

Wong Kin Ling, KK Women's and Children's Hospital  
Poey HX; Tan SC; Koh P; Sim BE; Ho WP; Theivanayagi S, KK Women's and Children's Hospital  
Lee XH; Ren ZQ; Quek KK; Norsalahwati H; Lim CC, KK Women's and Children's Hospital

## INTRODUCTION

According to the results of Ministry of Health (MOH) Patient Satisfaction Survey for FY 2009, KKH had a significant drop in the "Overall Service Quality & Facilities. Of the 7 key service areas, Nursing did not meet service expectations for "Care and Concern by Nurses" and "Clear Explanation by Staff on Procedures & Care". The significant drop in Nursing SQ Key Performance Indicators (KPIs) from October 2009 onwards was a motivating force for nursing to examine ways to improve our Service Quality (SQ) standards. A PIP team was formed in April 2010 to address these issues.

## AIM

To improve the level of patients' satisfaction on nursing care in the inpatient wards at KK Women's and Children's Hospital (KKH).

## METHODOLOGY

### A Multi-prong Approach

A multi-prong approach was utilised, including the following:

#### SQ Contact Moments

### Nursing SQ Contact Moments

You can make a difference!



These contact moments were opportune moments for nurses to interact with patients. The themes were disseminated to all staff through road shows in June 2010 and henceforth, reinforced through posters with a change of themes rotated on a weekly basis from July to Oct 2010.

## METHODOLOGY

### SQ Contact Cards

To further demonstrate care and concern to our patients beyond hospitalisation, we developed SQ Contact Cards which were distributed at the point of discharge. With these cards, patients and caregivers will be able to contact nurses any time if they have concerns pertaining to their condition after discharge. This initiative has enabled us to identify some frequently asked questions, allowing us to take proactive measures to enhance our discharge processes to meet patients' needs.



Nurses also proactively followed up with patients or caregiver through the post discharge calls to find out how they were coping and confirm whether they had any concerns about their condition. Thus, such gestures further demonstrate our care and concern.

### Bedside Handing Over of Nursing Report

To further enhance the communication with the patients/ caregivers, we broke through our traditional method of shift-handover report. Instead of passing the report at the nursing station, we set the standard for our nurses to pass the handover report at the patient's bedside. In this way, patients and caregivers are updated on their medical condition and management on a daily basis, hence involving them in their care. Patients/ caregivers can also ask questions or clarify their treatment plans during these times. Specific setting videos on this new approach were used to standardise practices among the new and existing staff.

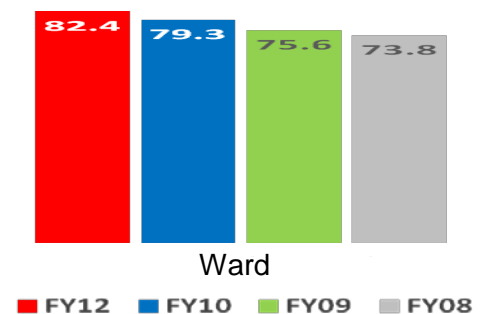


## RESULTS

The MOH Patient's Satisfaction Survey Report FY 2010 revealed a 20% improvement in our service quality and facilities. Our service gaps are reduced in the areas of "Knowledge & Skills of Nurses", "Care & Concern by Nurses" and "Clear Explanation by Staff on Procedures & Care". The most remarkable improvement was in the area of "Post Discharge Follow-up" with a gap of 1.3 which suggested that our initiatives were meeting patient's expectations. Since the implementation of our solutions above, MOH Patient Satisfaction Survey results showed marked and sustained improvement in our patients' 'Overall Satisfaction' score for the inpatient wards as shown:

|         |   |       |
|---------|---|-------|
| FY 2008 | : | 73.8% |
| FY 2009 | : | 75.6% |
| FY 2010 | : | 79.3% |
| FY 2012 | : | 82.4% |

Overall Satisfaction



## CONCLUSION

Adopting a systematic review of our processes and the spirit of continual improvement has helped nursing to achieve a higher patients' satisfaction level in the inpatient wards. Our team will continue to work towards further enhancing patient's experience.

## FUTURE PLAN

"Patients. At the Heart of All We Do". Improving patients' satisfaction and service quality in is our priority. Hence, the use of contact cards and contact moments will be extended to the outpatient and Allied Health Services. Together, as a team, we can achieve service excellence.