Effective Communication of Patients' Mobility Status

Singapore Healthcare Management 2015

Team SAFEGUARD

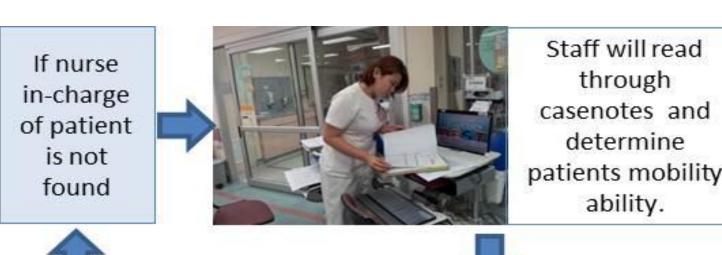
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National Heart **Centre Singapore** SingHealth

1. BACKGROUND

A large percentage of cardiac patients are unfit to ambulate on their own safely and there is insufficient bedside information on patients' mobility status and level of assistance needed for them to ambulate safely. It is time consuming for healthcare professionals to get accurate information from the nurse in charge or to search through the patients' casenotes before ambulating the patients.



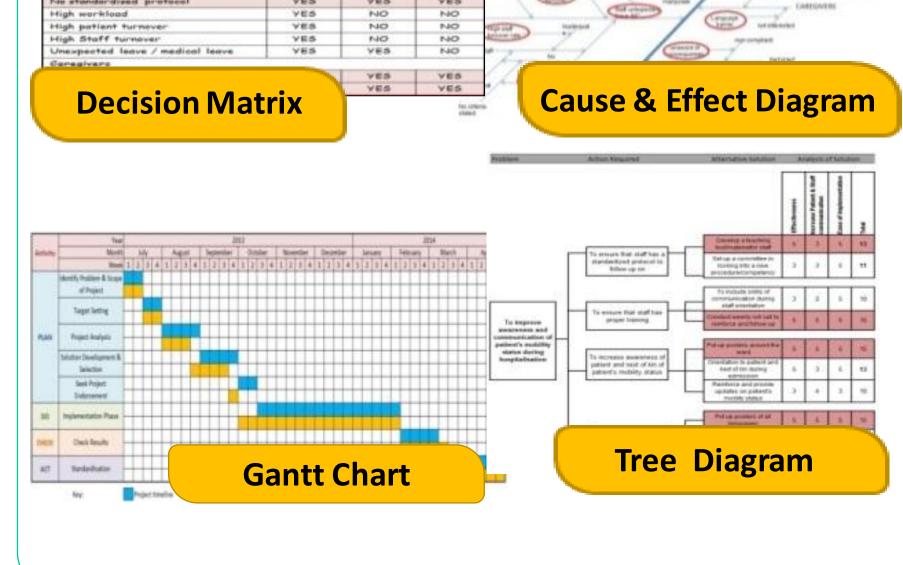
2. METHODOLOGY Valid Can be cause? colved? oware of conceptor





Staff looks for nurse incharge to check on patient's mobility status





Project Goals

- Improve communication among nurses, physiotherapists and doctors.
- Improve staff collaboration in patients' care and time saving.
- Increase patient satisfaction level. \heartsuit
- Improve the quality of patients' stay in the hospital.

3. SOLUTIONS & IMPLEMEMTATION

The mobility indicator chart is designed to provide a standardized and objective measurement in the mobility status of a patient ambulating in the wards. Indication for the amount of assistance the patient needs to mobilize in the ward are as follow: 1 Heart - Independent

- 2 Hearts Requires one person to assist patient to mobilize
- 3 Hearts Requires two or more person to assist patient to mobilize
- 4 Hearts Complete rest in bed







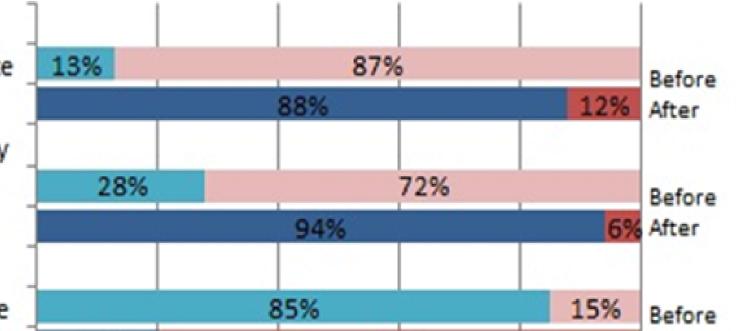
4. RESULTS

Tangible Outcome

Patients/ Caregivers Survey Before & After Project Implementation

Does current information at the bedside indicate patient's mobility status accurately? Does current information at the bedside effectively communicate patient's mobility among patients/patient's family and nurses?

Do you/your family members need to clarify with the nurses before walking out of the bed?









Doct

Instructions

Care

Ho Ah khim

V V

Staff will ask for

required assistance to

ambulate the patient.

MANDARIN

DR SOON JIA LIN

Patients and their family members are orientated mobility indicator chart upon admission. The team developed a pictorial poster with 4 languages to categorise patients' mobility status. The posters are put up at patient cubicles and wards corridor. Caring for You

The patients' mobility status will be assessed upon admission and indicated in the bedside "Slot-O-Vision". The number of hearts can be changed accordingly by daily assessment by nurses or physiotherapists during the hospital stay.

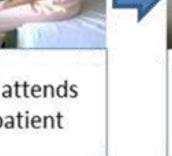
New Process

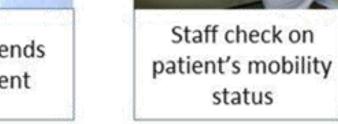


Patient can tell her mobility status from the bedside chart











Staff check on

status

Are you/your family members clear about your mobility status explained by the nurses?

Have you ever overestimates your mobility due to your medical status?

found Patients' **Mobility Status** accurately indicated by bedside

> are clear about patient's mobility status explained by nurses

effective in communicating the patients' mobility did not overestimated the mobility ability of

After 20% 60% 40% Before After 96% 25% 75% Before Yes After 88% No No 60% 100% found information do not need to

seek further clarification before ambulating

Man-Hours Saved per Annum

The mobility chart has been successful in communicating the mobility status for the patients and their caregiver. Most patients and caregivers feedback that the chart is very useful in giving them a better understanding of the level assistance that the patient may need when ambulating. Intangible Outcome

Patients &

Nurses

Organisation

the patients

Project Team



Patients with 1 heart indicated on their chart can ambulate on their own

Implementation Plan



status. Patient with one heart indicator will be able to ambulate without calling for assistance. The staff who attended the call bell can straight away call for necessary assistance without delay.

Caregiver

Reduces anxiety & enhances experience throughout the hospital stay.

Increases morale due to better communication & reduced repeated enquiries on patients' mobility status.

Enhances organization image with increased efficiency in patient management.

Enhances teamwork & collaboration among caregivers, patients & healthcare professionals.

5. SPIN-OFFS

Plans are in place to share with SGH so that the assessment of patients' mobility is made available in all inpatients ward.

Sharing with Singapore General Hospital

Implementation as teaching materials for the new graduates

It will serve as a guide for them to standardize the method for assessing patients, mobility and ensure patient safety.

The mobility indicator

signage has been Sharing with NHCS Short Stay Unit introduced to SSU to improve patient safety.