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# Enhancing Ways To Improve The Care For Bariatric Patients

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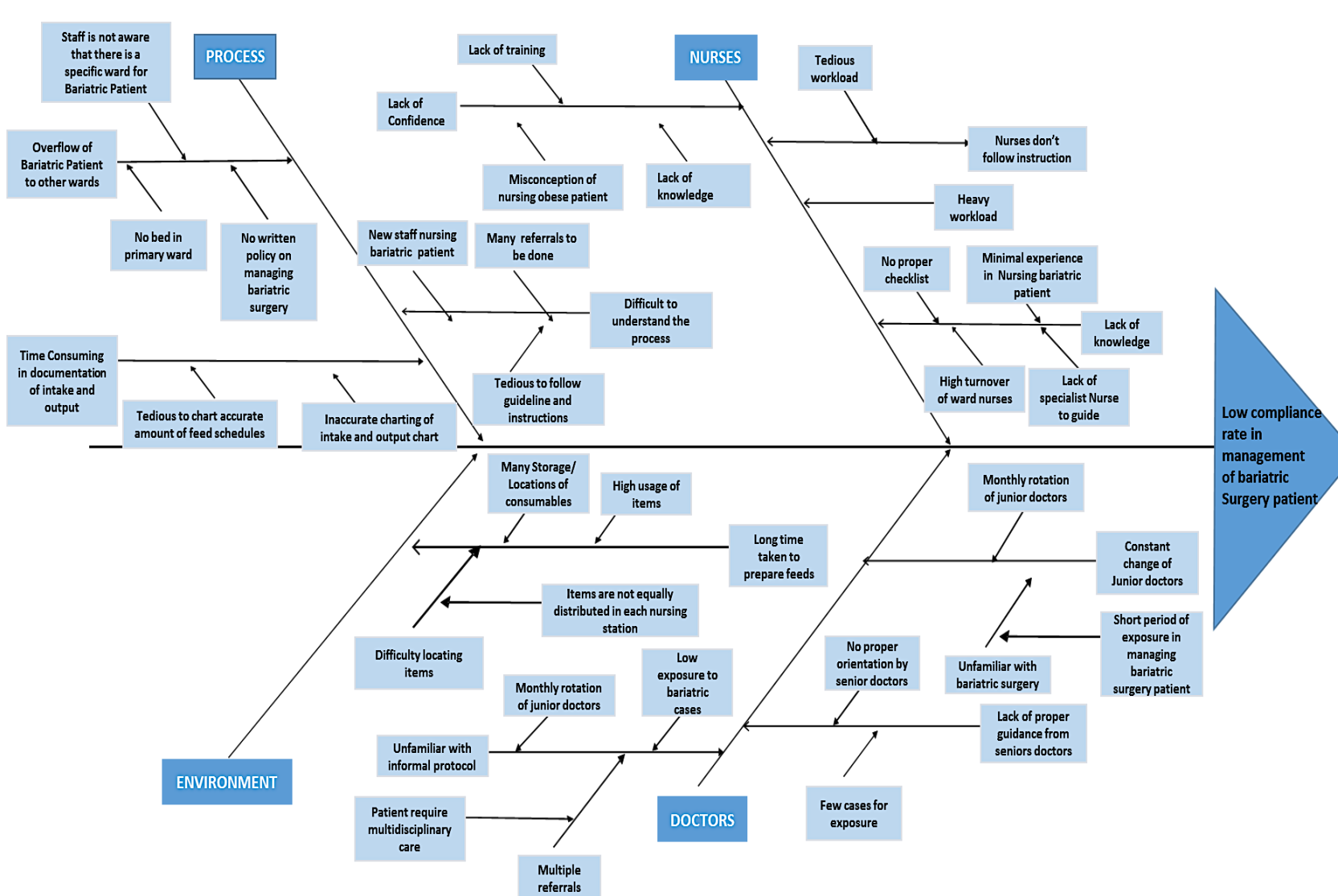
## Introduction

Bariatric surgery is a surgical intervention to aid morbidly obese patients in weight loss. In 2015, 4 surgeons of SGH offering bariatric surgery performed an average of 3 to 4 surgeries per week, totaling more than 100 cases. The patients are managed by a multi-disciplinary team, together with ward nurses. Our team hoped to improve the compliance rate to 80% for management of bariatric surgery patients in 6 months by the nurses and house officers to improve patients' outcome.

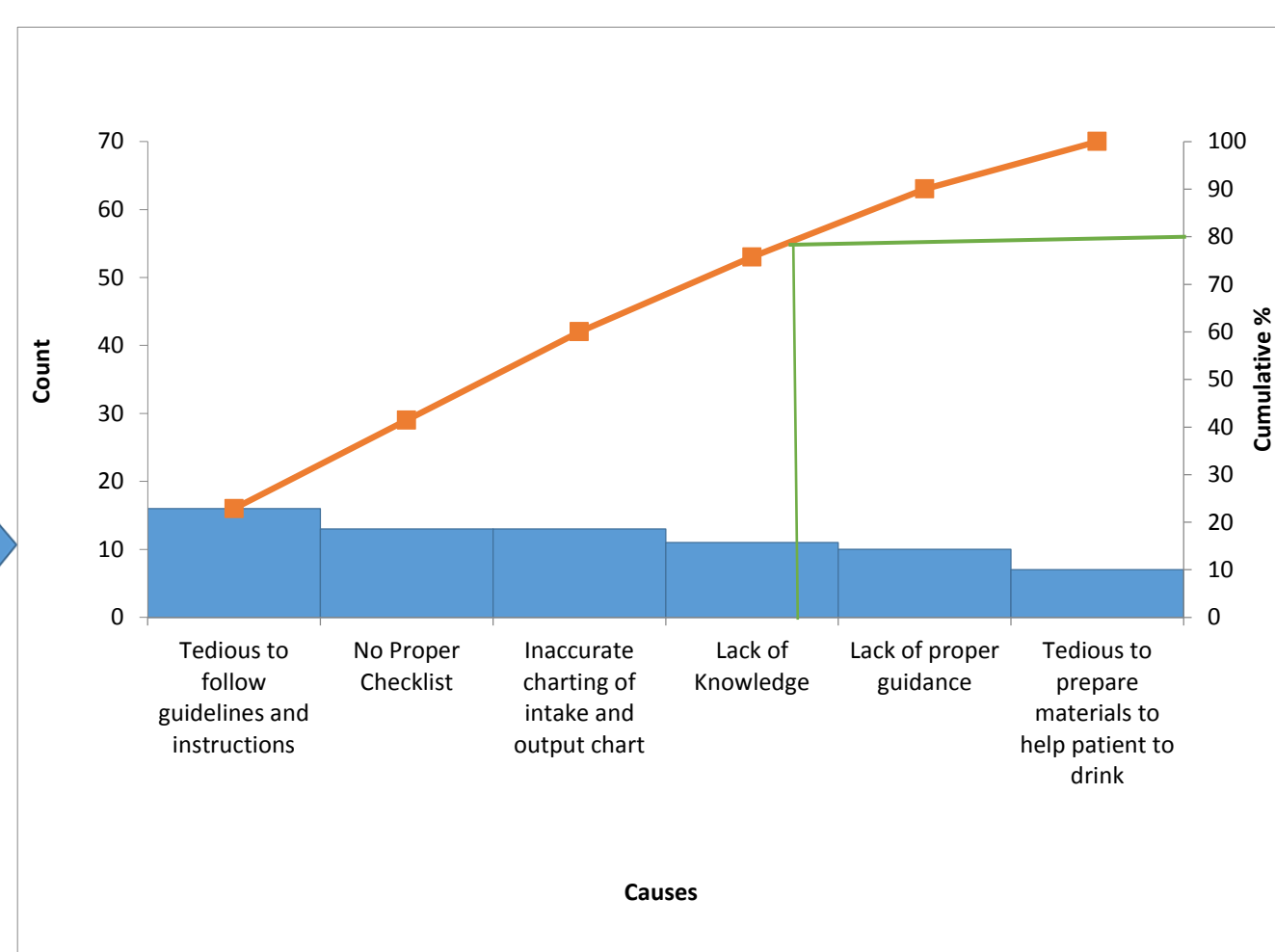
## Methodology

- Cause and Effect diagram was used to aid the identification of root causes.
- Pareto chart, and multi-voting was carried out several rounds by members to select the final root causes.
- Brainstorming and Serendipity techniques were used for solution development.

## Cause and Effect Diagram



## Pareto Chart



## Solutions

- Tree diagram and Prioritization Matrix were used and Plan Do Study Act (PDSA) cycles were adopted to effect the changes.

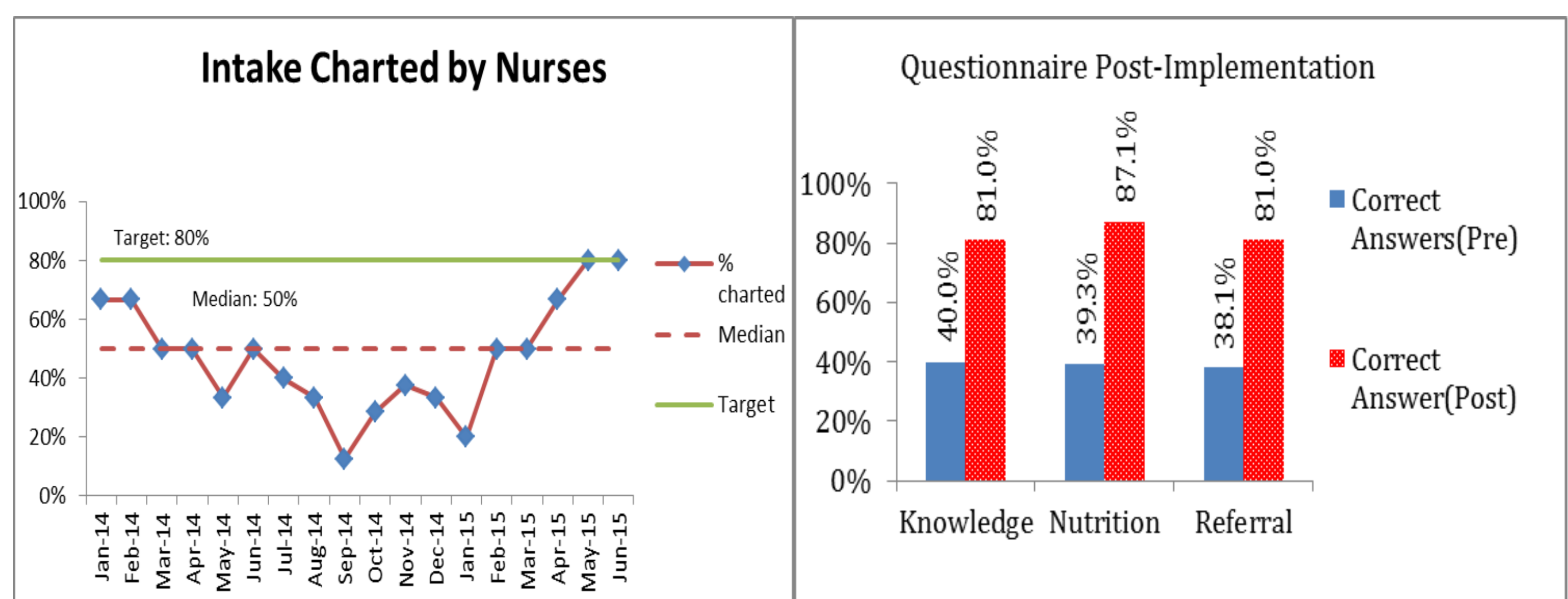
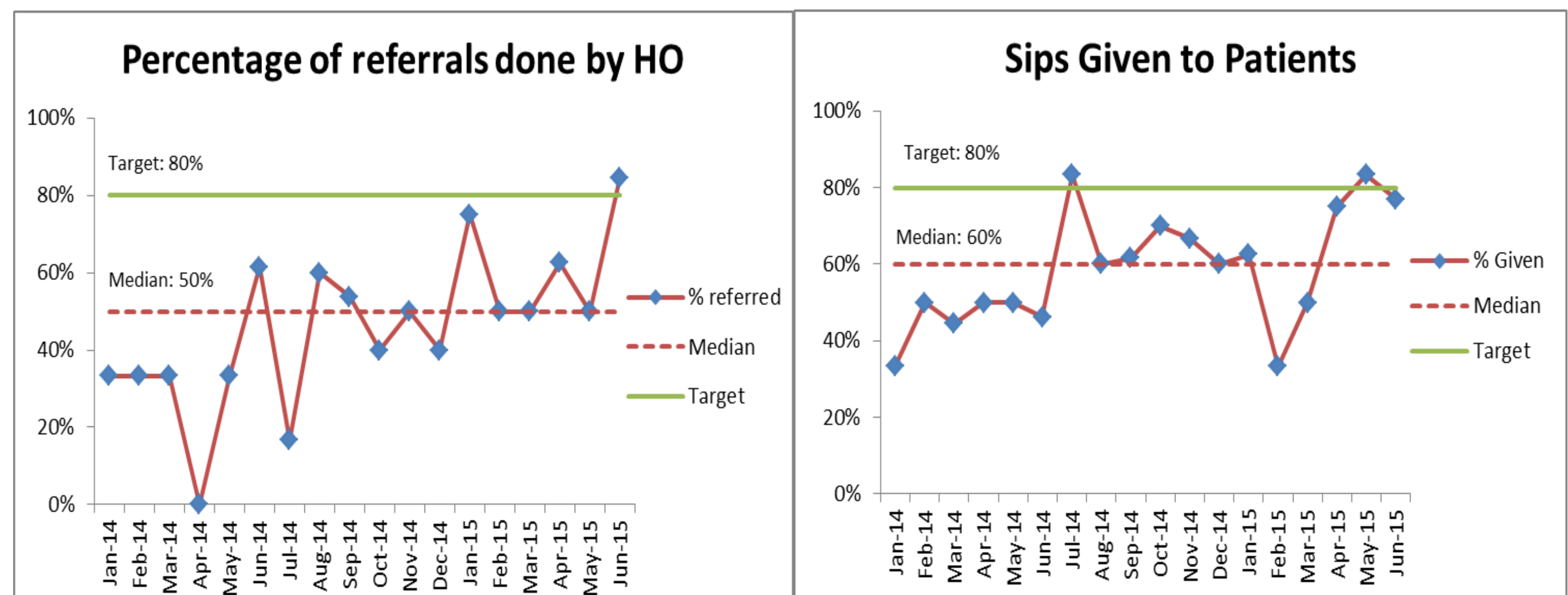
**PSDA 1: In-Service Talks**  
**Feedbacks:**  
 1. More confidence in managing patients  
 2. Not enough sessions

**PSDA 2: Coordinated Clinical Pathway (CCP)**  
**Feedbacks:**  
 1. It is easy to follow through  
 2. It is clear  
 3. It involves the allied health

**PSDA 3: Intake and output Forms**  
**Feedbacks:**  
 1. Patients were confused with the pictures  
 2. Felt the paper was flimsy  
 3. Patients felt involved in their care  
 4. Easier to recall the intake to be charted  
 5. Surgeons have a clear picture of how much that patients have consumed

**PSDA 3.1: Intake and output Forms**  
**Feedbacks:**  
 1. More user-friendly, and a clip board allowed easy handling  
 2. Patients felt involved in their self-care  
 3. Easier to recall the intake to be charted  
 4. Surgeons have a clear picture of how much the patients have consumed

## Results



The compliance to the management of bariatric patients increased over the period of our QI project and staff are still being compliant. There was also an increase in correct answers to our questionnaire pertaining to different aspects of bariatric surgery management.

## Tangible Results

- Shortened length of hospitalisation (4-5 days to 2 days)
- Decreased cost of hospitalisation (Saved ≈\$225)
- Ease bed crunch situation
- Quality of care is improved with great satisfaction.

## Intangible Results

- Positive feedback from staff
- More confidence to manage Bariatric Surgery patients
- Improvement in Hospital Image

## Conclusion

With the use of our solutions, the management of bariatric surgery patients has improved which ameliorate the comprehensive management and early discharge of our patients. This aligned us with our quality commitment to our patients and their families at Singapore General Hospital (SGH), "Best Outcome, Best Experience".