



# Singapore Healthcare Management 2016



## A Patient Information Board with clear, concise information for accurate, safe and timely care delivery

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### Background

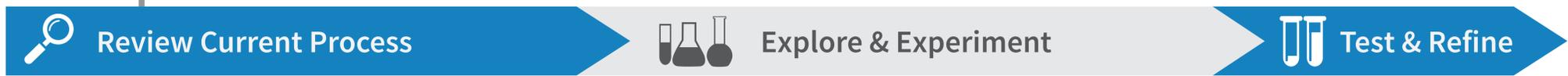
Situated at the headboard panel next to the bed, the Patient Information Board (PIB) shows selected information about the patient. It serves as a tool for staff to know the patient at a glance and thereby improve communication with the patients. For example, important information such as drug allergies and fall precaution are displayed to act as a reminder.

However, the current PIB does not prioritise the displayed information and the tags used to populate the board use keywords that are both too small and difficult to understand. Users also require a longer time to update the PIB whenever there are new admissions or changes made by healthcare professionals including clinicians, dietitians and therapists.

The **objectives** of the PIB are to :

- 1 Enhance clarity of the displayed information
- 2 Provide timeliness in updating of information
- 3 Increase communication between staff, patients and visitors
- 4 Ensure safety of patients
- 5 Streamline work process

### Method



Each ward has a large number of tags to manage. These tags are usually kept at the ward's main nursing counter or sub nursing counters. Nurses have to walk to and fro from the nursing counters to get the tags whenever there are updates or changes to the patient's condition. This causes them to take a longer time to update the board, hence reducing time for patient care.

**Text-based information**  
Small supporting visual icons make it difficult to grab essential information at the first glance

**Decentralised inventory**  
Users need to gather tags at the Kaizen trolley before proceeding to the PIB

**Costly replacement of tags**  
With 32 tags to manage, the yearly replacement of tags costs \$20,800. In addition, staff print 27 more tags on paper

### Results



**Clean, uncluttered display**  
Tags are graphics-based, which makes it easier to comprehend

**Integrated storage** - Storage compartments for the magnetic tags reduce the time taken for staff to get the relevant tags to be displayed

**Hassle-free usage** - Relevant tags are easily retrieved due to the categorisation of tags in the storage compartment

**Pleasant ward environment** - An image of a bird is displayed when the bed is unoccupied

### Conclusion

Only essential and relevant information is displayed, limiting clutter and reducing confusion. This leads to better communication between staff, patients and caregivers, as well as within the clinical care team. The relevant healthcare professional groups have better ownership of updating the information, thereby ensuring safety of care of the patient.

### Impact & Sustainability

#### Productivity\*

\*8 nurses (4 from KTPH and 4 from YCH) were given 2 similar patient profiles to try on both the KTPH and YCH PIB and were timed from the moment they read the patient profile to completion of updating the PIB. Average timing was then taken.

#### Cost / Inventory Savings

#### Experience of staff / patient

Visitors and Patients Staff  
- Nurses - AN (Assistant Nurse), SN (Staff Nurse)  
- Allied Health - PT (Physiotherapist)