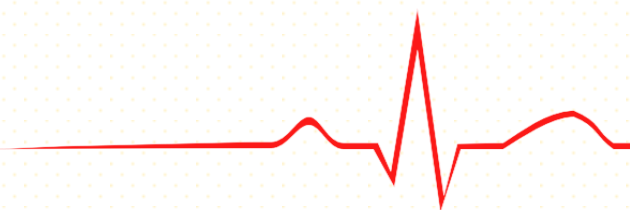




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Background

- Patients requiring treatments are sent to treatment room
- There is a designated box for patients to drop their treatment order forms or triage card for nurses to initiate treatment
- Patients referred for ECG shares the same box to drop in their order form
- The ECG forms often gets mixed up as nurses need to sort out the forms to identify patients for urgent attention
- This resulted in delay in performing ECG for the patients



Problem Statement

- Delay in performing ECG leading to delay in rendering treatment



Aim

- To enhance and streamline processes in performing ECG.
- To attend to patient who require urgent ECG and render treatment promptly

Mission Statement

- Provide safe, effective and efficient patient-centered care target at zero harm to all patients while maintaining equitable and deliver timely medical care

Methodology



Intervention

- Signage was displayed at the Emergency Room door to indicate the location for ECG services
- Labelled receiver that hold ECG order forms
- Conducted staff education on familiarization of ECG workflow and processes for patient through email, meetings and roll call.
- Staffs were encouraged to speak up if there is any safety concern



Problems

Before implementation

- ECG order forms were placed in a box containing different treatment requests.
- staffs are not notified on the urgency of treatment request when they are occupied with non urgent cases.
- ECG order forms were mixed up with other forms and could be missed out.
- Delay in performing ECG for patients with chest pain leading to delay in treatment.

Results

After implementation

- Signage displayed as visual cue for patient to go to the designated room for ECG service.
- Staffs are updated on latest changes in workflow and processes.
- Increased staff knowledge and awareness in performing ECG.
- Staffs do not miss out on ECG order.
- Increased Staffs' confidence and satisfaction to work in the Emergency room.
- Patients with chest pain are attended to promptly.

CONCLUSION



This intervention has been incorporated into the daily operation.

Following the implementation, there is no missing ECG form and ECG was performed promptly.

This has helped us to identify heart attacks and provide treatment promptly to save lives.

Both the Nurses and Patients are happier with the new seamless process of performing ECG.