



**Singapore Healthcare
Management 2015**

Effective Communication of Patients' Mobility Status

Team SAFEGUARD

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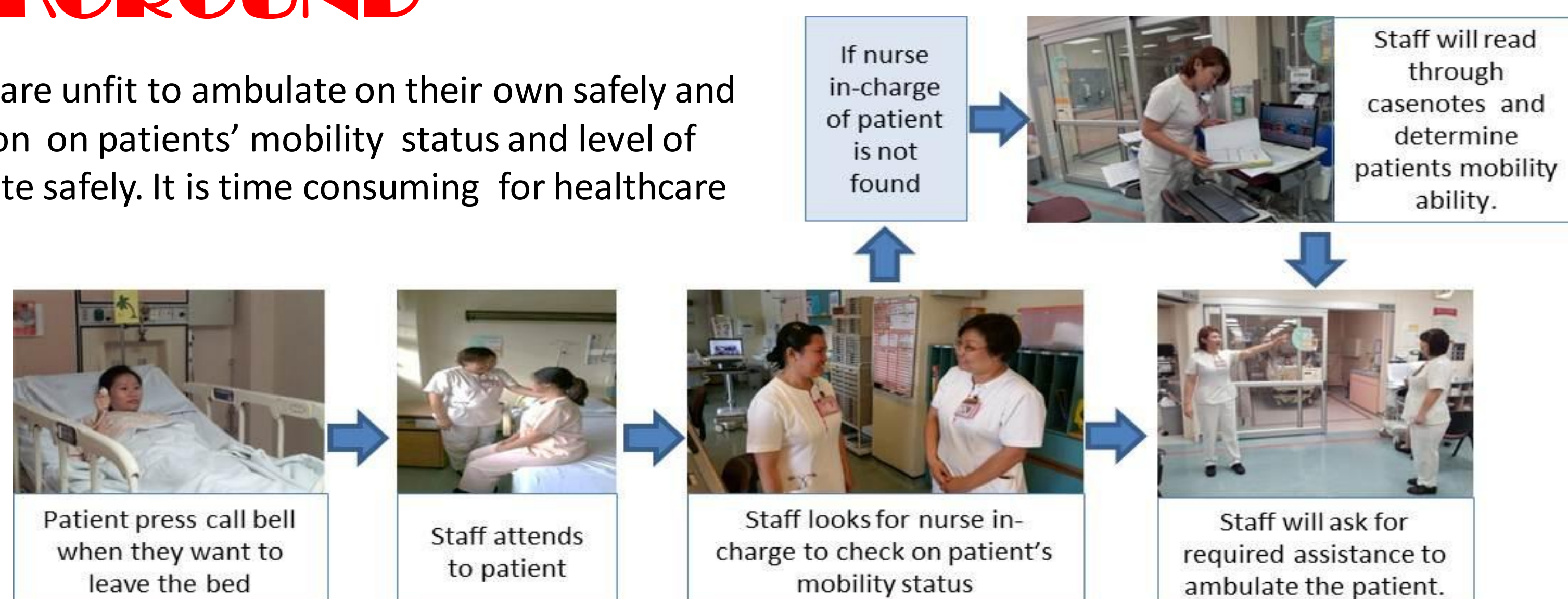
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**National Heart
Centre Singapore**
SingHealth

1. BACKGROUND

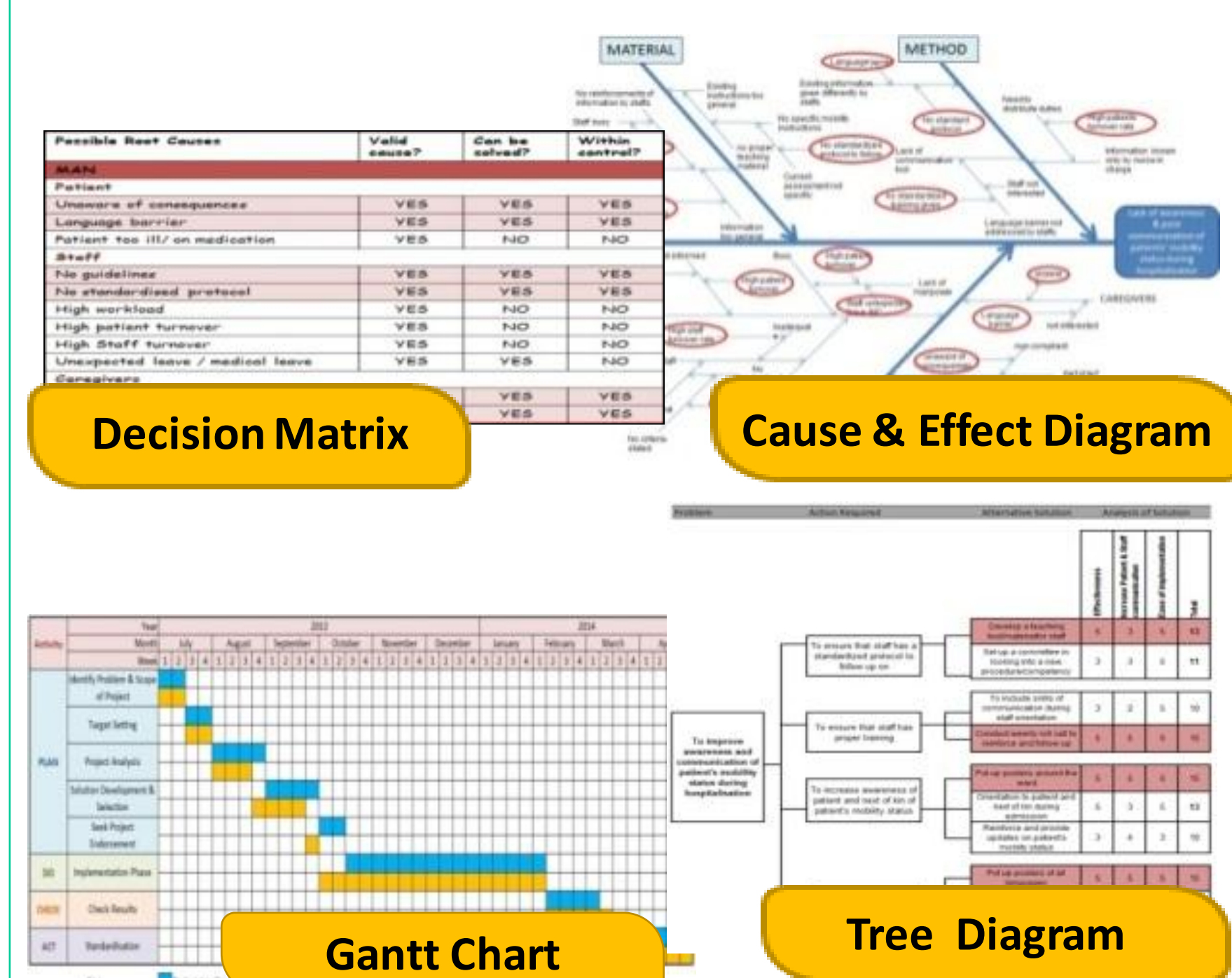
A large percentage of cardiac patients are unfit to ambulate on their own safely and there is insufficient bedside information on patients' mobility status and level of assistance needed for them to ambulate safely. It is time consuming for healthcare professionals to get accurate information from the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



Project Goals

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

2. METHODOLOGY



3. SOLUTIONS & IMPLEMENTATION

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

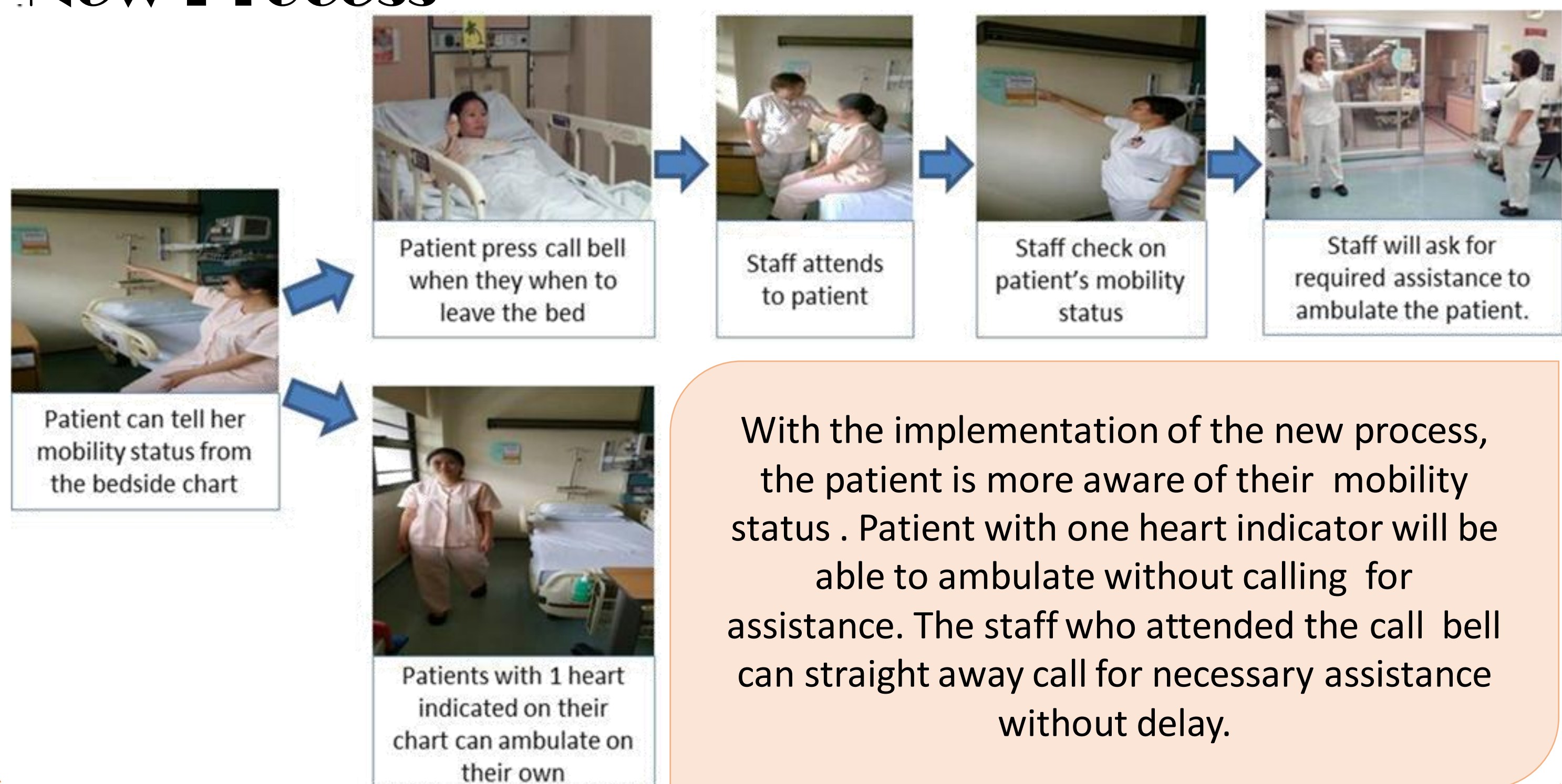


Patients and their family members are orientated mobility indicator chart upon admission. The team developed a pictorial poster with 4 languages to categorise patients' mobility status. The posters are put up at patient cubicles and wards corridor.

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



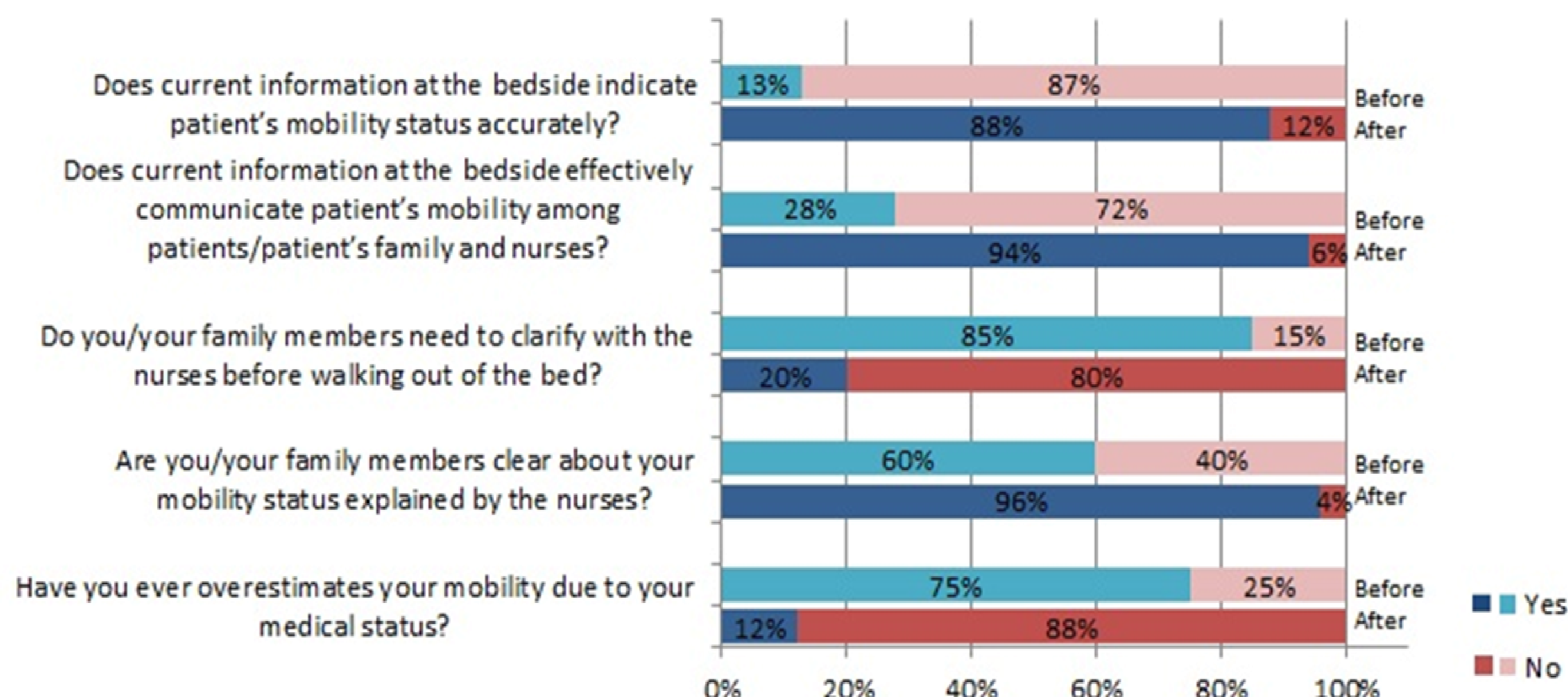
Implementation Plan



4. RESULTS

Tangible Outcome

Patients/ Caregivers Survey Before & After Project Implementation



88% found Patients' Mobility Status accurately indicated by bedside

94% found information effective in communicating the patients' mobility

80% do not need to seek further clarification before ambulating

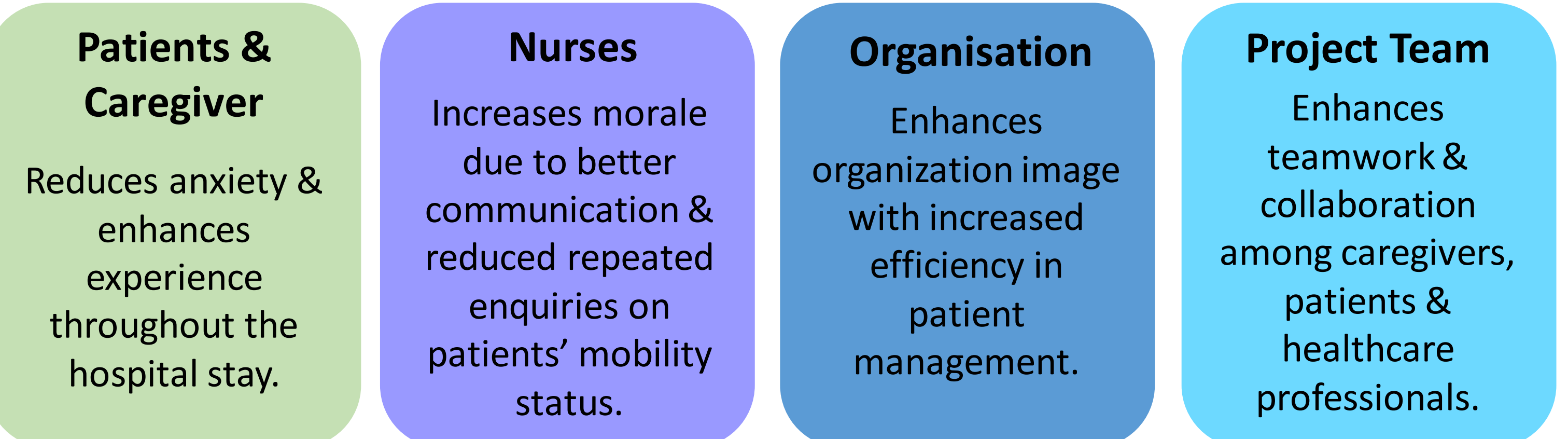
96% are clear about patient's mobility status explained by nurses

88% did not over-estimated the mobility ability of the patients

4416 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



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.

The mobility indicator signage has been introduced to SSU to improve patient safety.

Sharing with NHCS Short Stay Unit

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.