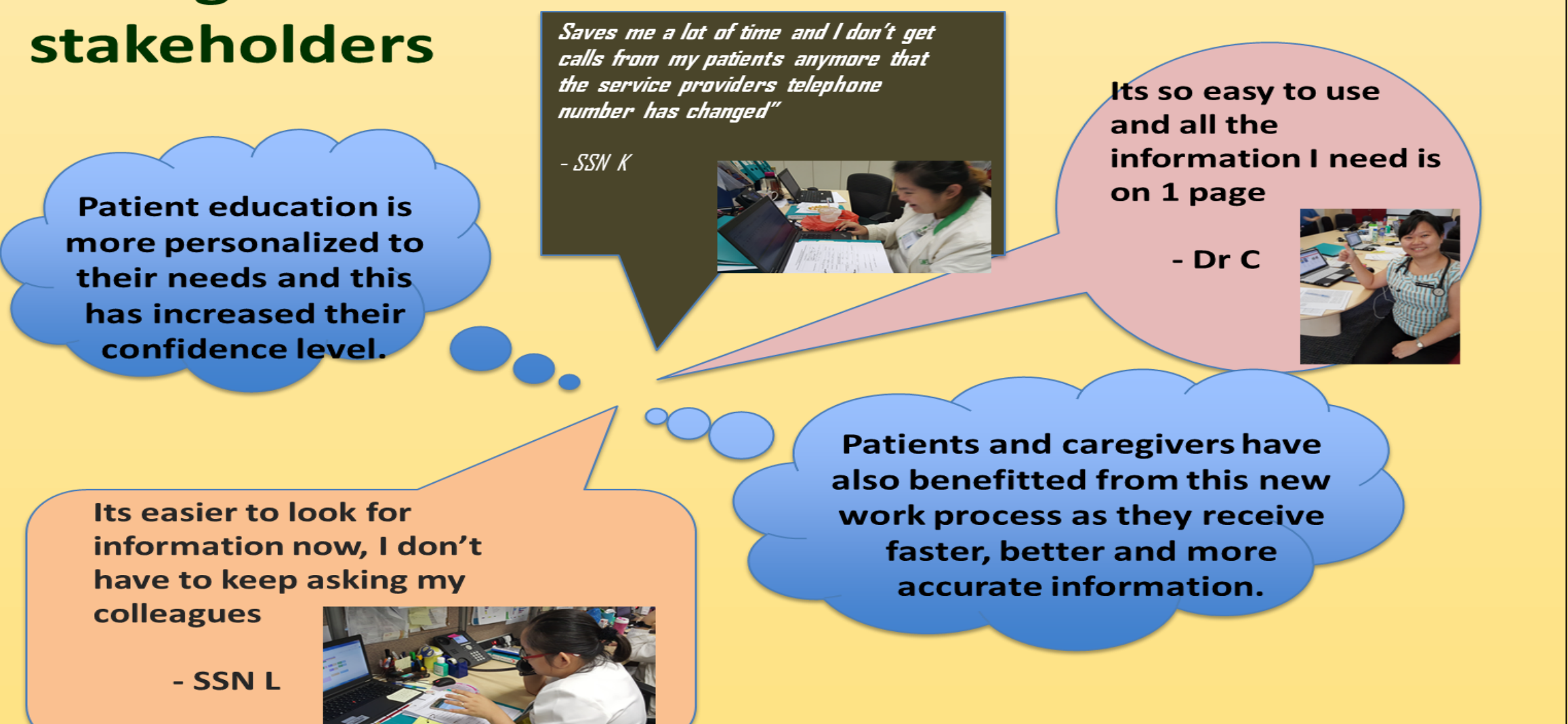After piloting the project, results achieved are as shown:

Tangible Results Achieved

1) 57% time saved in searching and coordinating for post discharge patient care information
2) Time saved translated to $19699.20/year cost savings
3) Patient and Caregiver Satisfaction: >80% of the patient and caregiver is satisfied and happy with the speed and quality of the information given.
4) Staff assured that information are always accurate and updated by primary service provider.

Short survey was conducted on 10 patients/caregivers.

Intangible Results : feedback from stakeholders

Saves me a lot of time and I don't get calls from my patients anymore that the service providers telephone number has changed"
- SSN K

Its so easy to use and all the information I need is on 1 page
- Dr C

Patient education is more personalized to their needs and this has increased their confidence level.

Its easier to look for information now, I don't have to keep asking my colleagues
- SSN L

Patients and caregivers have also benefitted from this new work process as they receive faster, better and more accurate information.

CONCLUSION & SUSTAINABILITY

This project has achieved to improve nurses' work efficiency and increases staff satisfaction resulting in manpower savings of $19 699.20 per year. Time and cost saved are utilized for other important tasks. New knowledge gained from the study is that EASYLINK has increased staff, patients and caregivers satisfaction and confidence. It has also become part of the orientation checklist for new staff joining the department. Team are working on future plans for consideration to work with organizations' Information Technology (IT) department to link to Singapore General Hospital (SGH) Infonet so that other users of the organization can access the link.