



Creating a Culture of Everyday Meet & Greet (E.M.G) at Changi General Hospital

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INTRODUCTION

During the Nursing Leadership Rounding, patients had feedback that they were unsure of the nurses who were caring for them. This feedback was further corroborated by our hospital's internal patient experience survey. The team, comprising of members from Office of Patient Experience & Engagement (PXE), Nursing Administrators and nurses from different departments, work closely to analyse the current situation.

The Team explored the contributing factors to the communications gaps :

•Inconsistency of Practice Across Departments

No standardised practice for staff in greeting and introducing themselves to patients. Variances in nurses' practices across departments were evident.

•Task Orientated

Nurses tend to focus more on completing their other tasks rather than spending time to greet patients routinely

•Cultural Influence

Culturally, nurses in Singapore are generally shy and reserved in nature. They thus find introducing themselves to patients and relatives formally a rather unfamiliar practice.

OBJECTIVES

The project was launched to develop, implement and evaluate a comprehensive provider team communications between nurses and patients in Changi General Hospital. The aim was to enhance nurse-patient or caregiver interactions across the hospital.

METHOD

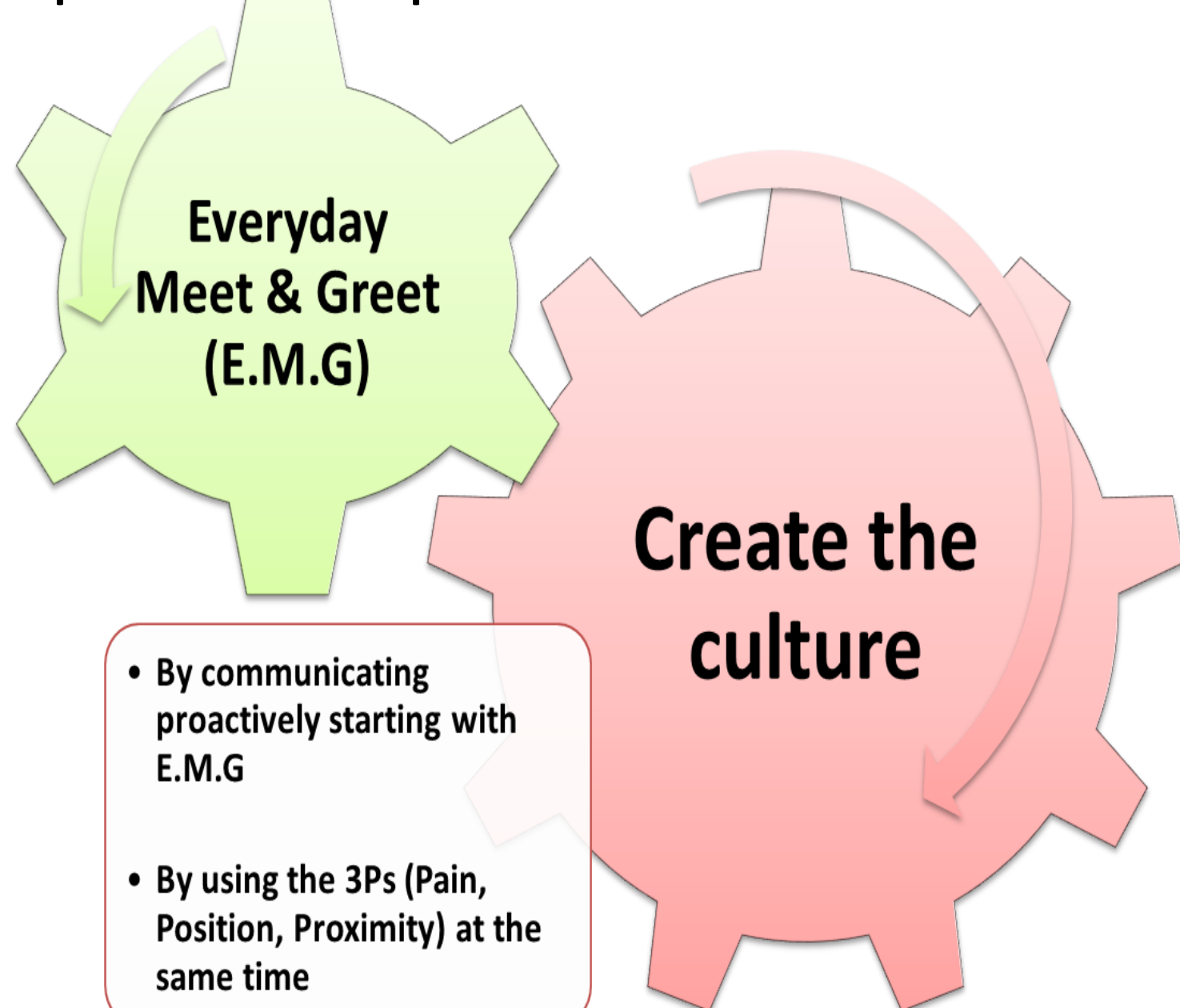
A Service Quality (SQ) Workgroup was formed and worked with the following Objectives:

- Lay the foundation of assuring patients safe and quality care
- Build a warm relationship with patients
- Provide patients and relatives with a positive experience
- Build confidence in all our nurses
- Speak a Common Service Language

The SQ Workgroup brainstormed and created the "Everyday Meet & Greet" (E.M.G.) Programme. In order to streamline the greeting and introduction processes to patients, E.M.G with 3P's (Pain, Position and Proximity) Tool Kit was designed and implemented. The SQ Workgroup carried out training in all inpatient and outpatient areas. Pilot Trial was carried out in Ward 46 & Ward 55. Feedback were gathered from these Pilot Wards before rolling out in phases across departments.

Feedback from the piloting wards for E.M.G (+)

By Patient/ Next-Of-Kin	By Our Nurses
We were warmly greeted by nurse Joyce when I reached the ward, like missing family.	Nurses feels more confident with standardized E.M.G.
Nurse Manager greeted us and steered her team over to us promptly to attend to my dad. She chatted with us as if she had known us for years. We felt immeasurably welcome within minutes.	Patient/ caregiver likes to be greeted and get to know the nurses taking care of them.
Recently I was transferred into your ward. The nurses greets and introduce themselves to me every shift. I was overwhelmed by how welcome I felt and I was actually stunned by this experience.	It helps to improve 'Nurse-Patient's communication. Its easier to talk to patient/ caregiver when they know you.
Service has improved. Nurses goes around checking the safety and our comfort before they gather for handover. It makes me feel like I had made a good choice. I felt a sense of caring and pleasure.	It improves patient-staff satisfaction through better 'Patient-Nurse' relationship.
	3Ps reminds us to check for patient comfort and safety when I'm performing greeting and self introduction to all my patients.
	It creates awareness amongst staff on the importance of showing empathy and care at all times to our patients.



The 'E.M.G Rounds' was standardised to be conducted during nursing handovers in all wards. During the E.M.G rounds, the **Outgoing Shift Nurses** will introduce the **Incoming Shift Nurses** to patients while at the same time checking on the **3 P's** patient's comfort (pain assessment), position (safe positioning), proximity (ensuring call bell and bedside lockers within reach). Proactive rounding with the use of 3P's guide nurses to perform safety assessments as well as enhance patient satisfaction by attending to their needs regularly.

Poster as an easy reference and reminder placed at Staff Area

E.M.G. Poster

Objectives E.M.G

We want to..

- ✓ Lay the foundation of assuring patients that quality care will be delivered to them (adding a value to our patient care)
- ✓ Build a warm relationship with our patients

Through this, we can..

- ✓ Provide patients, caregivers and NOKs with a positive experience
- ✓ Build confidence in all our nurses
- ✓ Speak a common service language

During shift handover - The Process

Beginning of each shift:

- Greeting and Self-introduction to be carried out **before** handover of nursing report
- Outgoing shift Staff Nurse in-charge to introduce Incoming shift nurses
- Incoming shift nurses to do Greeting and Self introduction to all patients under their care.
- Smile & Greet patient and Acknowledge caregiver (if any)

Guide to Everyday Meet & Greet (E.M.G)

Guiding Script

Outgoing shift (Staff nurse in-charge of the Team) to introduce incoming shift nurses

For example: (Outgoing shift Staff Nurse in-charge):
"Good Afternoon, Mr. Tan. These are the afternoon nurses taking care of you. (acknowledge, smile and greet caregiver if caregiver is present)"

(Self-introduction by Afternoon Nurses):
I am Sharon. I am Fatimah.

To check on the 3 Ps (Pain, Position and Proximity) at the same time.

(Last nurse who introduce herself will end by saying):
If you need any assistance, please press the bell and we will attend to you.
Have a good rest!

New Admission & Transfer-in patients:

Nurse who receive or attend to patient for the first time, Smile, Greet and do Self Introduction to patient's & caregiver's/NOKs

For example:
(Nurse who receive or attend to patient's):
"Good Afternoon, Mr. Tan, I am Nurse Wong and will be taking care of you. (acknowledge, Smile and Greet Caregiver if caregiver is present)"

If you need any assistance, please press the bell and we will attend to you.
Have a good rest!"

The Tool Kit in EMG Poster format (above) serves as a visual reference and reminder for all nurses.

MEASURES



E.M.G Nurse Rounding at Every Shift Before Handover



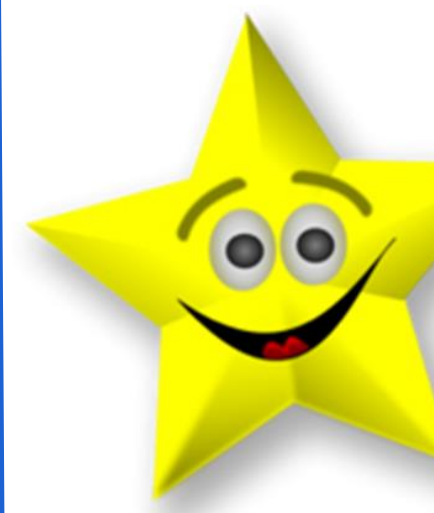
Optimal Confidence & Pride

- Feedback from patients is positive.
- Patients had feedback "feeling happy" to see nurses performing rounding consistently at each handover.
- On the other hand, nurses who were initially 'shy' are seen embracing the E.M.G rounding with pride and confidence.

Key Achievements

Integrity

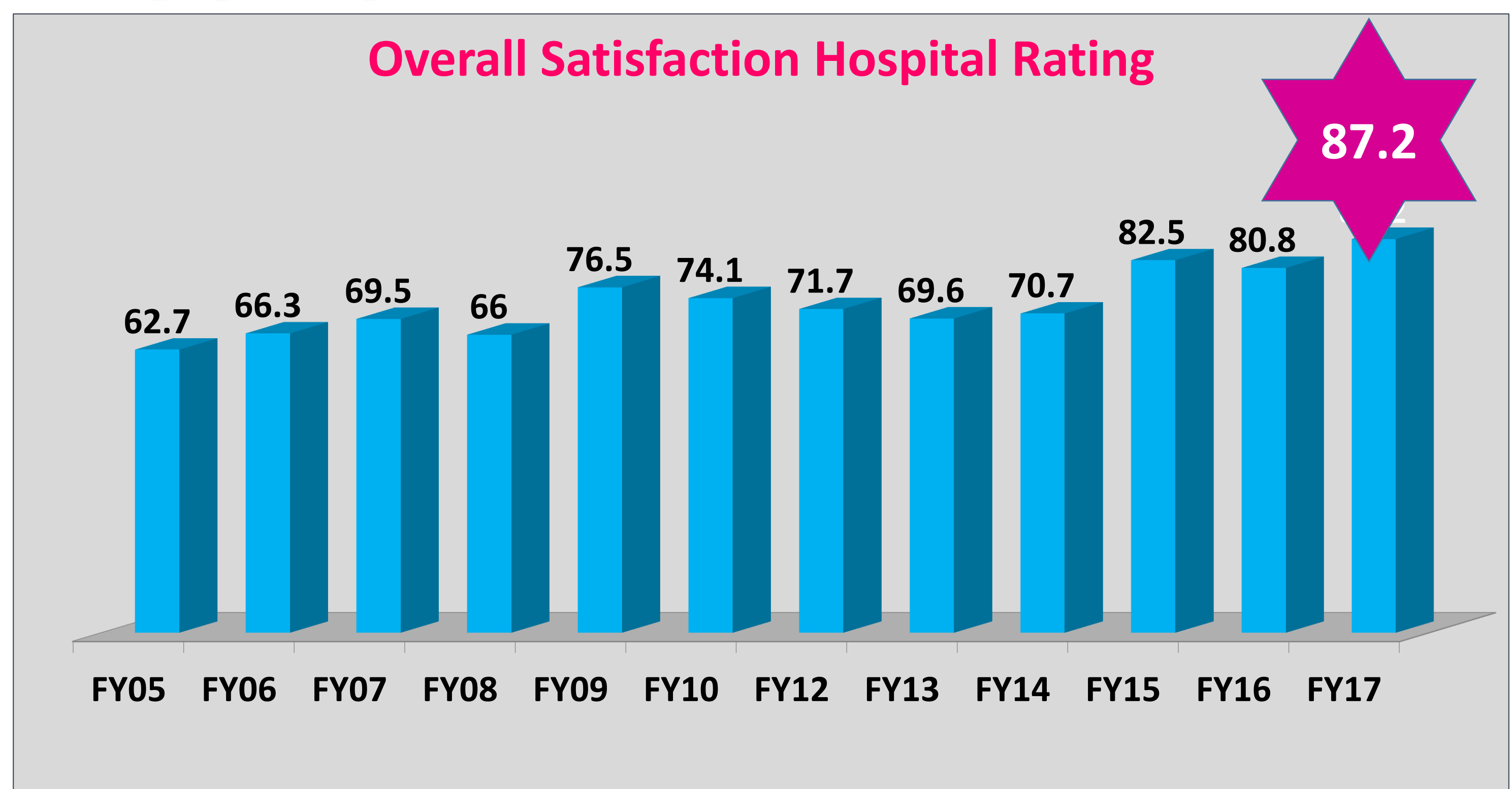
- Reflects the belief that the hospital always treats patient fairly and will satisfactorily resolve any feedback
- During the nurse shift rounding's, patients verbalized their appreciation of nurses checking on them for **Pain, Position and Proximity** (3 P's).



Service Passion

- Reflects the belief that the hospital is an integral part of patient's lives and the Hospital continuously sought ways to improve patient experience.

RESULTS



- ✓ Overall Hospital Rating Increased from 80.8% in 2016 to 87.2% in 2017
- ✓ Communication with Nurses Increased from 81.0% in 2016 to 88.8% in 2017

Sustaining Measures

- Newly Hired Nurses were orientated with E.M.G, ' Everyday Meet & Greet' during their induction program
- Provide Orientation to nurses from non-patient areas; when they were posted to areas where nurses conduct E.M.G. before handoff
- Quick Access to Electronic E.M.G Training via Video link at CGH intranet

CONCLUSION

As this project involves process and cultural change, SQ Team worked closely with all nursing supervisors as well as nurses from the ground. Briefing at ward or unit level were conducted at regular intervals to ensure buy-in and to address any concerns or fears from all staff.

The successful implementation of E.M.G Tool with the 3P's has definitely transformed our culture among CGH nurses to improve our communication with patients to enhance their hospital experience.

This E.M.G. initiative is proof of our continuous commitment to do our best in delivering the best outcome and experience for our patients every day. The result of the E.M.G initiative has been encouraging. This resulted in Hospital Wide Implementation in December 2016.