



Singapore Healthcare
Management 2019

CITI: Caregiver Individualised Training Initiative

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INTRODUCTION

Caregiver training is identified as an integral part of care to patients with specific skills based care needs. It provides better support for patients who presented with individual new care needs during hospitalisation, such as nasogastric tube feeding. The caregivers have to be adequately trained to care for their loved ones safely at home once discharged to minimise readmission and reduce caregiver stress. However, the number of caregivers that signed up for structured caregiver training in classroom setting was noted to be decreasing over the years.

MISSION STATEMENT

We aim to increase the numbers of caregivers trained in Singapore General Hospital to promote better care at home from median of 7 to 25 in 3 months.

METHODOLOGY

The team discussed and gathered feedback with various stakeholders from caregivers, ward staff and trainers to identify and addressed their concerns related to attending care giving training.

CAUSE & EFFECT DIAGRAM

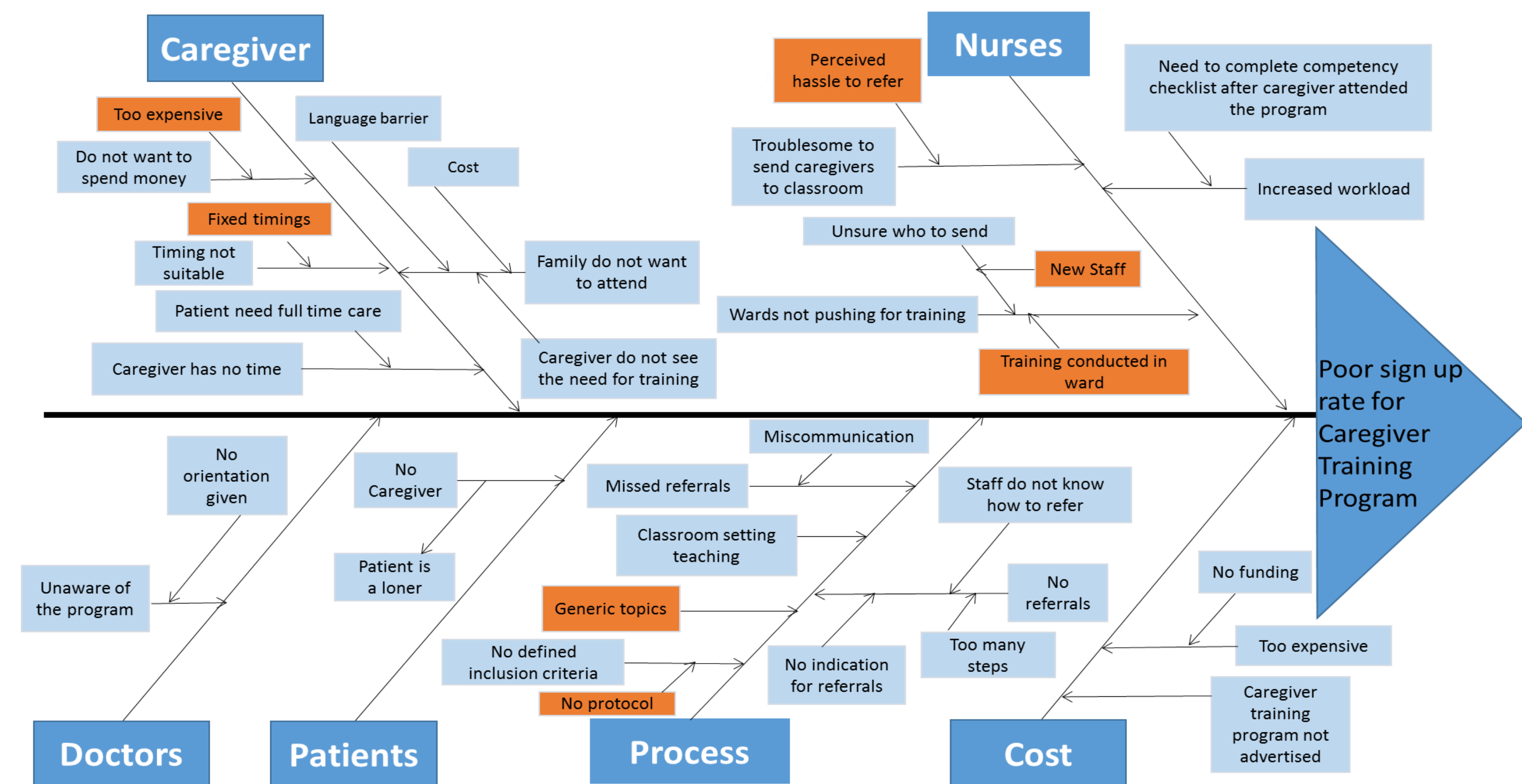


Figure 1: Cause & Effect Diagram

PARETO CHART

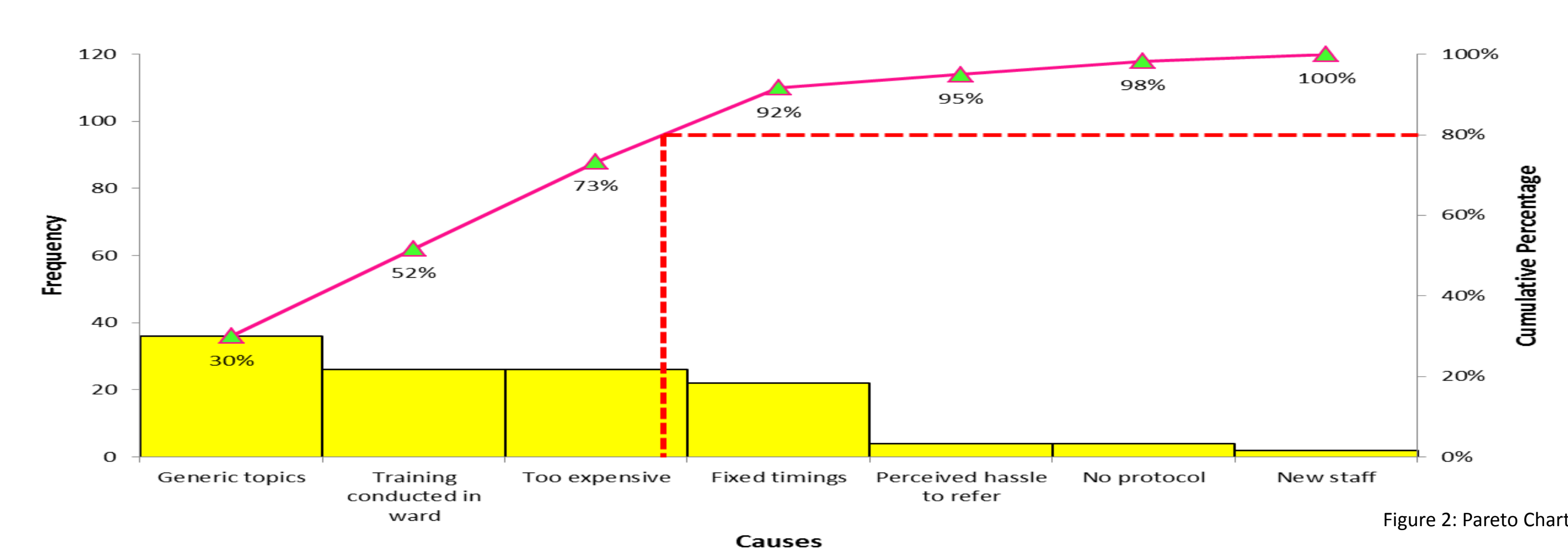


Figure 2: Pareto Chart

SOLUTIONS

PRIORITISATION MATRIX

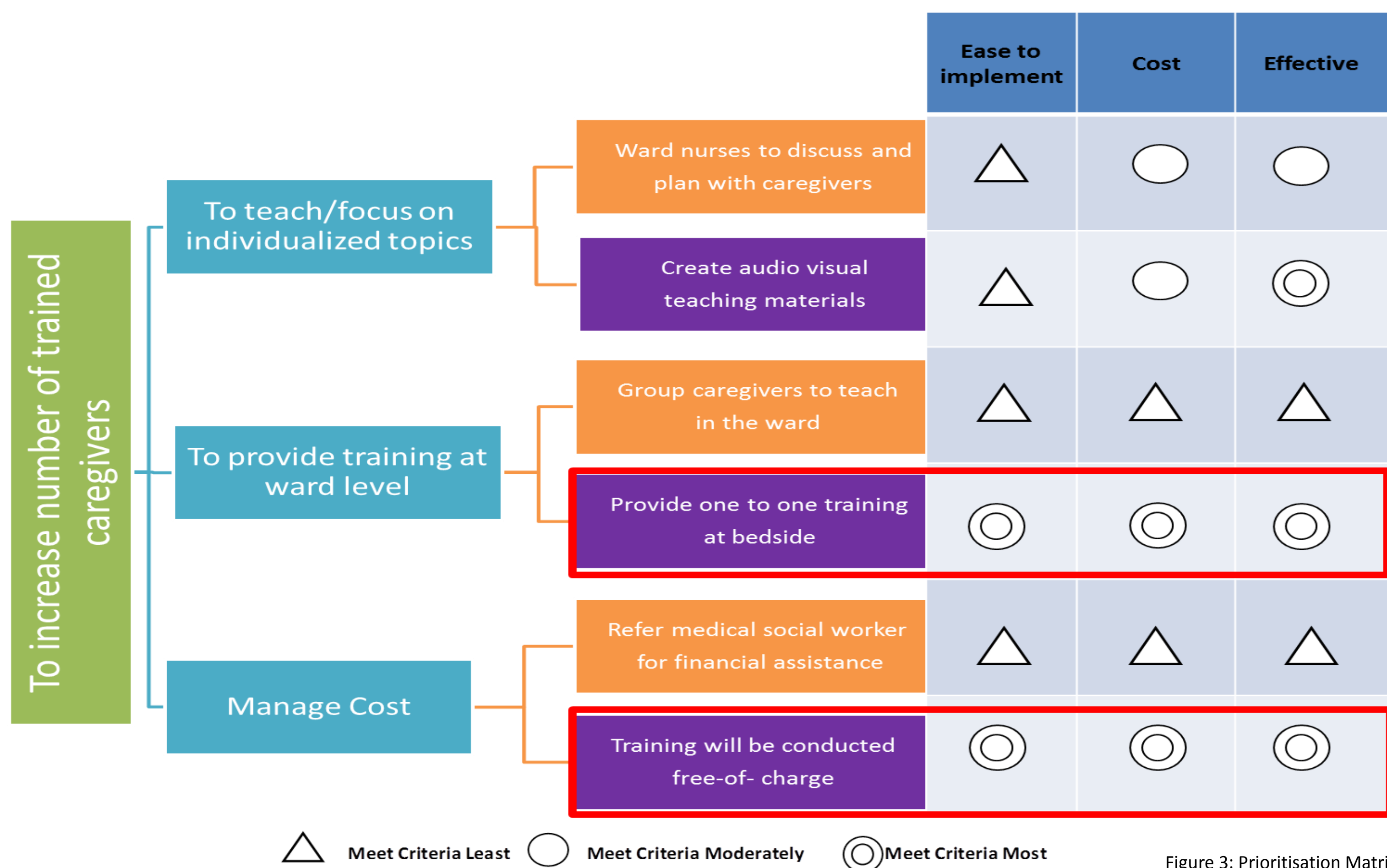


Figure 3: Prioritisation Matrix

PLAN.DO.STUDY.ACT

PDSA 1: Bedside caregiving training in 5 pilot wards

Wards 53C, 54D, 63C, 73 & 74

- Caregivers were trained at the bedside free of charge by ward nurses pertaining to their specific skills based care needs by using hard copies of education materials
- Their competencies are checked by ward nurses before discharge

PDSA 2: Creation and use of audio visual materials

- Teaching is carried out using videos that we have currently
- New videos are being created for other common topics pertaining to caregiver training

RESULTS

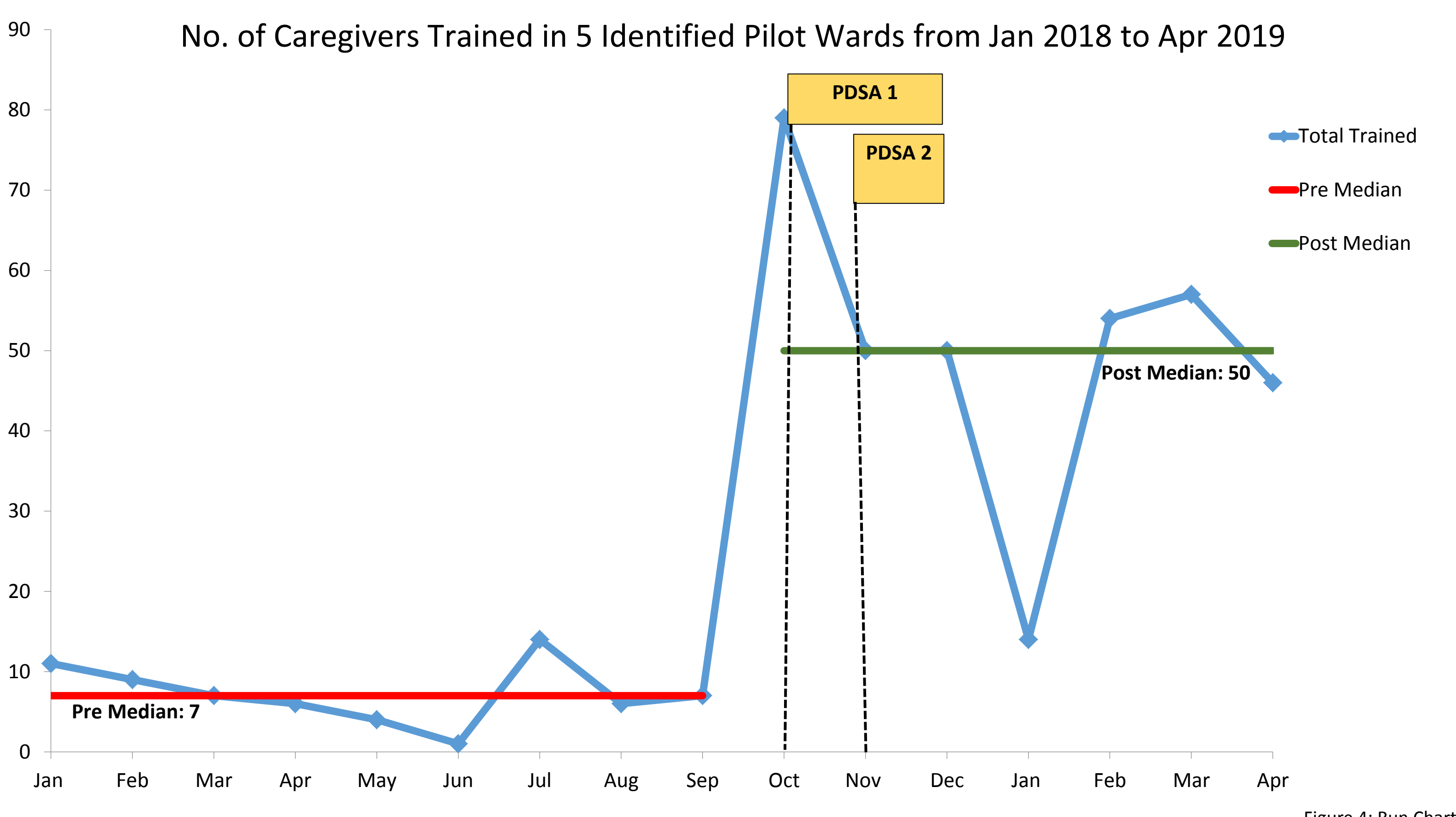


Figure 4: Run Chart

The median increased from **7 to 50**, hitting and exceeding our target of 25. There were weeks of lower numbers being trained due to festive season. There is a shift in the number of caregivers trained indicating they are statistically significant after two PDSA cycles.

Feedback	Caregivers	Staff
+ve	"More practical" "Hands-on experience helped me learn better"	"More engaged in connecting with caregivers to discuss and prepare their care needs at home"
-ve	occasional language barrier	

With the successful implementation stated above, bedside caregiver training was rolled out hospital wide in February 2019. The caregivers trained increased to 232 in February, 229 in March and 196 in April 2019. The submission of monthly bedside caregiver statistics is also made easier via Infopedia(Intranet). The bedside caregiver training was recommended to National Heart Centre Wards and the institution has also adopted the improved approach to support more caregivers education at bedside.

CONCLUSION

With the use of our solutions, caregivers are trained adequately which reduces caregiver stress and enhanced discharge planning of our patients. This aligned us with our quality commitment to our patients and their families at Singapore General Hospital (SGH), "Best Outcome, Best Experience". There are future plans for a more coordinated documentation by nurses in the e-Patient Family Education Record (PFPR) which are in the planning stage with IT department which is in alignment with hospital's plan of electronic charting.