

To increase and sustain HIDS vetting rate for Division of O&G, KK Hospital

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Introduction: HOs are tasked to write discharge summaries. Normally Registrars will vet the completed summaries for clinical accuracy. However, the increased workload faced by the Registrars has resulted in a decrease in the vetting rate.

Aim: To increase and sustain HIDS vetting rate for Division of O&G, KK Hospital.

Methodology: 6 Plan, Do, Study and Act (PDSA) cycles were implemented.



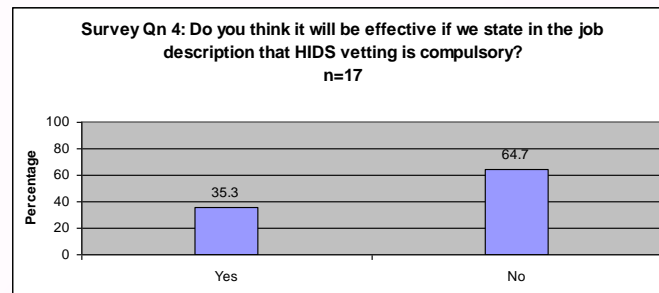
- Advisory letters were issued to Registrars with low vetting rates in January 2013.



- The Registrars carried weekly random audits on the discharge summaries done by HOs.



- A questionnaire to find out the reasons for not vetting the discharge summaries was conducted on the Registrars.
- 18 doctors participated in the questionnaire.

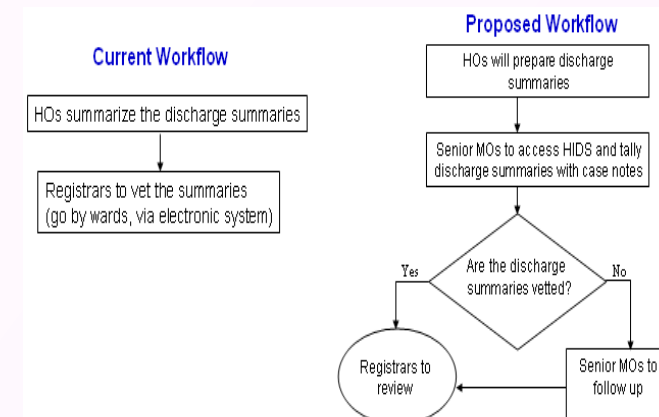


Survey Qn 5: How can we improve/help to make the HIDS vetting easier for you?

Most of the Registrars find that having MOs to help to review the discharge summaries will lighten their workload.



- Senior MOs were roped in to help to review the discharge summaries.

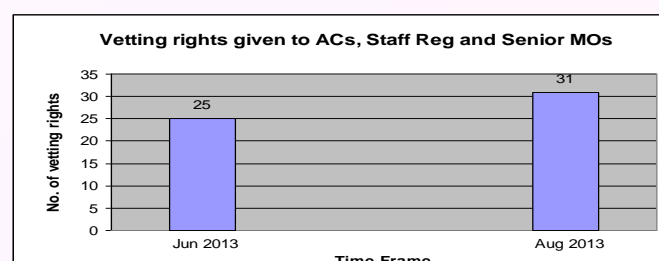


A new workflow was proposed where the Senior MOs would help to vet the discharge summaries and after that the Registrars would help to review them.

However, it was impossible for the Senior MOs to help to review the discharge summaries before the Registrars vet as the Senior MOs cannot cope with additional duties given due to their own heavy workload.



- Vetting rights to all ACs, Staff Registrars and Senior MOs were issued.



6 more doctors were given HIDS vetting rights (25 doctors in June 2013 versus 31 doctors in August 2013). Senior MOs were roped in to share the workload.



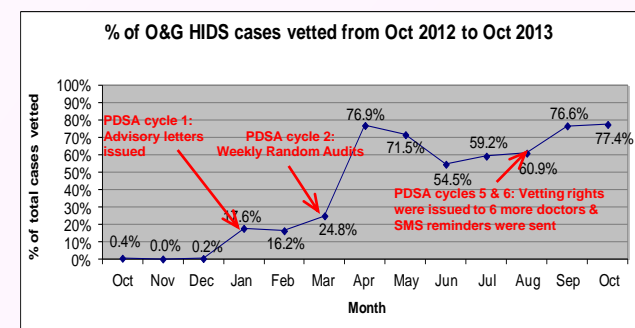
- A SMS reminder was sent to all ACs, Staff Registrars and Senior MOs.



A sample of the SMS reminder

- A weekly SMS reminder was sent to all the ACs, Staff Registrars and Senior MOs on every Thursday at 4.30pm.
- 3 Staff Registrars had additional SMS reminders as they had the lowest vetting rates. Thus a SMS reminder was sent twice a week (Monday and Thursday) to them.

Results:



PDSA cycle 1 was implemented in January 2013 and hence, there was an increase of the HIDS vetting rate, from 0.2% to 7.6%.

In February 2013, PDSA cycle 2 was implemented. However, there was a slight decrease in the HIDS vetting rate to due to Chinese New Year (a Public Holiday).

There was a slight increase in March 2013 and a steep increase in April 2013 as PDSA cycles 1 and 2 were still ongoing. However, the results could not be sustained from May 2013 onwards.

Thus PDSA cycles 5 and 6 were implemented and carried out concurrently.

There was an increase in the percentage of the cases vetted, from 60.9% in August to 76.6% in September to 77.4% in October.

Conclusion: Giving vetting rights to all the ACs, Staff Registrars and Senior MOs and sending SMS reminders to them help to increase the HIDS vetting rate

To ensure sustainability, we need to:

- 1) Have regular audits and feedback from doctors
- 2) Set individual quota to improve accountability

