Improving Communication with Intubated Patients in Surgical Intensive Care Unit (SICU) in SGH

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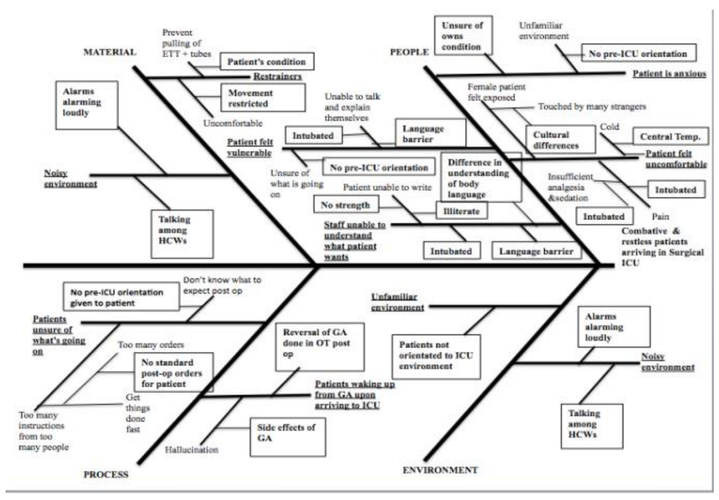
Introduction

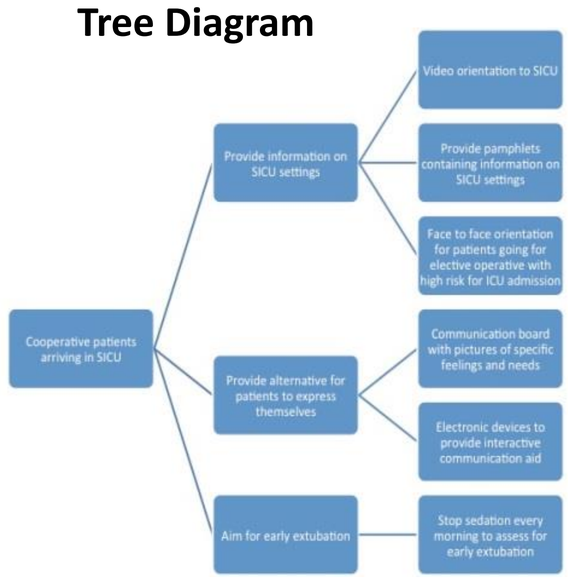
SICU in SGH is a 10-bedded unit providing continous intensive monitoring and treatment to patients. Patients in SICU are unable to talk due to the endotracheal tube in situ. Studies demonstrated that healthcare workers working in the critical care setting often faced difficulties with communication (Grossbach, et al., 2011). Our team hoped to improve effective communication so as to improve the patients' quality of care, experience and outcome.

Methodology

Cause and Effect Diagram



Tree Diagram



Implementation: Phase 1

Before

After

Before: Time consuming to flip through pages to look for specific needs.

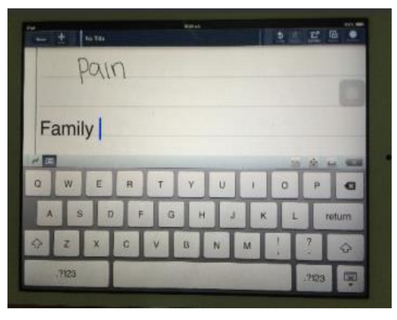
After: Display common needs in a A3 display board for easy visualization.

Implementation: Phase 2

Before

After

Writes with finger



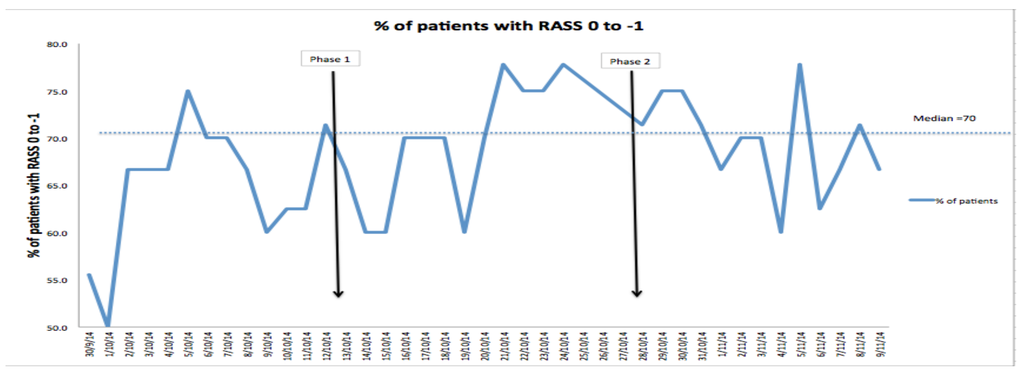
Typed using keyboard

Before: Illegibly handwriting due to lack of motility caused by their condition and the side effects of medications.

After: Using an iPad application such as virtual writing board is used for patients to type or write with their fingers.

Results

Below is the run chart that indicates the percentage of patients with RASS 0 (calm and alert) to -1 (Drowsy) based on the implementation of different phases of solutions.



Phase 1: shown an increased in the percentage of patients with RASS of 0 to -1

Phase 2: demonstrated a sustainable percentage of patients with a RASS of 0 to -1

Post implementation survey: 75% out of 40 staff indicated that the implemented solution were useful.

Tangible Results	Intangible Results
Reduces: •Need for sedation. •Complications such as self extubation, pulling of drains. •Man hours having to look after restless patients.	•Improved satisfactions. •Shorter length of stay due to less complications. •Less cost incurred for organization. •Favourable feedbacks from staff and patients.

Conclusion

We provide intubated patients with alternative ways to communicate their needs, reduce frustrations and complications arising from miscommunication. These therefore ensures patient's safety and comfort, to align with our organization quality commitment of providing ***"Best Outcome Best Experience".***

We use innovative technology iPad to provide an interactive 2-way communication platform, to enhance effective communication between patients, next-of-kin and healthcare providers.

Reference

Grossbach, I., Stranberg, S., & Chlan, L. (2011) Promoting Effective Communication for Patients Receiving Mechanical Ventilation. *Critical Care Nurse.* 31, 46 – 60. Retrieved from http://ccn.aacnjournals.org/content/31/3/46.full.pdf