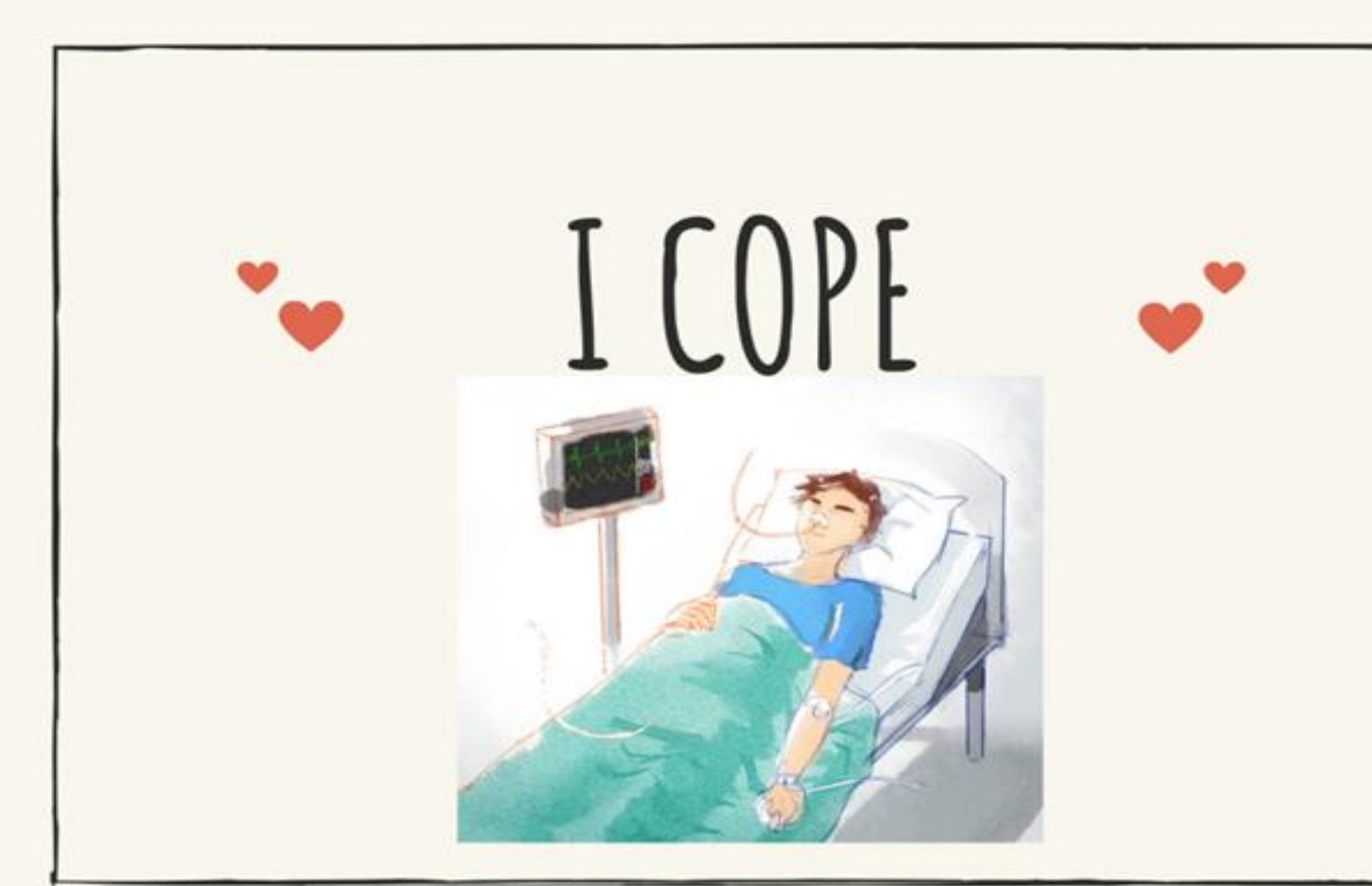
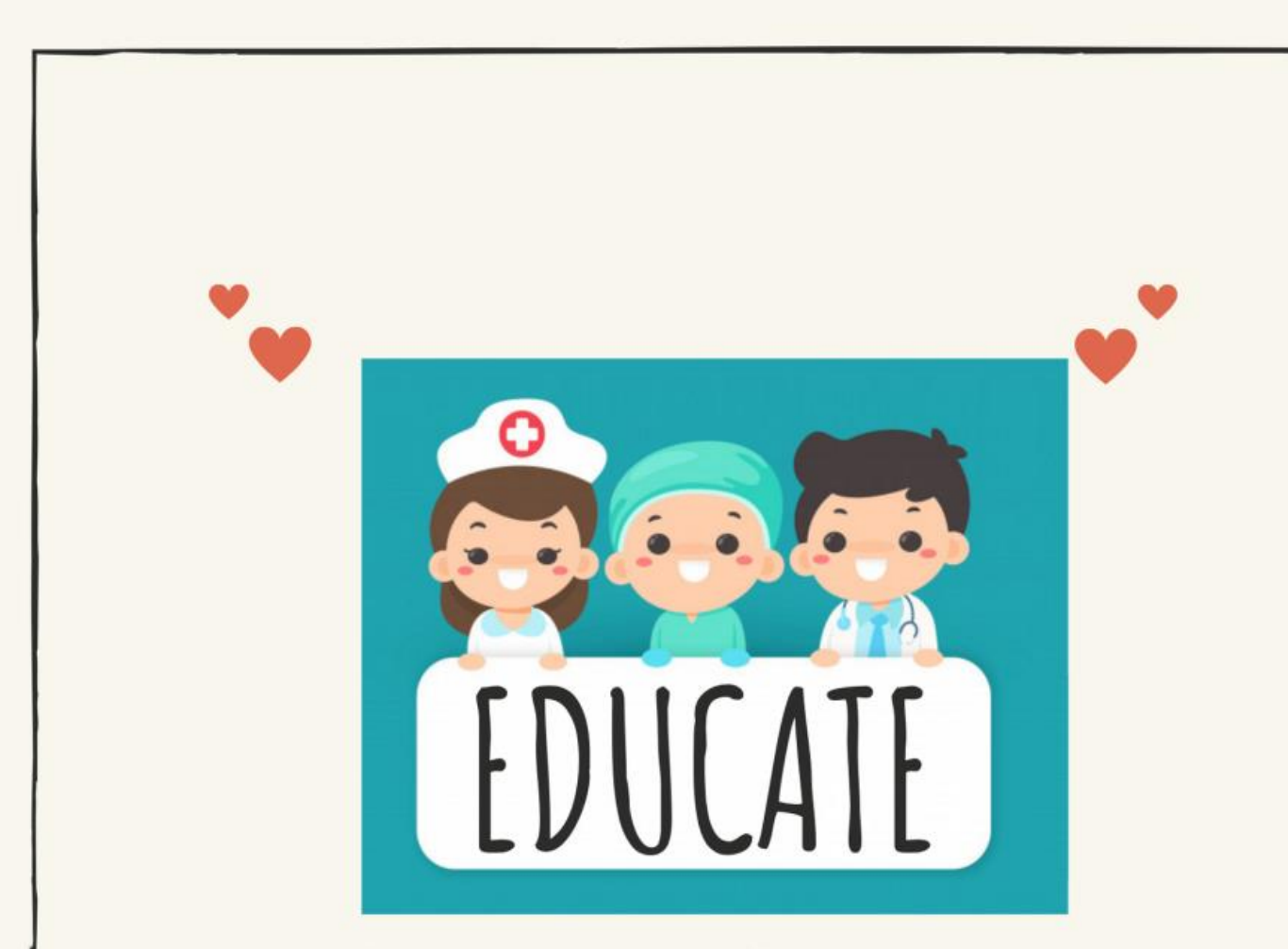




Singapore Healthcare Management 2021



Postoperative Patients Education Bundle: I COPE

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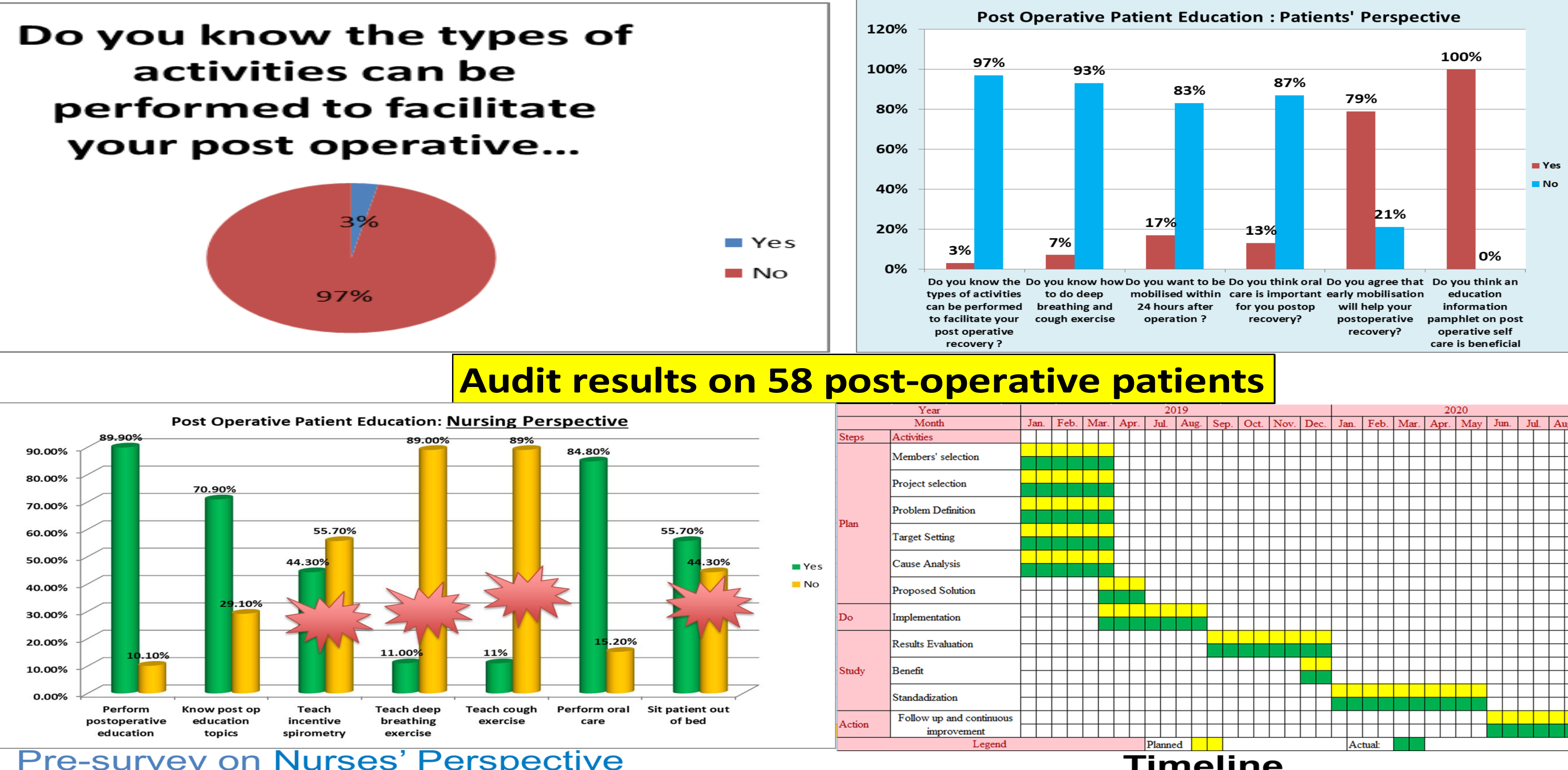
INTRODUCTION

Background & Aim

- A survey was conducted among patients admitted to surgical high dependency unit on POD 1 and found that patients were unaware of their roles in self-care after surgery to promote recovery and uncertain what to expect or do. Pre-admission, clinic nurses counsel patients on the surgical procedure, preparation for surgery, estimated length of hospital stay and cost, however, little information on postoperative expectation and self-care was discussed. Furthermore, there was lack of formal guideline for nurses to use to teach patients what to do after surgery
- The aims of patient education bundle were to:
 - increase the number of postoperative patients' active involvement in self-care by 50% on postoperative day 1(POD 1)
 - achieve 100% staff competency in post-operative education on patients' self-care and reduce time spent on educating patients by 50%

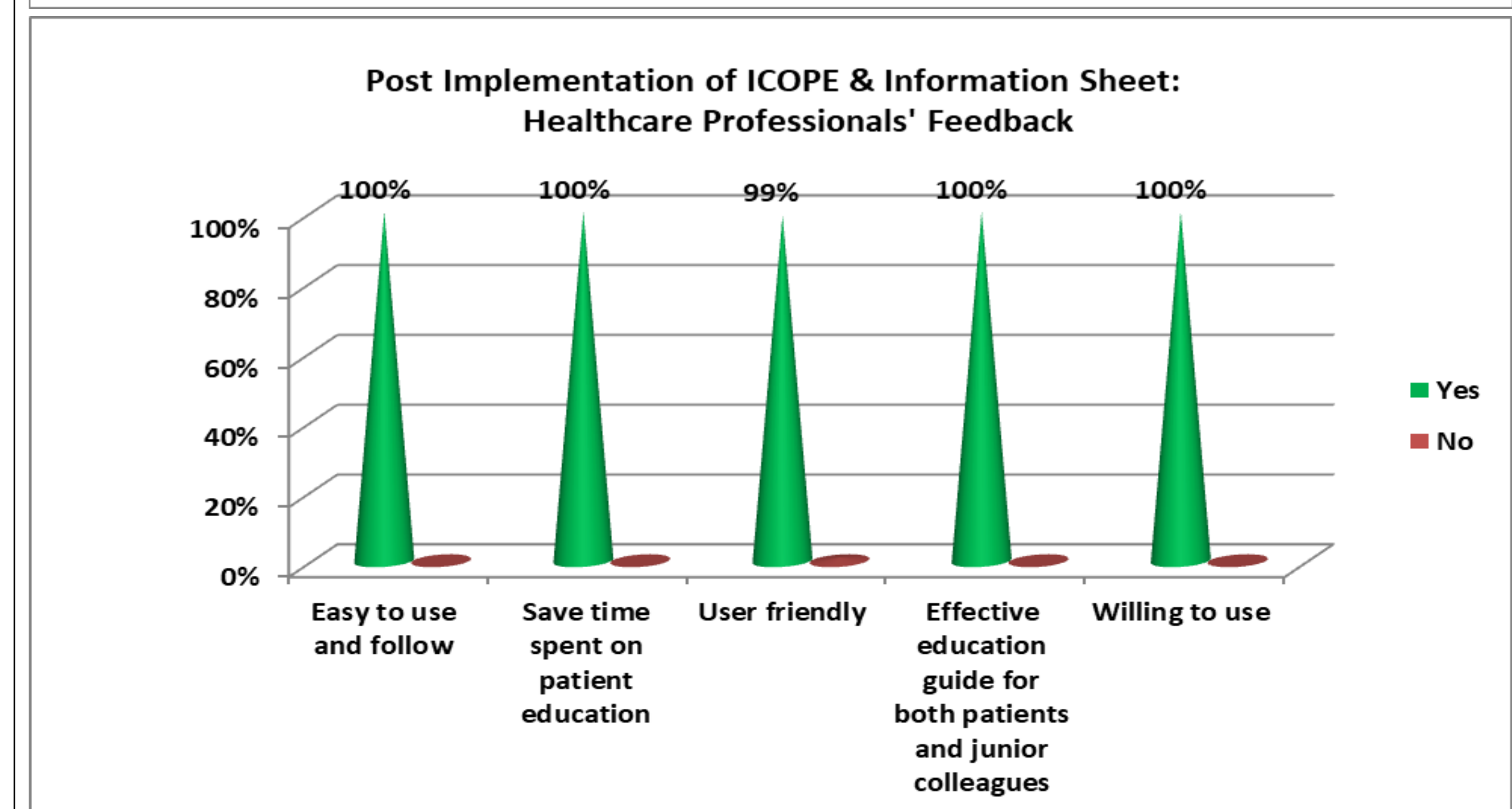
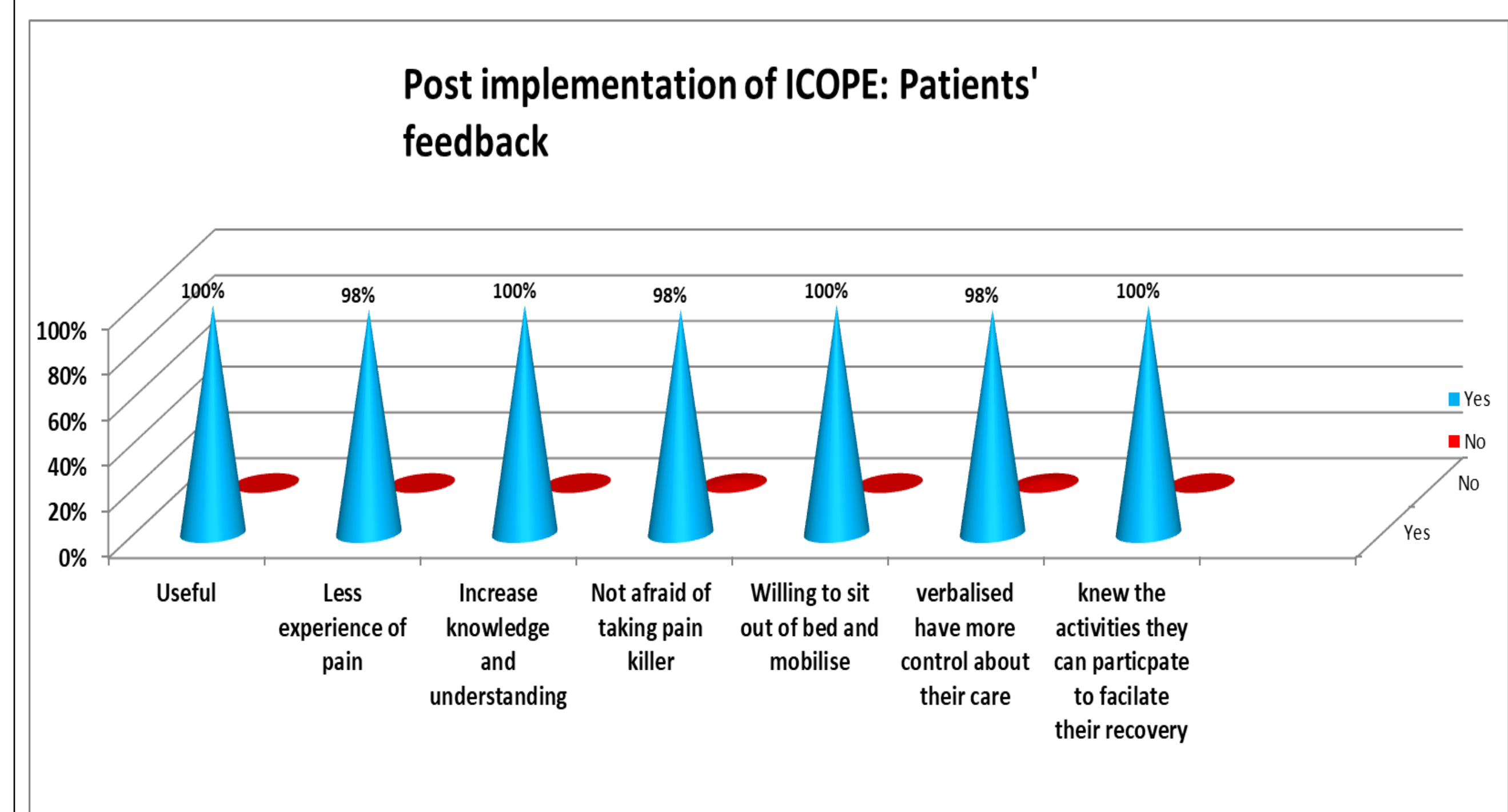
Methodology

An audit was conducted among 58 patients with a root cause analysis done thereafter. It was concluded that patients lacked knowledge and understanding on postoperative self-care. There was absent of formal teaching material. After 4 runs of PDSA cycles, a multi-language guide using acronym I-COPE (Incentive spirometry, Cough, Oral care, Pain, Early mobilization) with both pictorial and wording illustration was then designed to achieve the aims. Training sessions were conducted among staff on how to use the educational guide to teach patients.

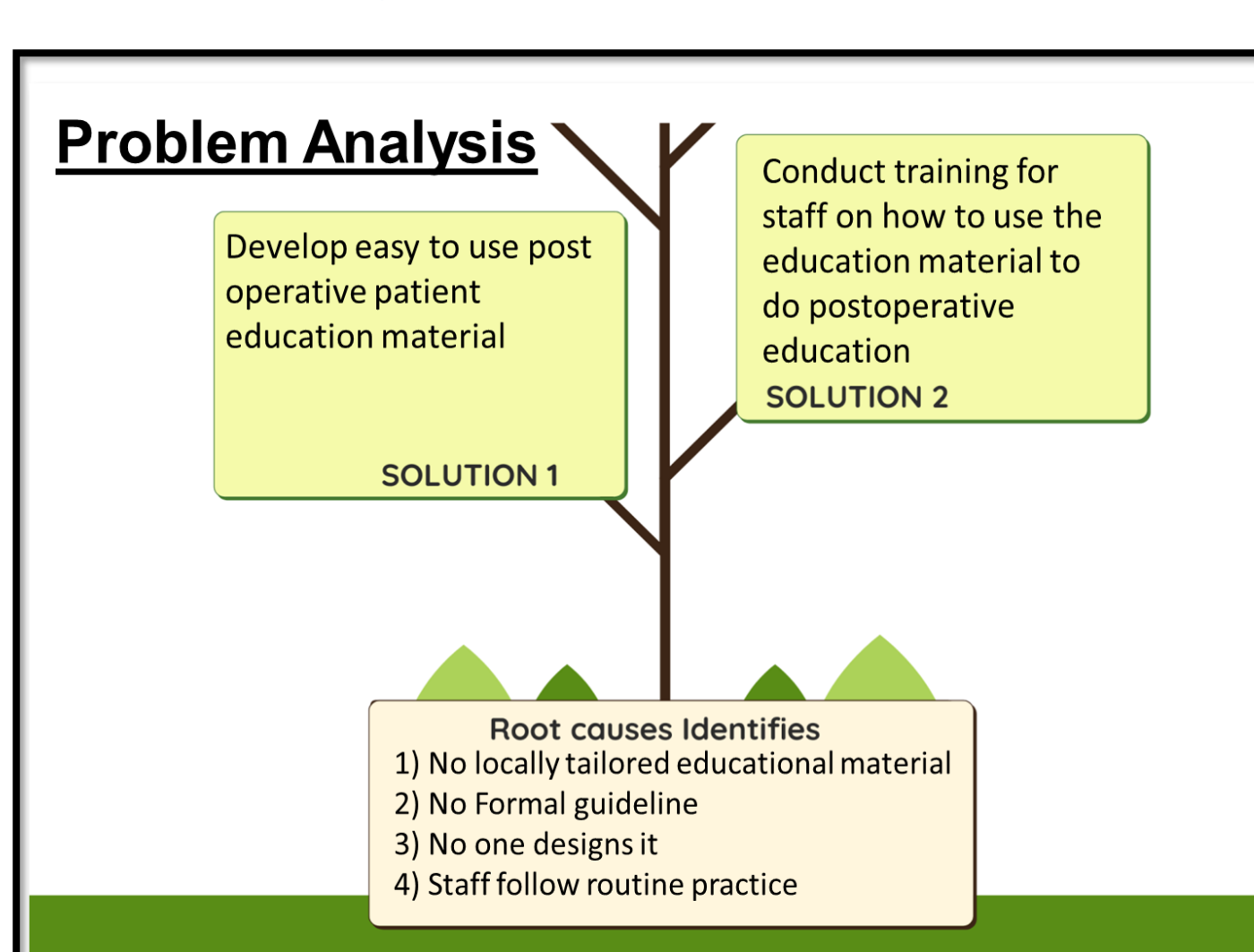


Results

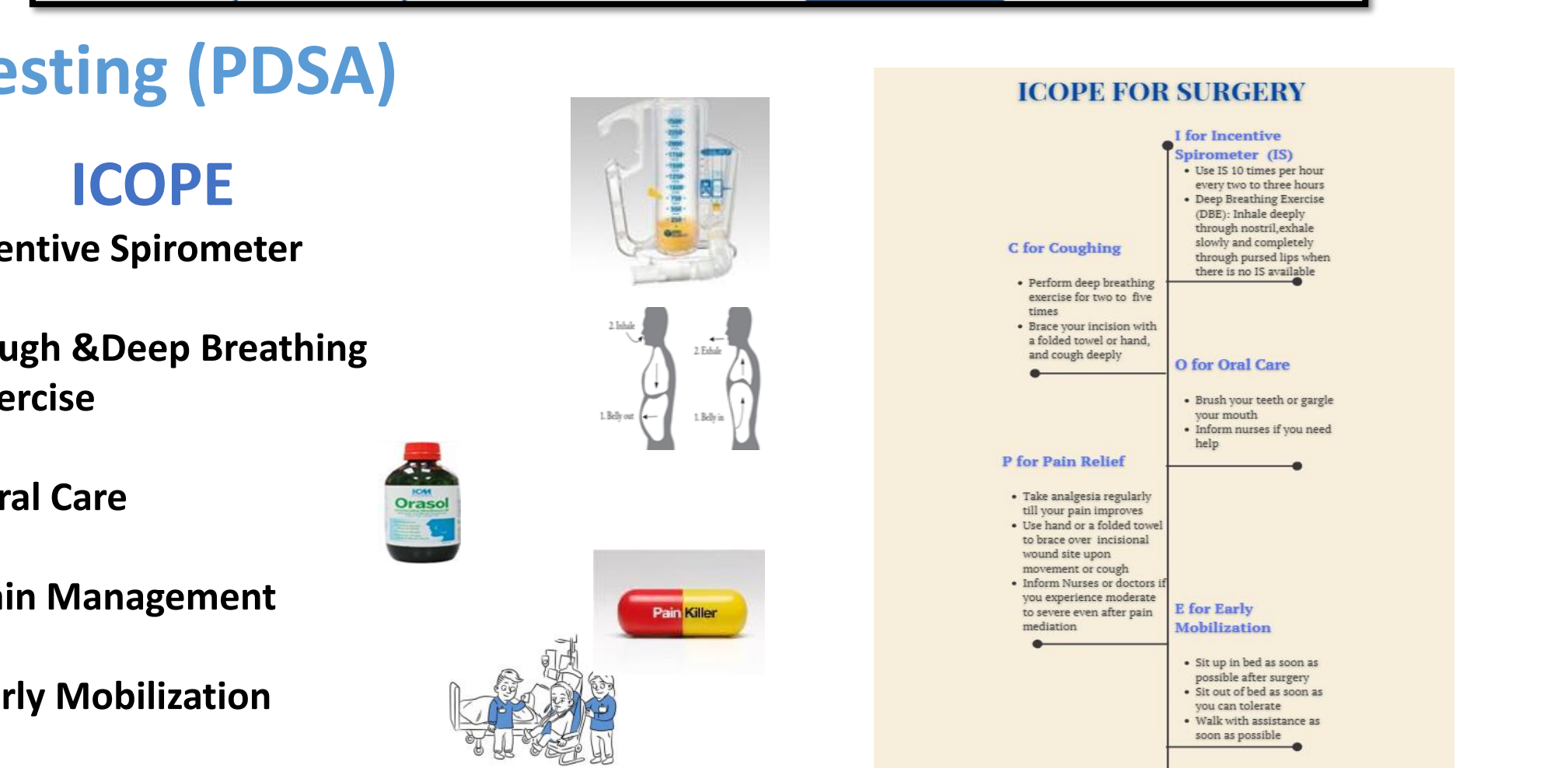
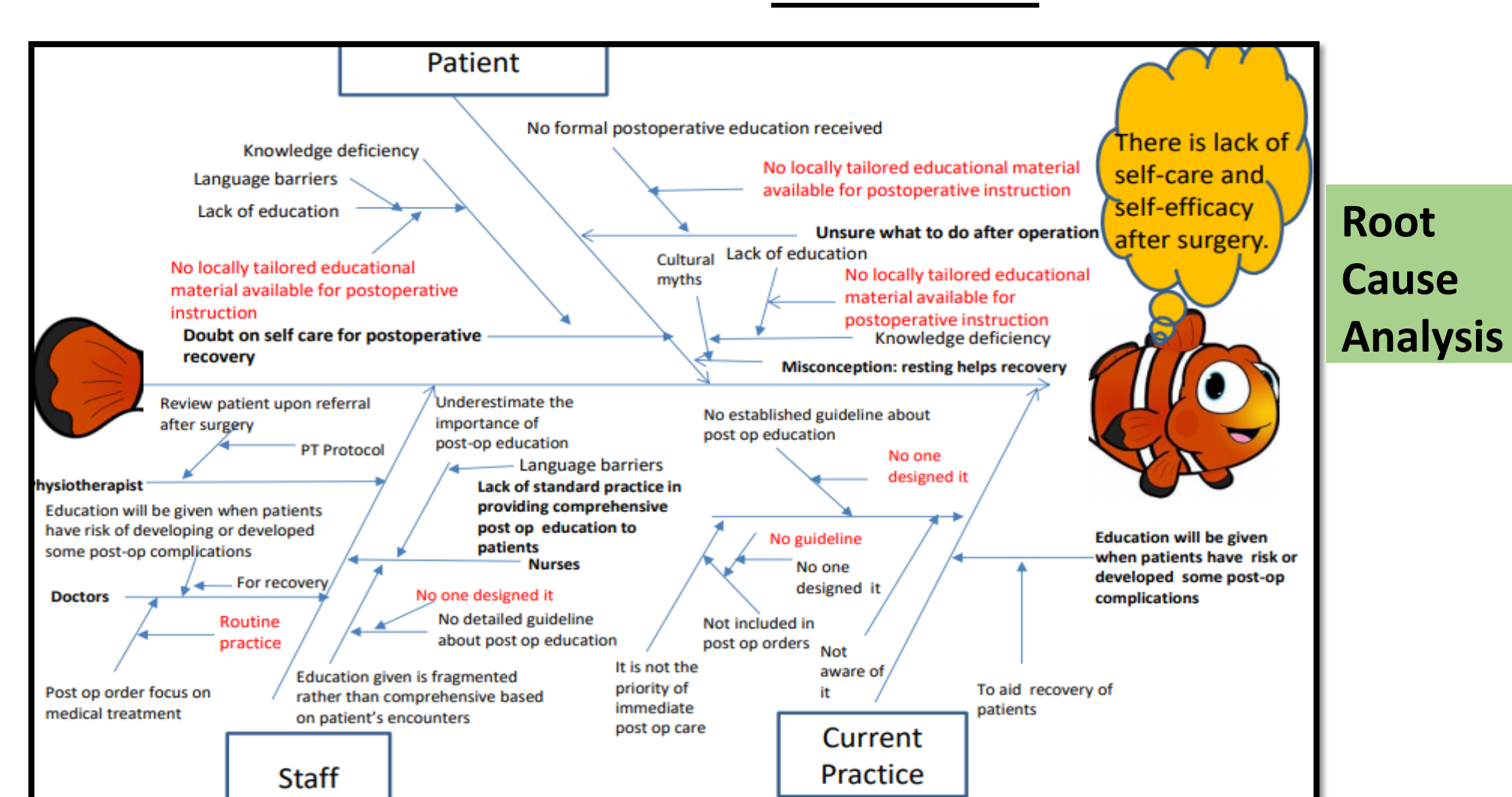
All 60 patients and 100 Healthcare professionals (HCP) surveyed were satisfied with the pictorial guide. There was 90% of improvement in patients' level of knowledge, understanding and self-care, and the average time taken by nurses to deliver the education has decreased by 83.3% from 22.1minutes to 3.7 minutes after I-COPE guide implementation.



Pre-survey on Nurses' Perspective



Timeline



Idea Testing (PDSA)

I COUGH

- I: Incentive Spirometry
- C: Cough & Deep Breathe
- O: Oral Care
- U: Understanding Patient Education
- G: Get out of Bed
- H: Head of Bed Elevated

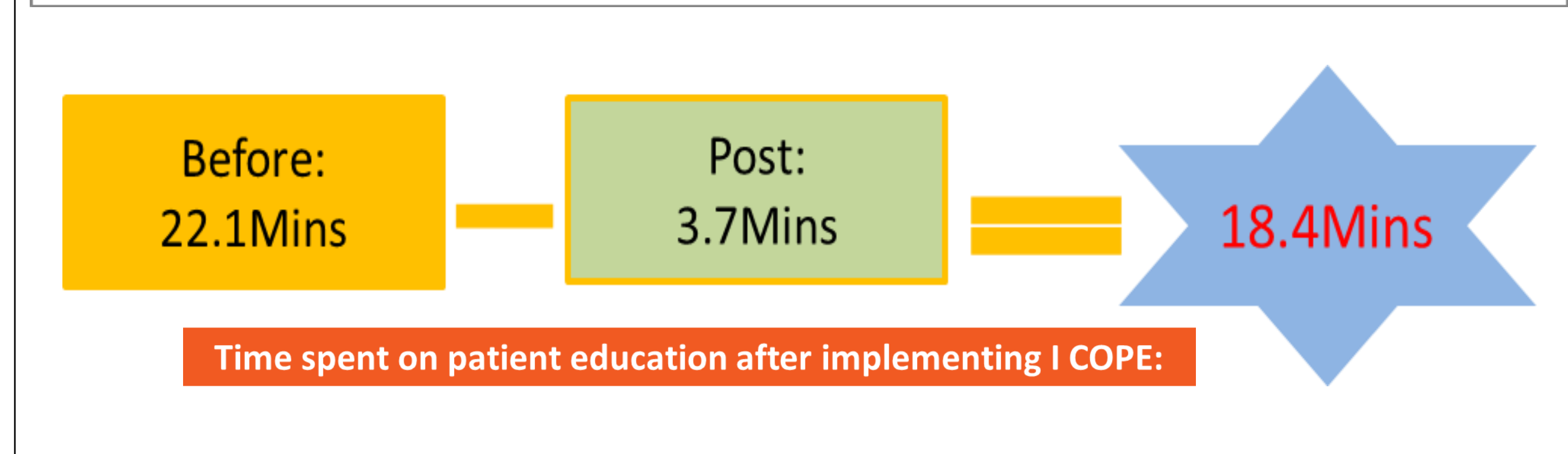
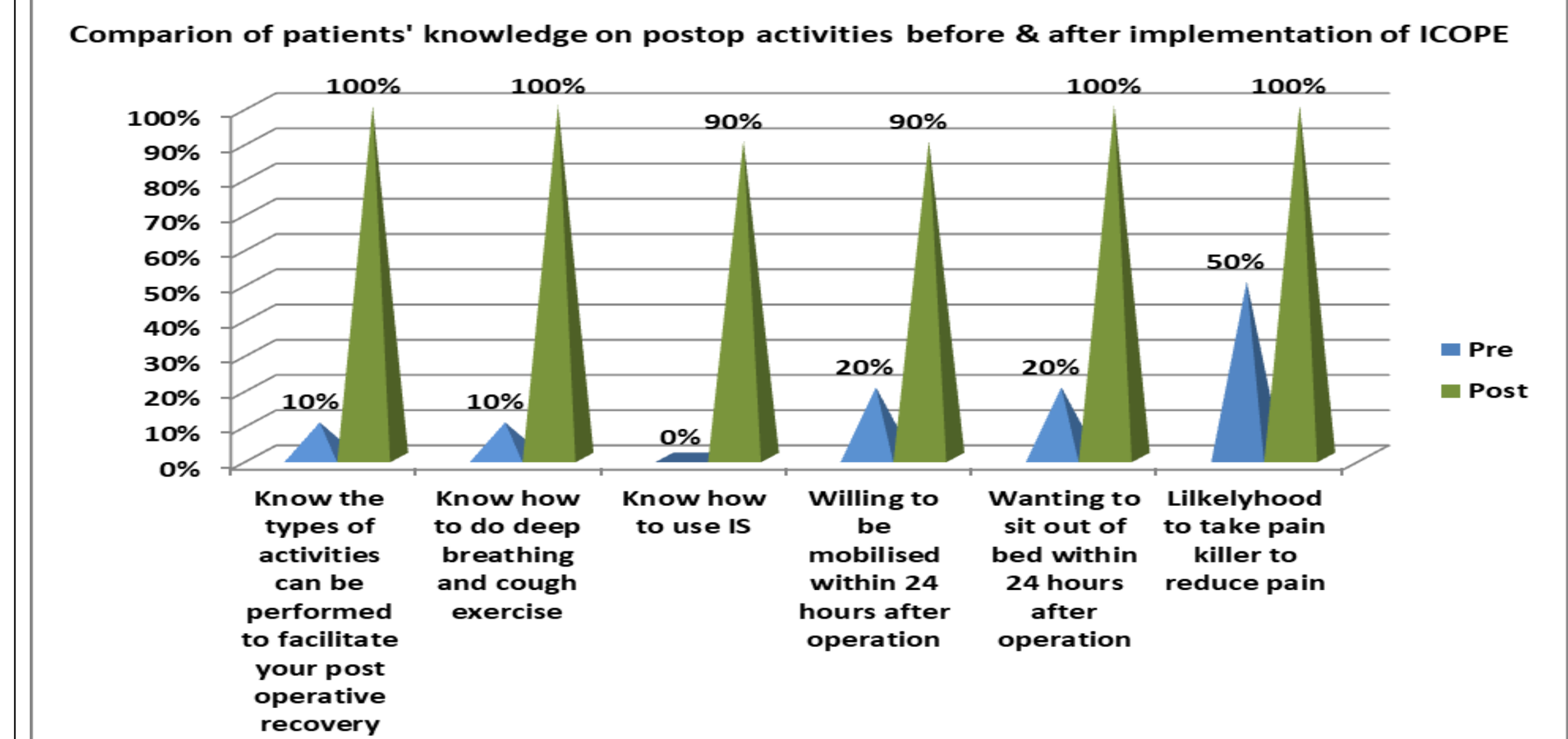
ICOPE

- I: Incentive Spirometer
- C: Cough & Deep Breathing Exercise
- O: Oral Care
- P: Pain Management
- E: Early Mobilization

ICOPE FOR SURGERY

- I: Incentive Spirometry (IS)
- C: Coughing
- O: Oral Care
- P: Pain Relief
- E: Early Mobilization

First Version → **Second Version** → **Third Version** → **Final Version with Multilanguage**



Conclusion:

I-COPE guide is an effective approach to improve patients' experience, knowledge, and self-care after surgery. The team plans to design an I-COPE pamphlet on postoperative patient care, which will enclose a QR code for patients to scan to view instruction videos.

