

Getting to the right place – the use of a pictorial guide in a Pediatric Emergency Department

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Introduction

At Children's Emergency, patients are triaged by trained nurses into categories determined by the urgency of their presenting conditions. As Category 2+ patients warrant urgent consultations within 15 minutes, they are directed straight to Passage 11, whereby their case will be subsequently assigned to an attending physician. Unfortunately, they often have difficulty locating the designated site, which may compromise patient safety and also cause staff dissatisfaction due to work disruptions.

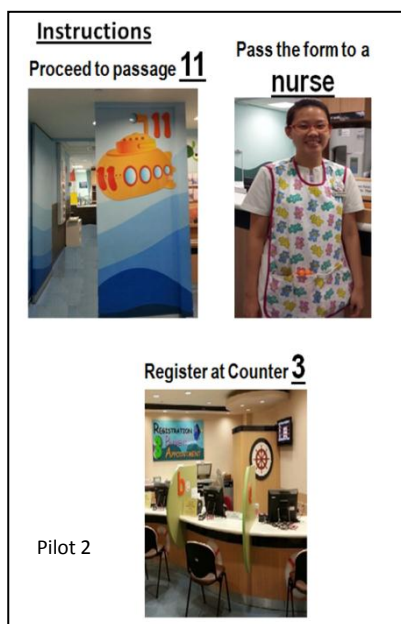
Aim(s)

The aim of this study was thus to provide a pictorial directional guide to facilitate the ease of locating Passage 11.

Methods

A pictorial guide depicting directional instructions from Triage to Passage 11 was crafted and introduced to ease identification of the correct location promptly. Potential delays in rendering the necessary medical attention may thus be prevented with this visual aid, as well as avoid possible interruptions to surrounding staff's usual work processes. Surveys were then subsequently conducted from three groups ; medical, nursing and registration.

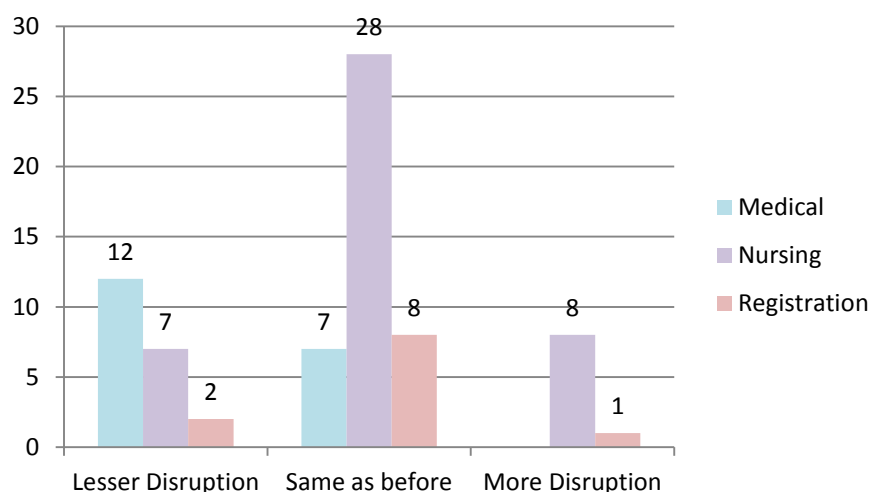
Two pilot studies were conducted over a period of 18 days. In the first pilot study, an A4 non-colored pictorial guide with an animated nurse character was used. After gathering feedback from the first pilot study, a revised version of a recyclable laminated A5 colored pictorial guide with the picture of an actual nurse was produced.



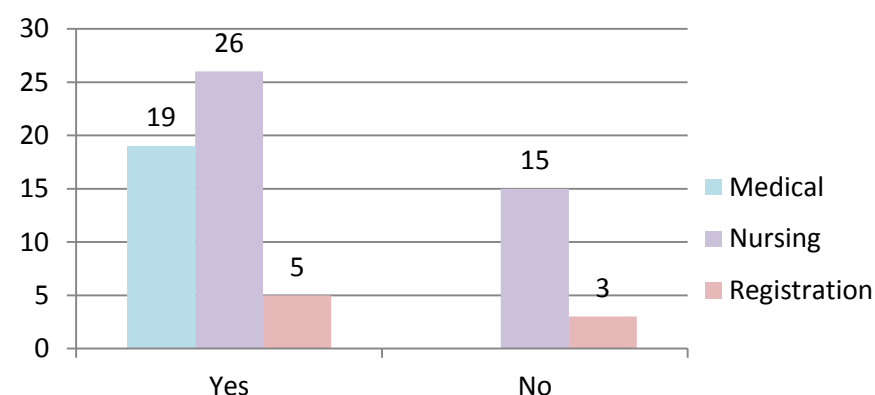
Results

In the second pilot survey results, 20 medical staff and 43 nursing staff were recruited to participate in this survey. The waiting time report specifically catered for Category 2+ patients was also generated simultaneously. Although there was no significant improvement in the waiting time for Category 2+ patients to be seen by their attending physician, 95% of the medical staff and 60.4% of the nurses supported the implementation of the pictorial guide. This was likely due to the lessened work disruptions as experienced by 60% of the medical staff.

Work Process



Support the implementation



Conclusion

A strong support for the implementation of this pictorial guide was demonstrated in this study. With the provision of the pictorial guide to direct Category 2+ patients from Triage to Passage 11, timely treatment can be initiated to enhance the delivery of safe patient care. Future studies to assess patients' and caregivers' experience and their satisfaction levels with the use of the pictorial guide may be considered.