



**Singapore Healthcare  
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# Project HeartFELT – A Guided Heart Failure Education Initiative at Acute Medical Ward

NC(APN) Lee Chen Na<sup>1</sup>, Dr Loo Khang Ning<sup>1</sup>, Dr Chan Tze Wei<sup>1</sup>, ANC Jolin Lee Er Huan<sup>1</sup>,  
Dr Woong Liling Natalie<sup>1</sup>, Dr Lourdes Ducusin Galang<sup>1</sup>, Dr Fazlur Rehman Jaufeerally<sup>1</sup>,  
Ms Thian Ai Ling<sup>2</sup>

<sup>1</sup> Department of Internal Medicine, Singapore General Hospital

<sup>2</sup> Department of Dietetics, Singapore General Hospital



**Singapore  
General Hospital**  
SingHealth

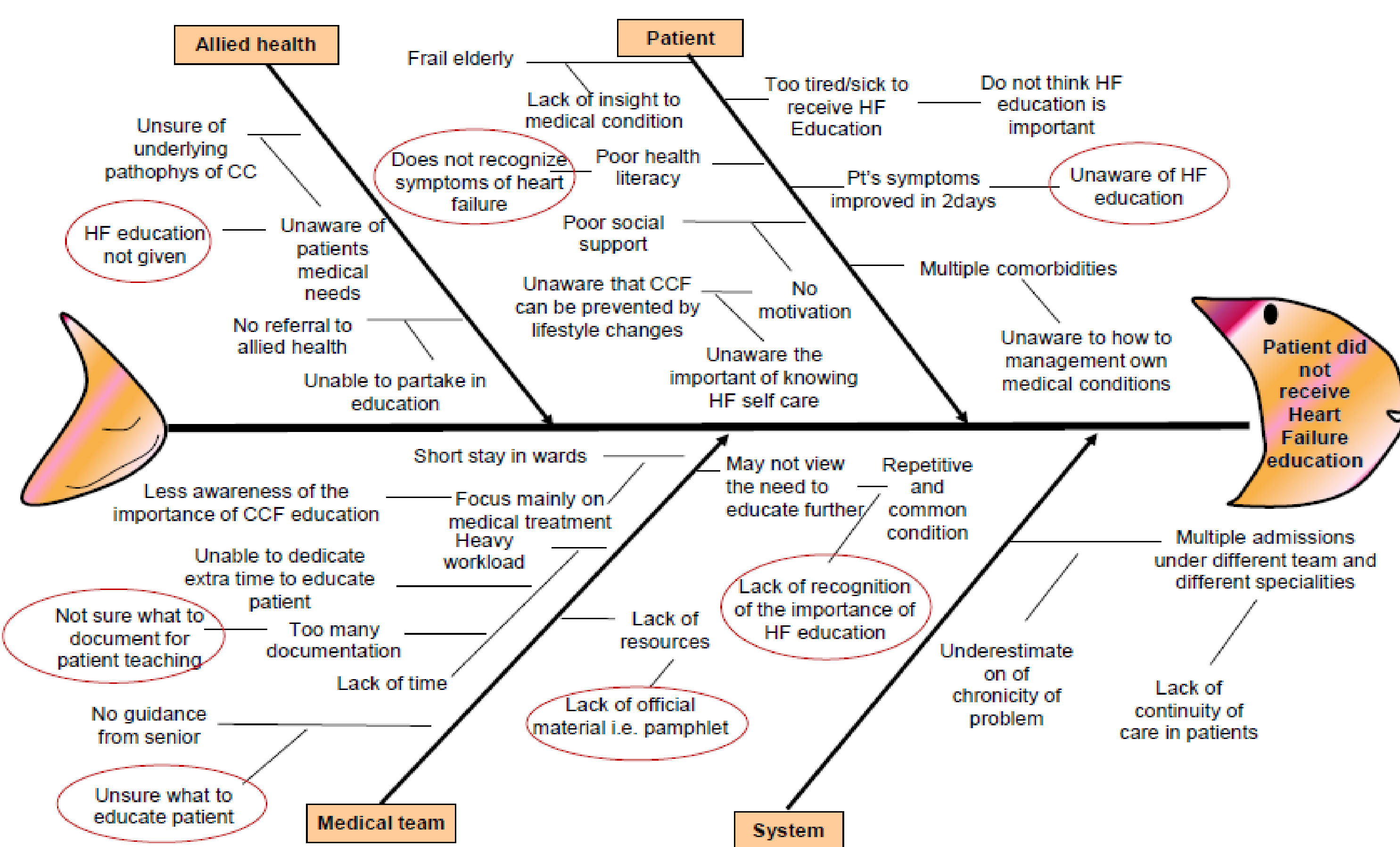
## Background of the problem

Heart failure (HF) patients admitted to the Acute Medical Ward (AMW) in Department of Internal Medicine, were often not provided with a structured HF education, resulting in dissatisfaction, frustration and even frequent re-admissions. Patient education plays a critical role in HF self-management. One reason for lack of structured HF education is the unavailability of a suitable education material to facilitate a structured HF patient education in SGH.

## Mission Statement

100% of HF patients who are admitted to one of the Acute Medical Ward team will receive HF education prior to discharge from hospital.

## Analysis of problem

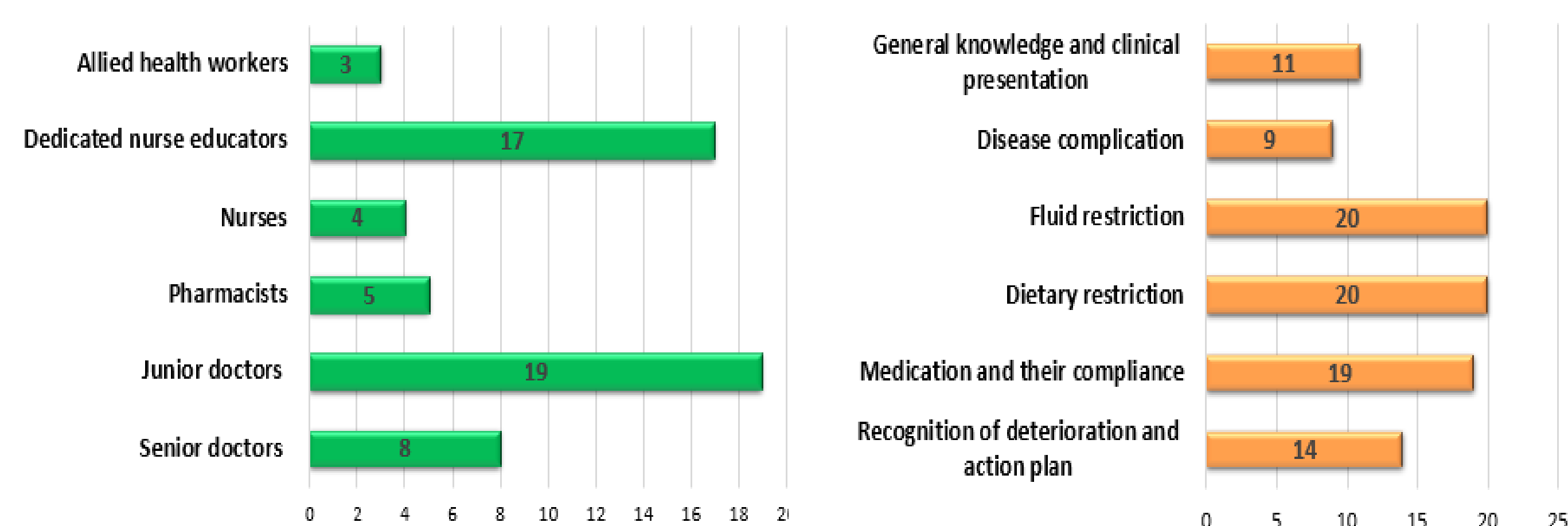


## Baseline Data of HF patient (N=30)



## Baseline Data from doctors (N=30)

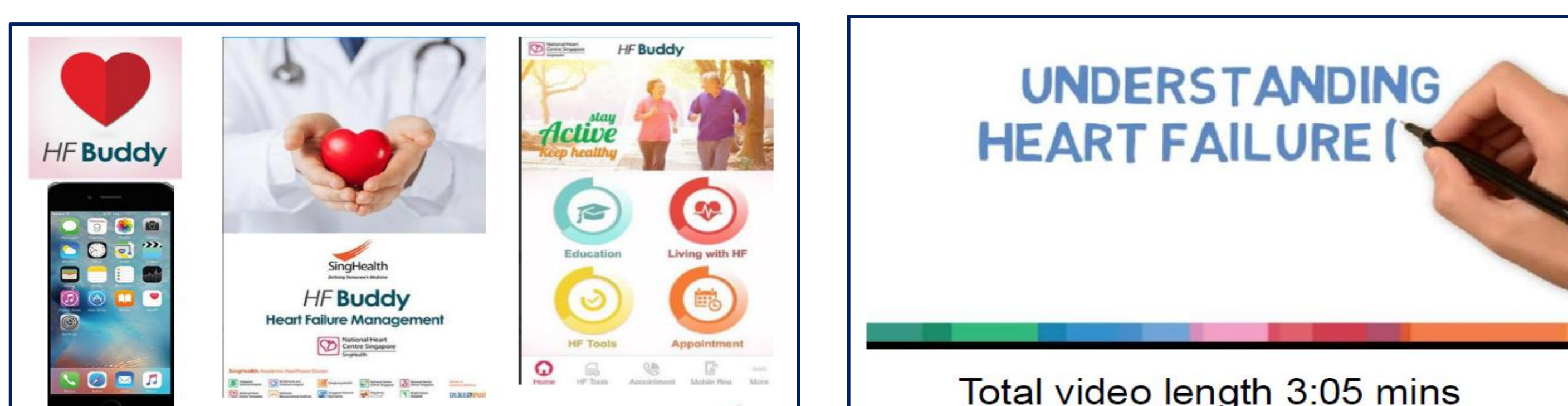
Who should be educating our patient? Information needed in CCF Education



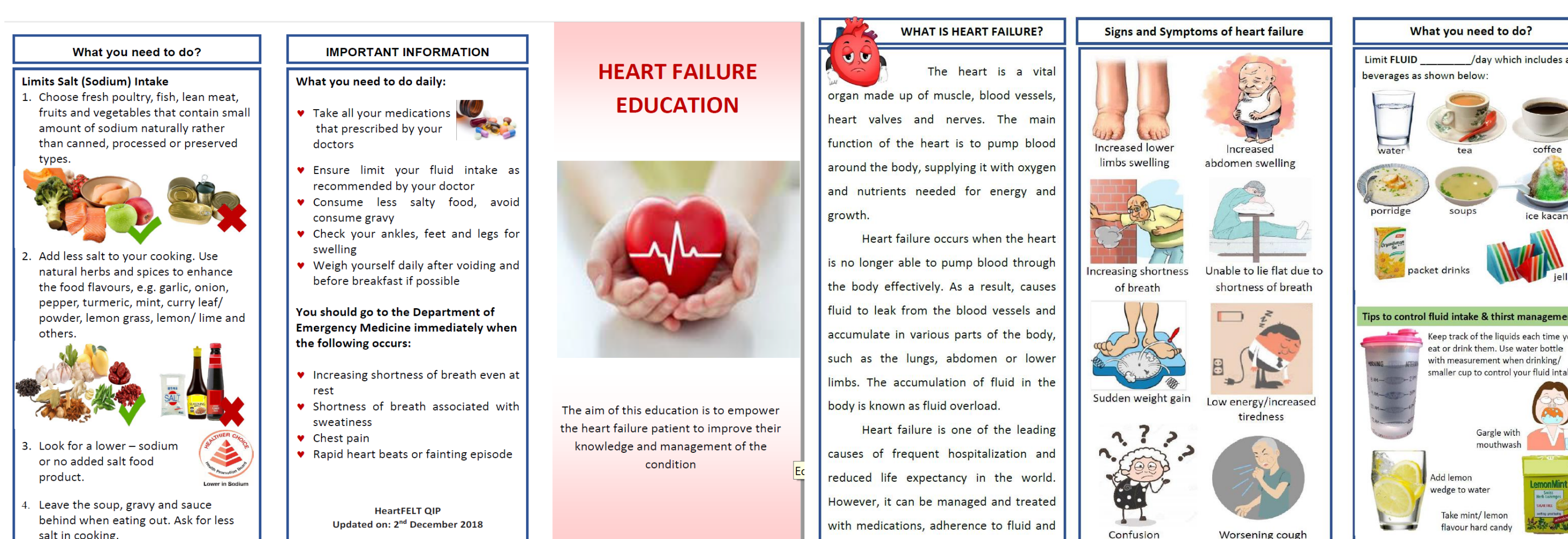
## Interventions / Initiatives

**PDSA 1:** Creation of standardised format for HF education in Citrix system

**PDSA 2:** Members to download HF App for delivery of HF education

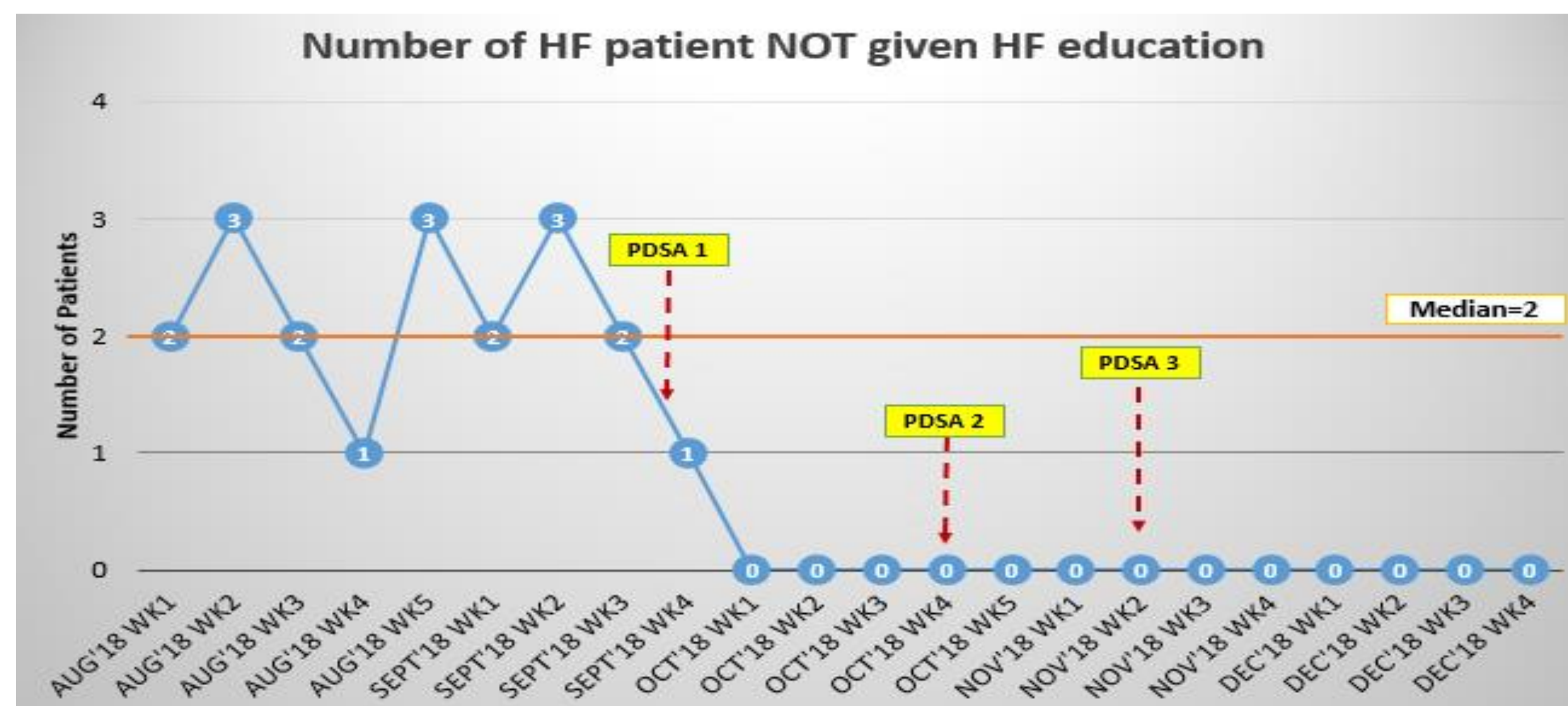


**PDSA 3:** Creation of colorful, more pictorial pamphlets in 3 languages (English, Chinese, Malay)

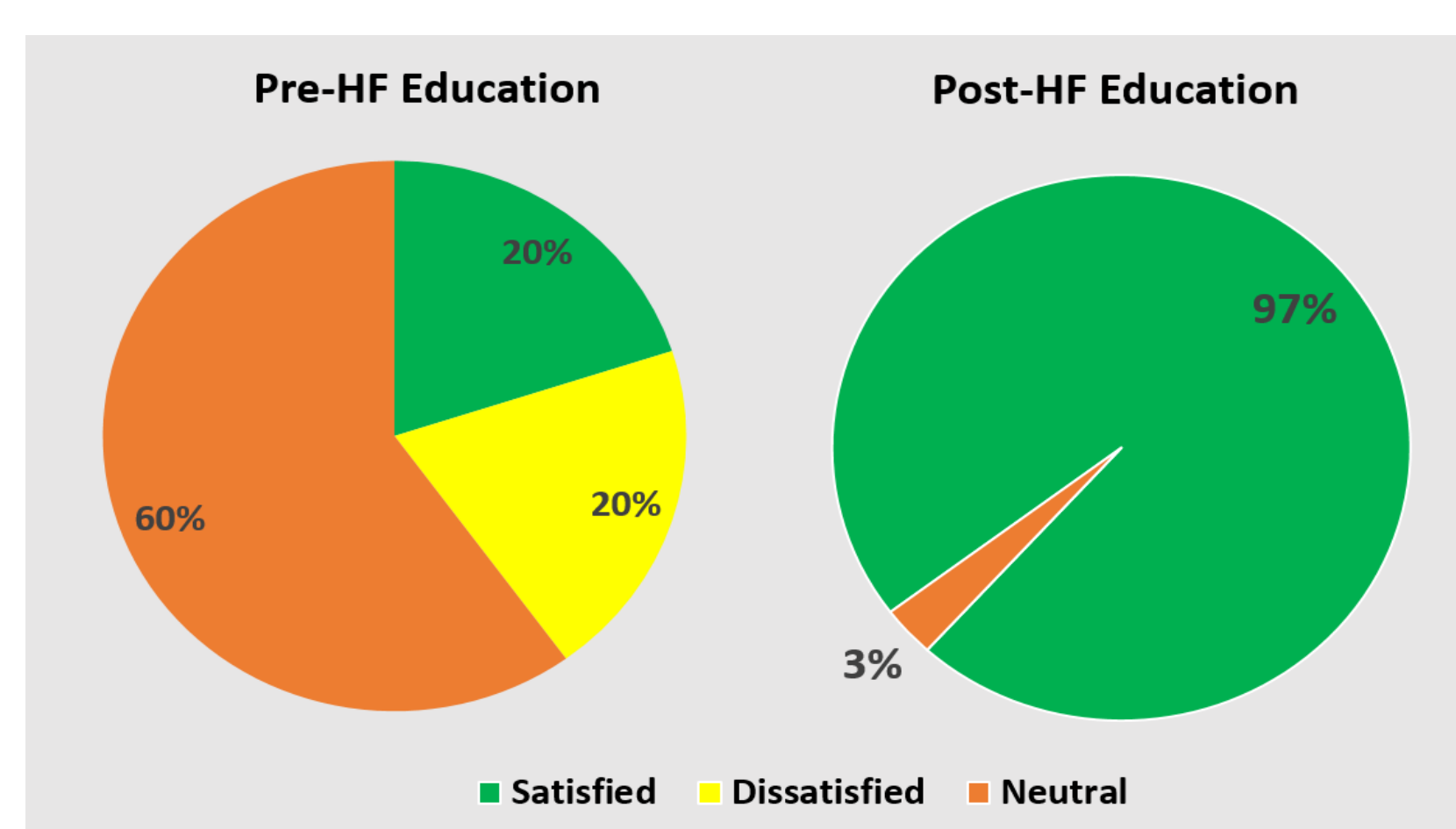


## Results

1. 100% of HF patients received HF education



2. Higher patient satisfaction level



"This is my life, THANK YOU for making this pamphlet for me."

From a patient Mr LSB

## Conclusion

This project enhanced the consistency in healthcare staff's delivery of HF education by creating a standardised HF patient education format (pamphlet). As a result, patient satisfaction level improved from 20% to 97% at the end of six months. For project sustainability, a "Train-the-Trainer" video will be developed by end Dec'2019 for future new clinicians to ensure consistency in their delivery of HF education.