



Singapore Healthcare Management 2016

The obstetrics clerking sheet: For the safety of patients and staff

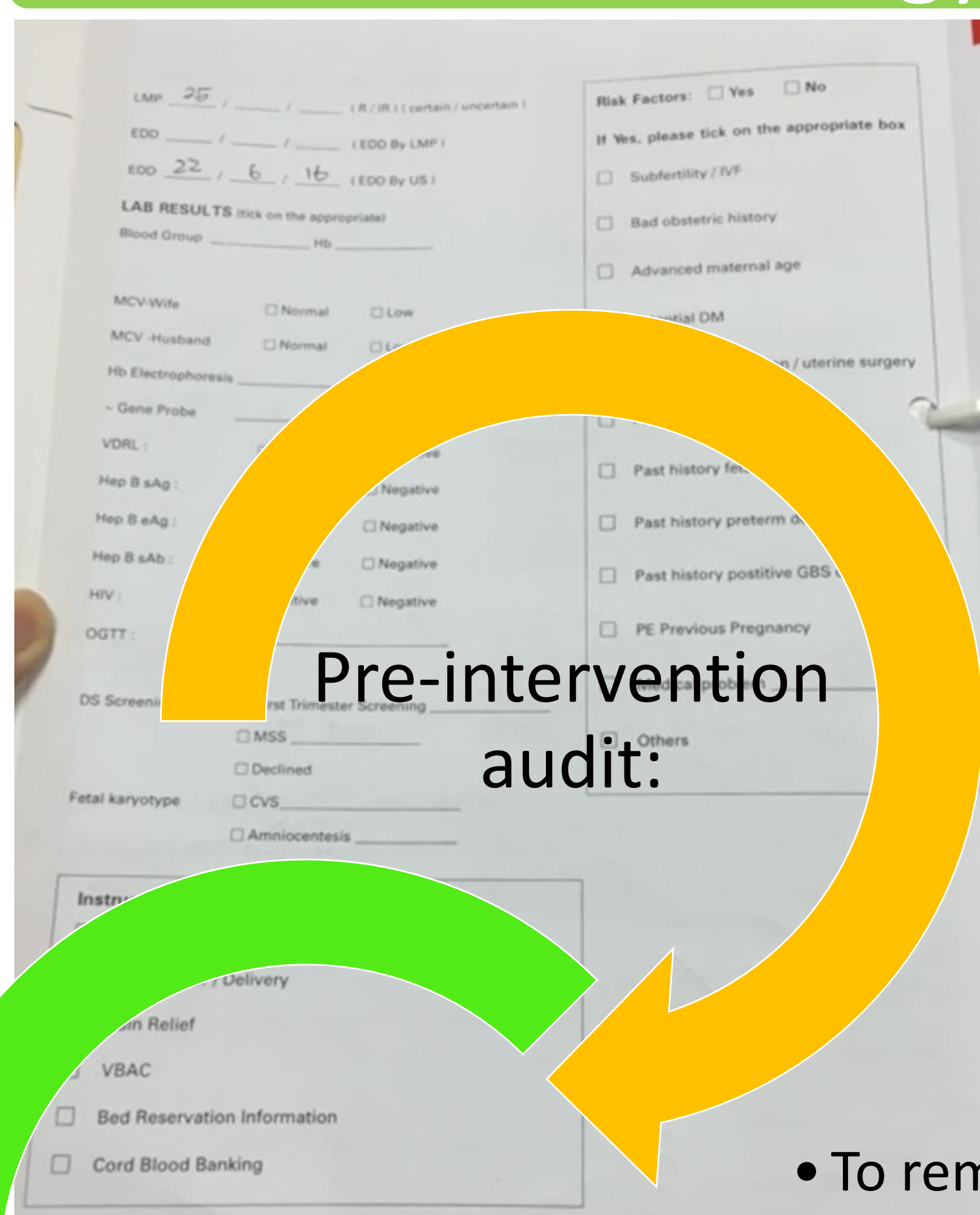
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Background

The Obstetrics Clerking Sheet provides information about a patient's history at a glance. These data comprises of Last Menstrual Period, Estimated Due Date, Lab Results, First Trimester Screening and Risk Factors.

Page 2 is often inadequately filled up for various reasons. An incomplete clerking sheet leads to patient safety issues, for example, unknown antenatal investigations during Citrix downtime.

Methodology



• 93 files audited. Only 25.6% of them were completely filled up by 4th appointment

Email blast

• To remind doctors of the importance to complete clerking diligently

Placard reminder

• Reminder to doctors how a patient care is compromised due to incomplete clerking

"Near miss" incident reminder

"A recent incident, a 28 year old G2P1 who booked at 20 weeks gestation was seen and clerked, however her antenatal clerking sheet was not completed. At 34 weeks gestation, when she was asked she said that she was rhesus negative. An immediate blood grouping was done for her which confirmed rhesus negative status. The patient had to wait for a few hours for the results and get her rhogam."

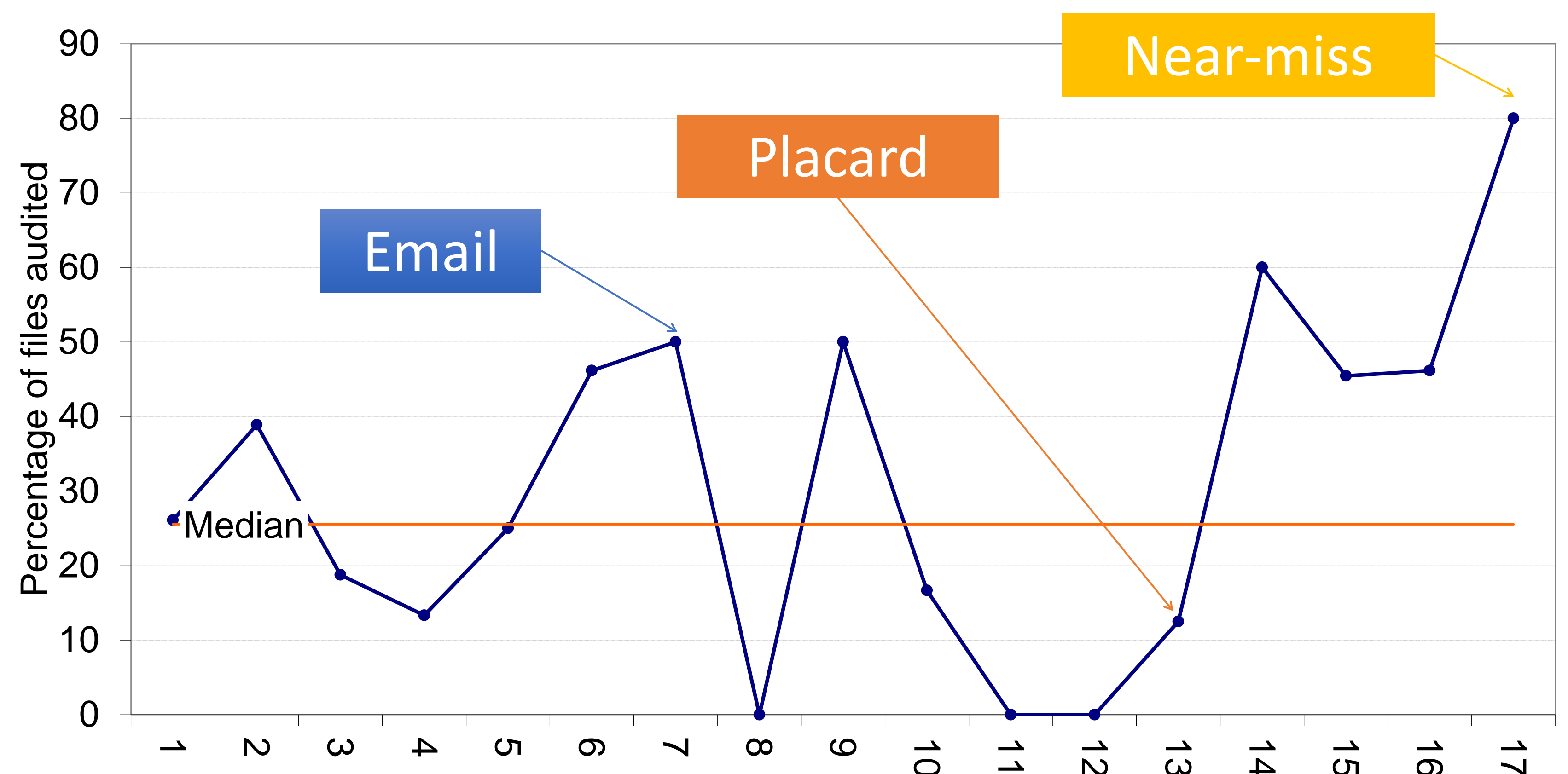


Aim

To ensure 100% of all sections on Page 2 completed by the 4th antenatal visit in subsidized patients.

Results

Completely filled antenatal clerking



After email blast

No sustained increment in percentage of complete clerking

Survey on residents: 53% did not notice the email blast.

After placard installation

Sustained increasing trend of percentage of complete clerking

Survey on residents: 76% attributed incomplete clerking to lack of time

After "near miss" incident reminder

Percentage of complete clerking continued to rise till 80% at end of audit

Conclusion

The importance of a completed clerking sheet cannot be overemphasized, especially for subsidized patients under team care. Doctors rely on the clerking sheets everyday. It is our duty to ensure complete clerking. Incomplete clerking can lead to a patient's care being compromised. In busy work settings, constant reminders are needed to remind each other to do more for patient safety.