



Collaborative Communication: Enhancing Telemetry Patient Movement form to Improve Patient's Safety Outcome

Noor 'Ain Binte Noorul Islam / Mardianah Bte Ishak / Faith Hor Ting Ting / Niang Sian Muang / Stephanie Anne Manuel / Asha Philipose / Anumol Tomy

Singapore Healthcare Management 2016

Changi General Hospital



Introduction

Effective communication between telemetry nurses and ward nurses can allowed early interventions when there is arrhythmias.



Prompt update of patient's location

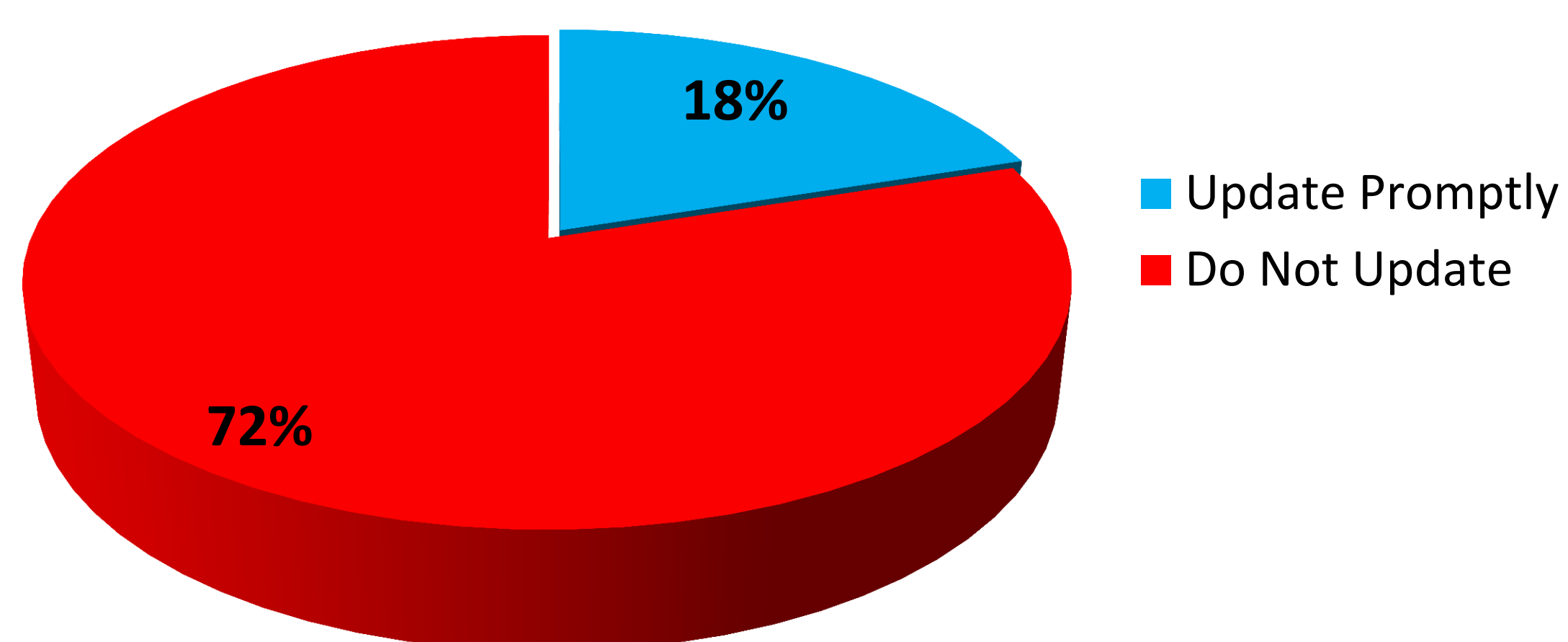
Objective: Improving communication by improvising the telemetry form which prompt nurses to update the location of patients thus enhancing patients' safety and improving satisfaction in staffs.

Methodology

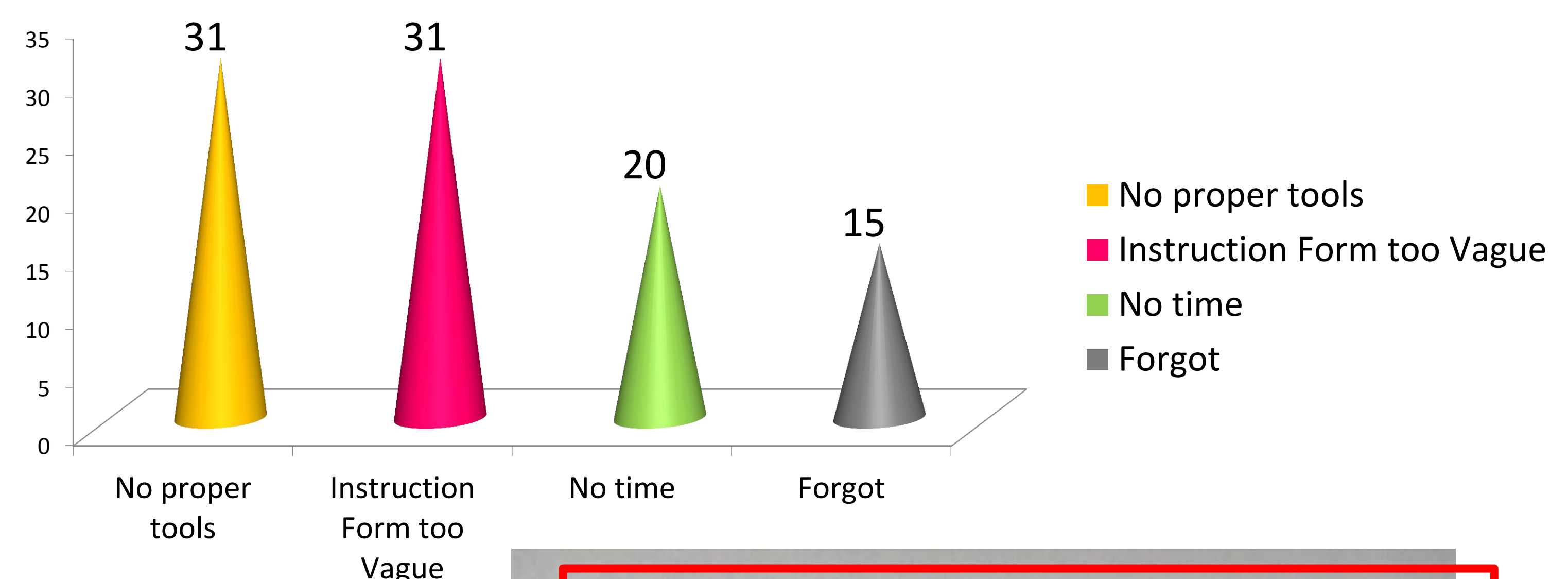
The compliance of updating the telemetry nurse promptly was monitored from mid-June to mid-August 2015. Twenty-eight patients with telemetry were transferred from one department to another. Only five=(18%) cases informed the telemetry nurse of patient's movement promptly.

Random survey in Ward 38 and 18 conducted; thirty-one out of fifty participants responded. Member realised that there were no tool to remind nurses when patient is for transfer and the telemetry form is non-specific enough. The telemetry form was re-designed and tested for the effectiveness

General Ward Nurse Update Telemetry Nurse of Patient's Location



Reason for Nurses Not Updating on Patient's Location



Results

Data was collected after the implementation .Thirty-two out of thirty-five cases equivalent to 91.5% updated patients transfer promptly, indicating 75.5% improvement.

Members heightened awareness of patients' safety through emphasizing with the general ward nurses on proper utilizing of the form. Data collected thereafter showed communication improved to 100% as the department informed telemetry nurse promptly.

Conclusion

Patients' safety and outcome improved as they received prompt treatment and staff satisfaction improves as their stressor level decreases.



The image shows two versions of the 'MICU TELEMETRY REQUEST FORM'. The top version, labeled 'BEFORE', is a standard form with fields for Date, Time, Ward, Bed, Ward Ext. No., and Discipline. It includes a section for 'Define CARDIOLOGICAL RELATED CONDITION' with checkboxes for various conditions like Resuscitated from Cardiac Arrest, Post-MI acute coronary syndrome, etc. The bottom version, labeled 'ADDED PORTION', shows the updated form with additional sections for 'Transfer to Other Ward' and 'Return to MICU', each with fields for 'To Ward', 'Bed', 'Date', 'Time', 'Hand over by', and 'Received by'. A red box highlights the 'ADDED PORTION' section.