



Singapore Healthcare
Management 2019

Patient Discharge Journey As Easy As 1-2-3



Changi
General Hospital
SingHealth

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INTRODUCTION

BACKGROUND:

- A 2014 survey with patients/NOKs showed that they were not aware of their roles regarding discharge care plans. “They do not know what they do not know” suggested that this lack of knowledge could have contributed in the delays in discharge from their hospitalisation stays.
- Discharge care plans were usually passed to patients/NOKs verbally.

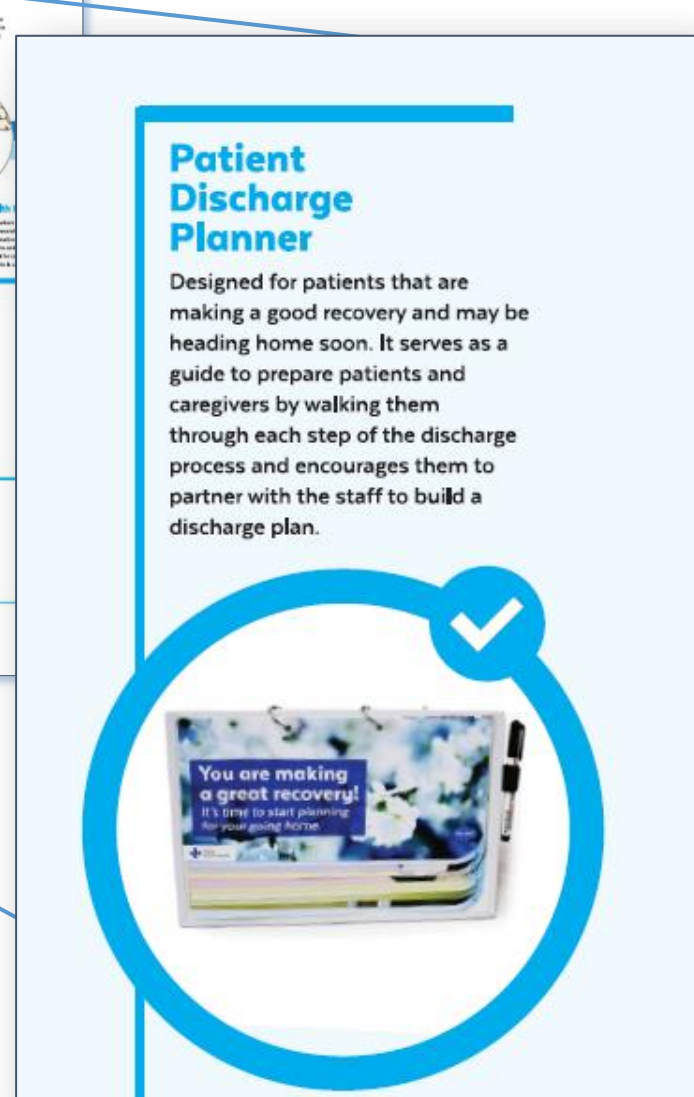
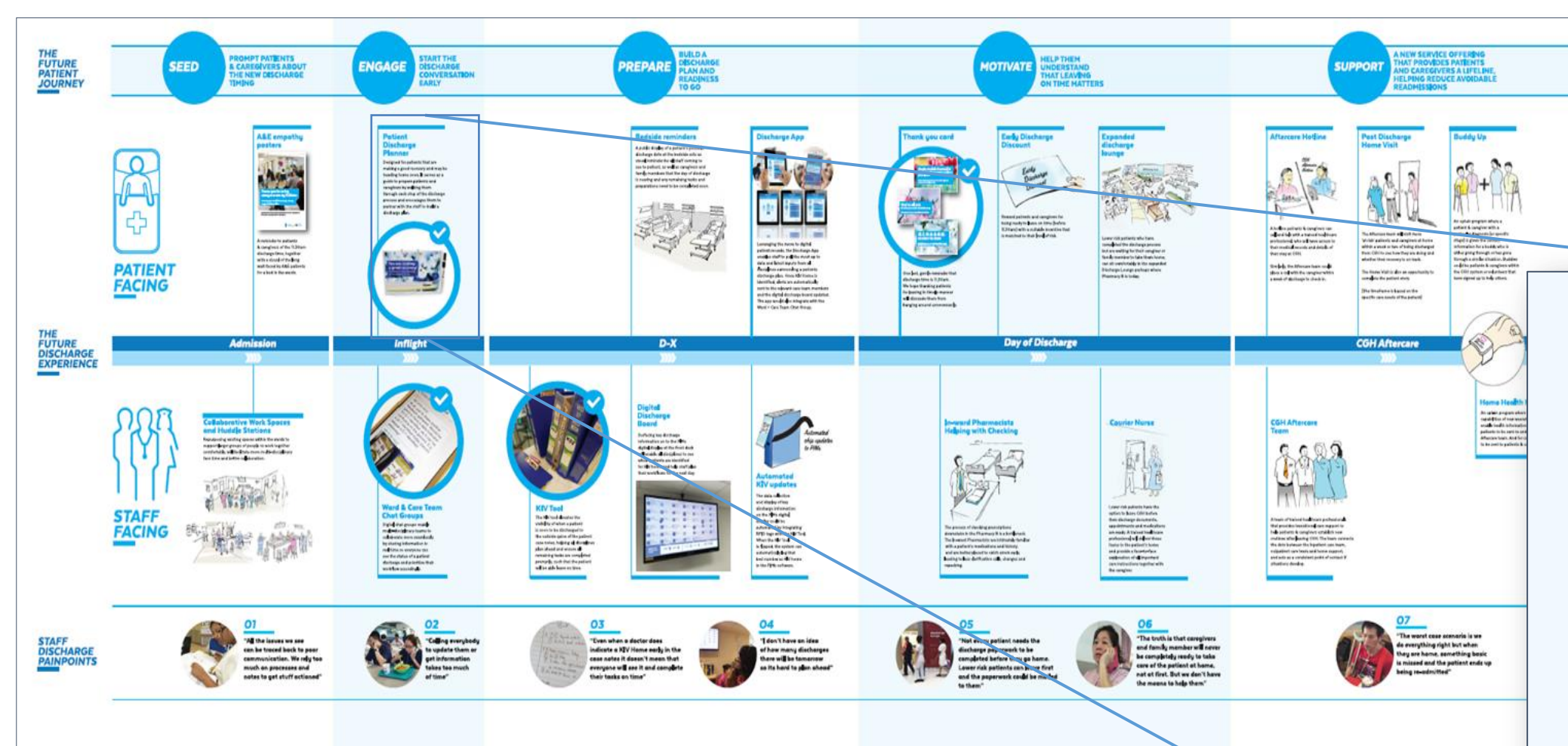
AIM: To provide a structured and easy-to-comprehend discharge care plan for staff to present to patients/NOKs and for them to self-read in their free time. End product is designed to help staff start the discharge conversation early and empower patients/NOK in the discharge care plans, which contributes to timely discharges.

METHOD

Design Thinking methodology was introduced with *Voice-Of-Customer tool* (i.e. patients/NOKs) being taken into consideration during the planning stage

An 8-week long process to improve inpatient discharges took place with multi-stakeholders (including physicians, nursing, discharge coordinators, Inpatient Operations, Allied Health Professionals). A total of 17 opportunities were suggested and 1 opportunity – “Patient Discharge Planner” was identified to improve patient education on discharge planning

PLAN



DO

- A 2-week long rapid trial was conducted in Feb 2015, using 3 languages catered for different linguistic groups – English, Malay, Mandarin
- Staff used the step-by-step planner to advise patients/NOKs on discharge planning during nursing orientation upon patient arrival to the ward
- Ward staff were briefed to raise awareness of the trial and compliance achieved



Learning points from post trial review:

- Too Wordy
- Paper planner could not pass infection control
- Patients/NOKs were uninterested in reading

STUDY

Multiple iterations were made to tackle initial shortfalls:

Reducing the number of pages/words



Multiple pages/wordy

Single page / Wordy

Single page/ Concise wordings

Using plastic based materials (for easy wipe-down)



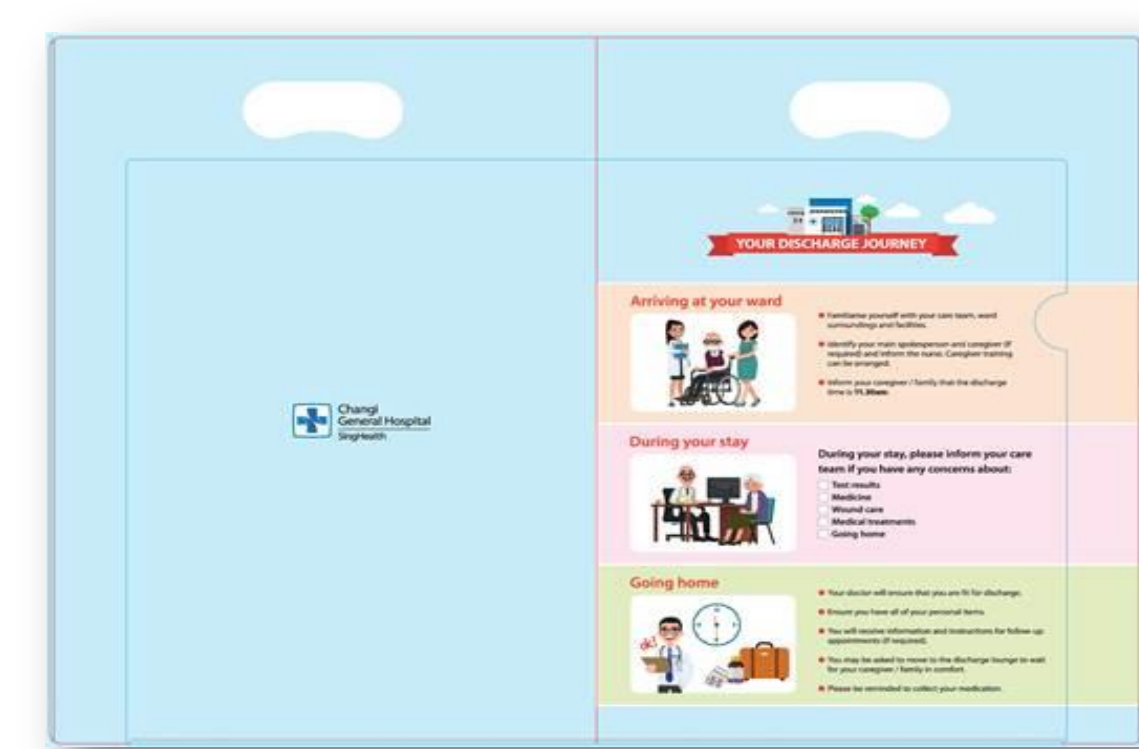
Acrylic Stand

Sticker pasted to Cardiac Table

Plastic Folder

ACT

3 easy-to-comprehend steps for staff & patients/NOKs to understand regarding discharge care plans. Allows patients/NOKs to ask the relevant questions regarding discharge care plan and be empowered



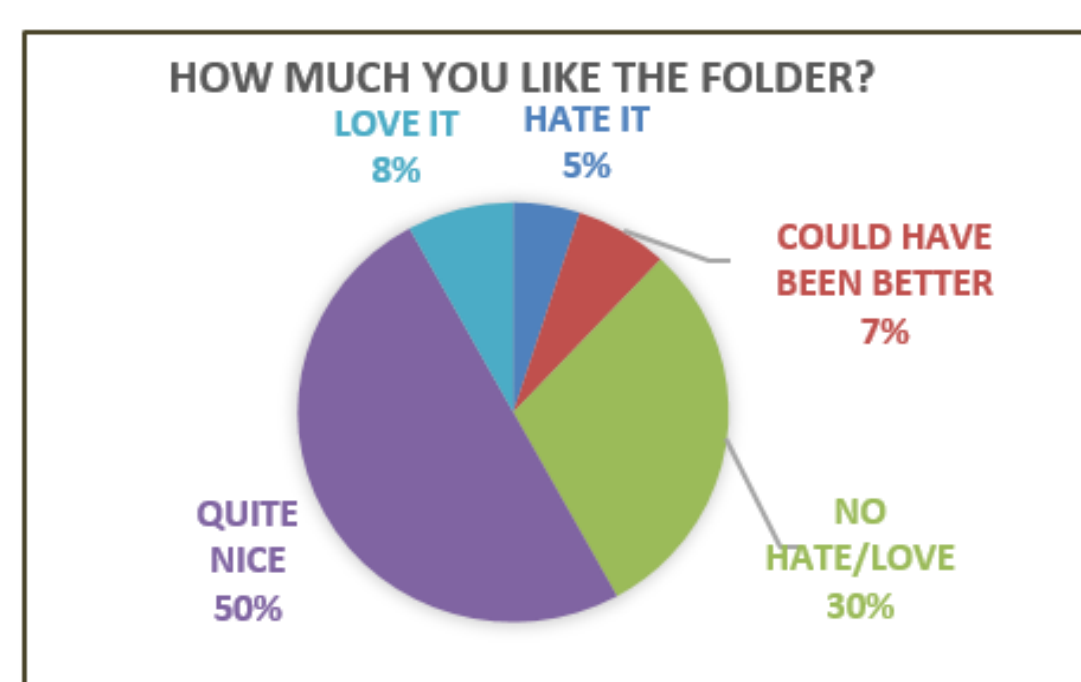
A carrier type folder that is tearable-to-A4 size plastic file to allow patient to keep their discharge documents, etc. and reuse for later → Increase more chances for patient/NOK to keep and self-read on the care plan

Piloted at ward 27, 28, 68 & 35 from Jul 2018 – Dec 2018

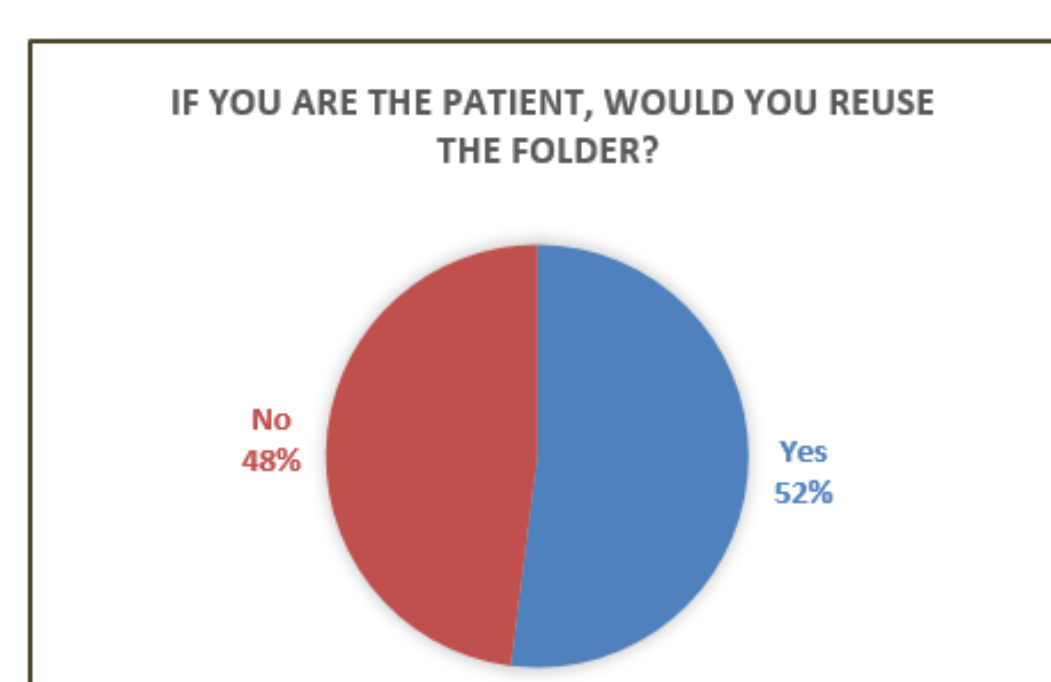
Provided to patients during nursing orientation **upon patients arrival** at wards

RESULTS

- Rolled out** to all wards on 10 Dec 2018.
- All** Patients/NOKs are educated of their discharge care plans upon arrival at wards
- Staff survey showed **positive** feedback:



- 58% LIKE it!
- 30% are neutral



Respondents are more inclined to reuse the folder.

Patients get to bring the folder back → increase re-usability & thus patient satisfaction

CONCLUSION

- Enable** early discharge planning
- Patient empowerment** on their own discharges thus improving overall patient experience and satisfaction
- First of a kind** in Singapore public hospital to combine discharge care planning with a plastic folder that can be used to store documents (e.g. memos, appointment letters, discharge summary, etc.). Currently, paper envelopes / folders are used to store such documents