



Singapore Healthcare Management 2019

Clinical Electronic Documentation and Reports for SingHealth Community Nursing: Better Manpower & Clinical Productivity!

Zhang Di¹, Lim Su-Fee (Dr)², Xu Yi²,
Gan Peiying¹, Shannon Lim³, Chua Xueli³, Cecilia Loh⁴
¹Changi General Hospital, ²Singapore General Hospital, ³SingHealth, ⁴IHS



Singapore General Hospital
SingHealth



Changi General Hospital
SingHealth



Introduction

SingHealth Community Nursing rolled out Community Nurse Posts (CNP) in the East and Southeast regions in December 2017 and February 2018 respectively. The community nurses are mainly stationed in the CNPs located at places such as Senior Activity Centres (SACs), where they look after residents staying in the vicinity and document their clinical notes.

SGH Community Nurses used to manually document and upload scanned clinical notes into Care and Case Management System (CCMS), whereas CGH Community Nurses documented in an Excel file stored in a shared drive. Manual entry might cause potential transcription errors, particularly computation of various scorings to support care decision for patients. As community nursing clinical documents were unavailable in Sunrise Clinical Manager (SCM), access to past notes at real-time for facilitation of care continuity was not readily available. Both nurses and administrators also spent considerable time to manually compile data for internal and external reporting.

Comprehensive Geriatric Assessment (CGA) Form

Name: _____ Referral Source: ☐ COP ☐ Neurology ☐ Geriatrics ☐ Others: _____

Gender: ☐ Male ☐ Female Age: _____

D.O.B: ____/____/____ Date: ____/____/____

Name of Assessor: _____ Location: _____ Relationship: _____

Contact Number: _____

Marital Status: ☐ Married ☐ Divorced ☐ Separated ☐ Widowed ☐ Single

Language: ☐ English ☐ Malay ☐ Tamil ☐ Cantonese

Religion: ☐ Buddhism ☐ Christianity ☐ Islam ☐ Hinduism ☐ Sikhism

Housing: ☐ 1 km HDB ☐ 2 km HDB ☐ 3 km HDB ☐ 4 km HDB ☐ 5 km HDB

Living Arrangement: ☐ Alone ☐ Spouse ☐ Children ☐ Friend ☐ Maid

Main Care: ☐ Spouse ☐ Son ☐ Daughter ☐ Maid ☐ Friend

Habits: ☐ Alcohol ☐ Smoking

Hobbies/Interests (please specify): _____

Main goal in life (from client): _____

Area of concern and suggested/attempted solutions

No. _____ Area of Concern _____ Suggested/Attempted Solutions _____

SH (South East) Community Nursing Program

Zone: _____

ASSESSMENT

Physical Examination

Vital Signs: T: ____ °C BP: mmHg HR: bpm RR: bpm SpO2: %

Postural BP: ☐ NA Sitting: mmHg Standing: mmHg

Pain Score: /10 Pain Description: _____

CGA Monitoring: ☐ NA

CGA mmHg/L Latest HbA1c: % Date: _____

General Condition

Orientation: ☐ Day ☐ Time ☐ Place ☐ Person

MMT: /10 ☐ NA

Weight: _____

Height: _____

Abdomen: _____

Genitals: _____

Oral Cavity: _____

Skin: _____

Wound/Pressure Injury

Catheters: ☐ NA ☐ NGT ☐ IDC ☐ Others: _____

Stoma: ☐ NA ☐ Type: _____

Elimination

Urinary: _____

Bowel: _____

Rectal examination: ☐ Not examined

Aims

1

- Reduce hardcopy forms to prevent document loss, degradation of quality of documents

2

- Harmonise and develop a standardised e-documentation template at cluster level

3

- Facilitate seamless sharing of e-clinical information, report generation for workload reporting and analytics

4

- Enable better communication, teamwork and care planning, which leads to better patient outcomes

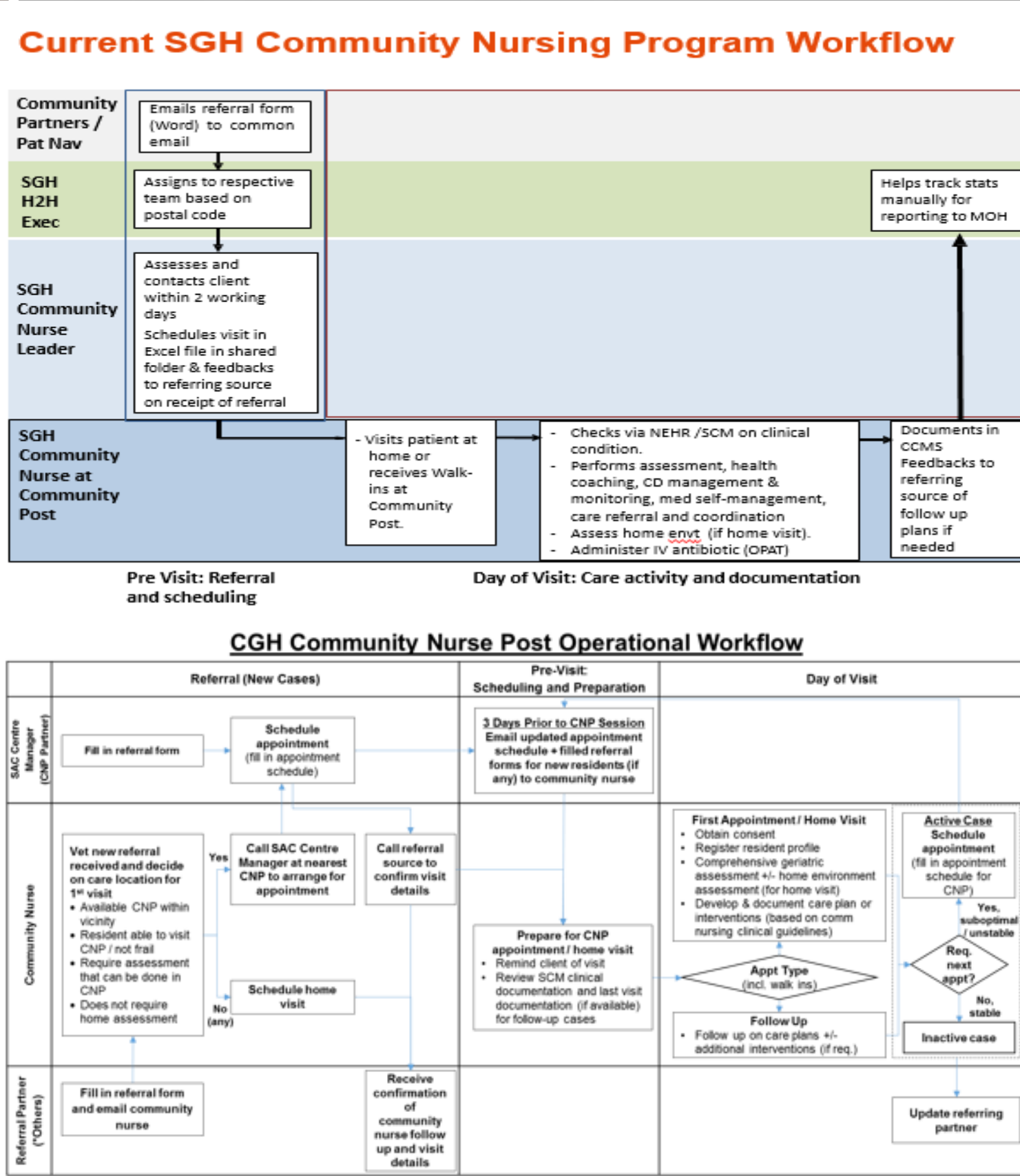
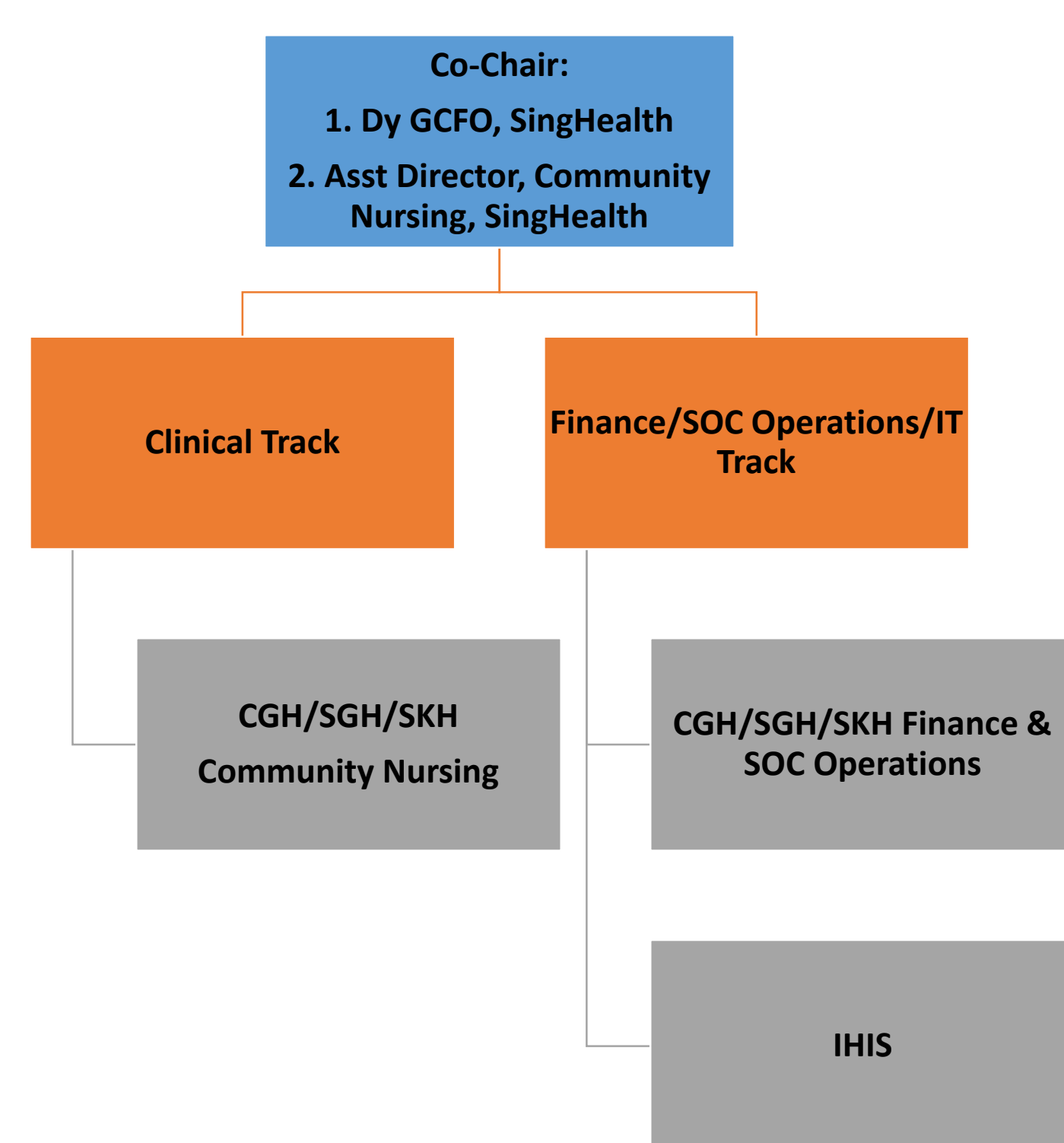
Methodology

Workgroup was formed and inaugural meeting was held in September 2018

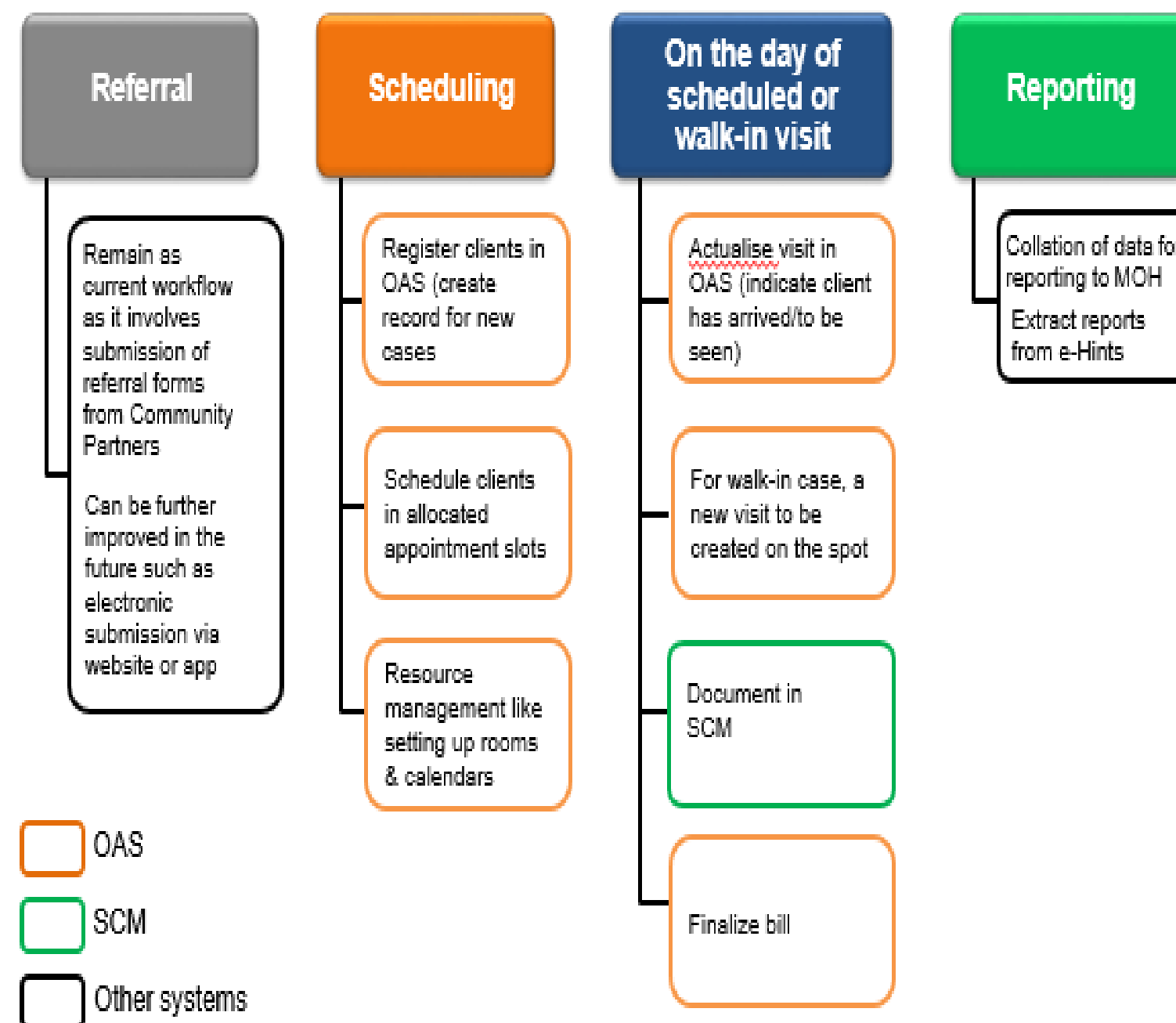
Clinical Track reviewed and harmonised current templates and devised report generation requirements

Finance/SOC Operations/IT Track examined current operational and financial processes and recommended system setup

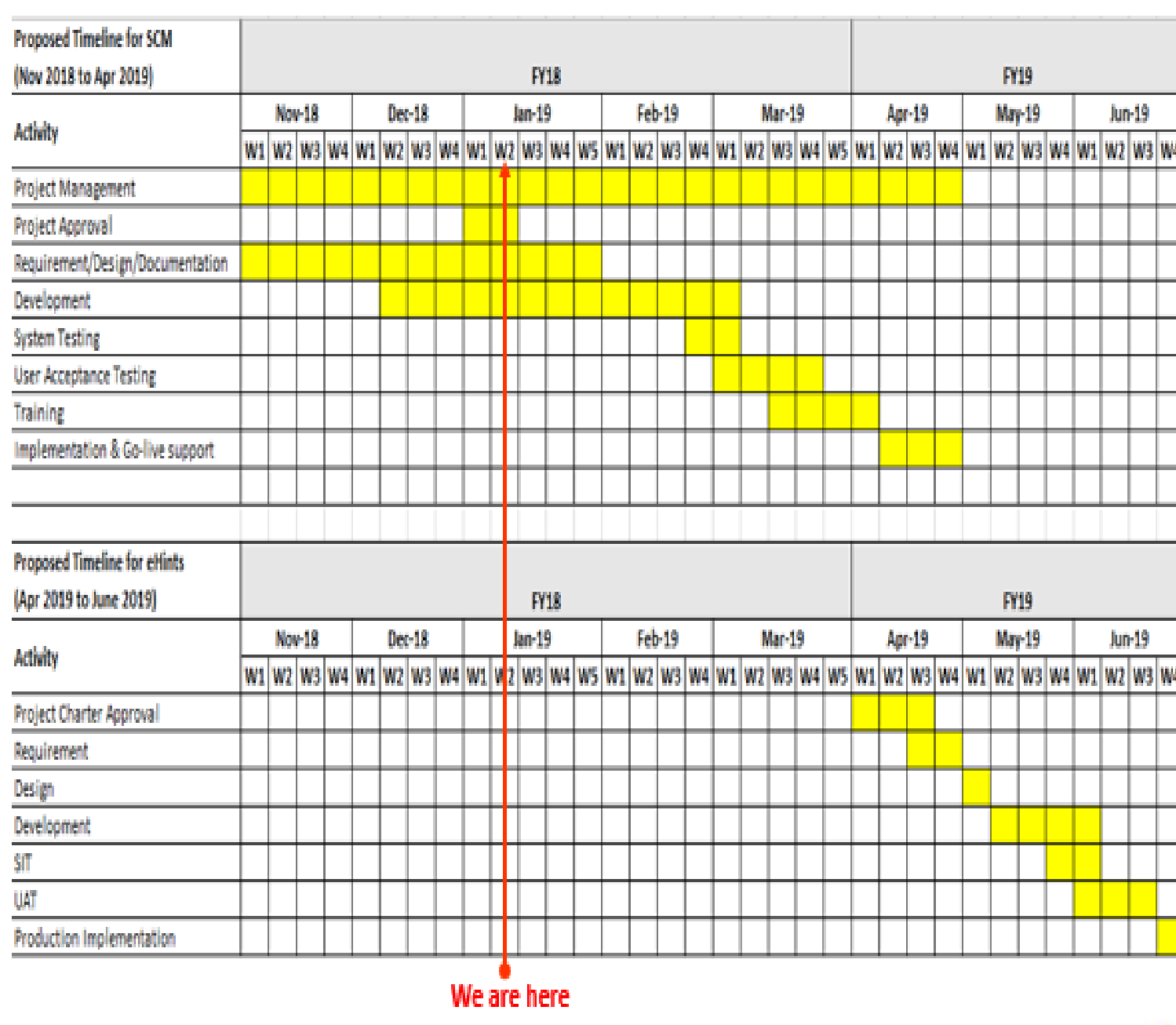
Workgroup and different tracks met regularly to iron out issues, agreed on mutual IT solution and sought SingHealth EMRSC approval



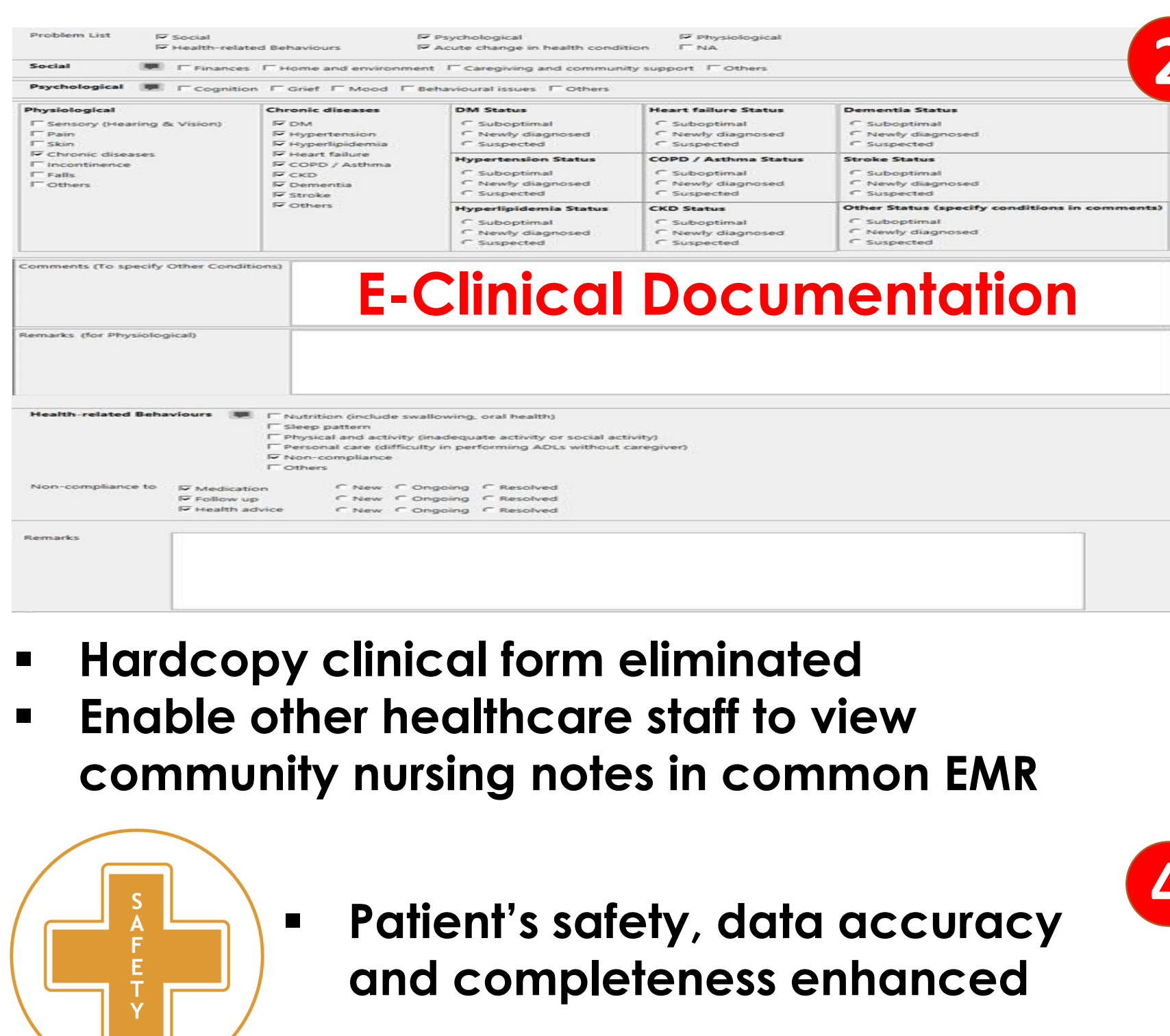
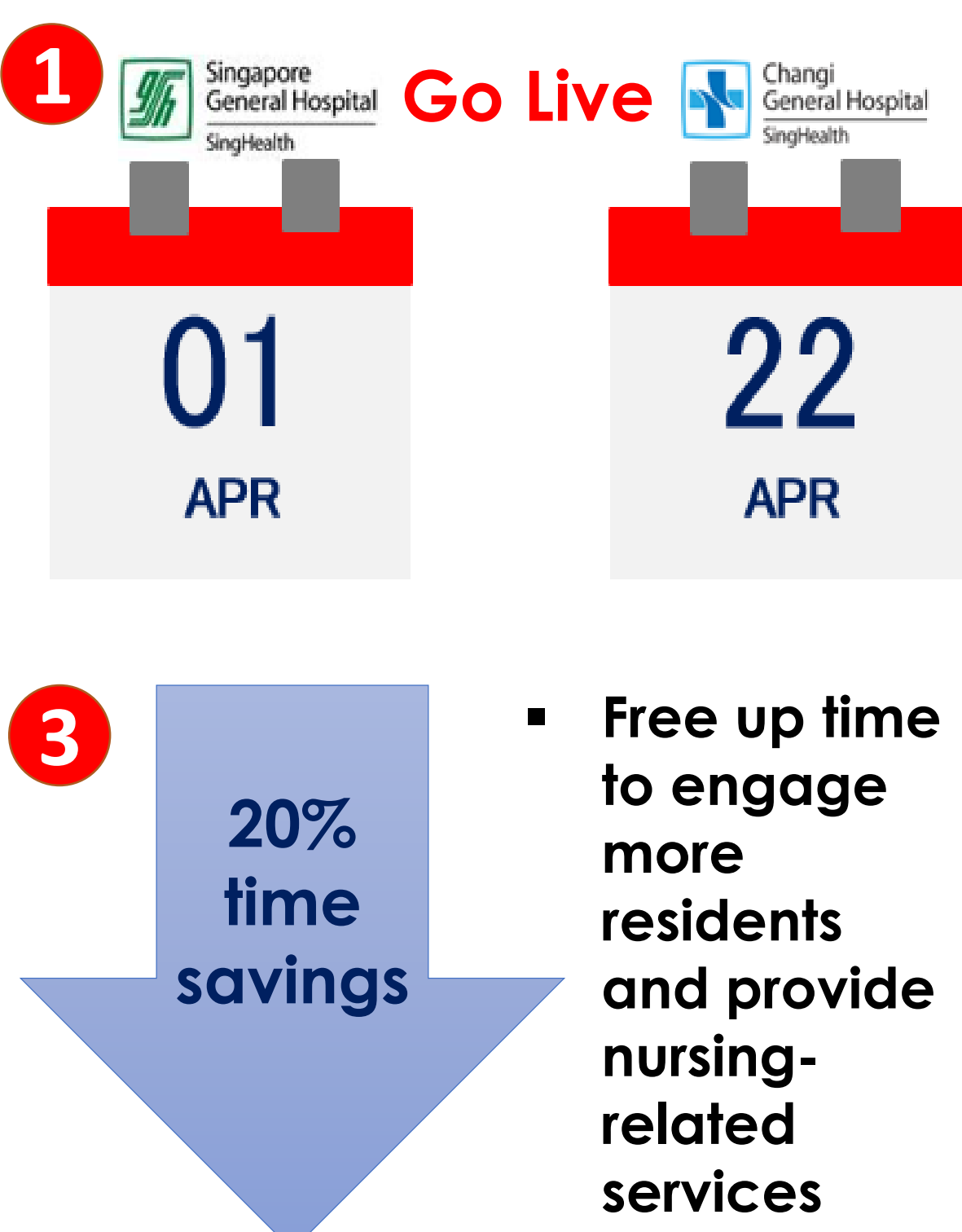
Future Workflow



Implementation Schedule



Results



Conclusion & Future Plan

Intervention

Health Coaching and Education

Care Referral and Coordination

Medication Management

Management of tubes and drains

Stoma care

Others

Remark

Future Plan



SKH to come onboard after its community nursing funding is approved



Generate data/reports for outcome evaluation to enhance current programme and develop new services

Standardised and Harmonised Clinical E-Documentation and Reports Across SingHealth Community Nursing Teams:

- Improve work efficiency
- Aid in programme evaluation
- Promote care continuity
- Enhance security in handling patient data