Enhancing Ways To Improve The Care For Bariatric Patients

Singapore Healthcare Management 2016

Foo Xiangying Angelina, Murniyati Bte Rapsen, Manisah Bte Somadi, Ana Marie Mirador Garcia, Mumtaaz Bevi D/O Said, Azkiah Binte Abdul Jabbar,

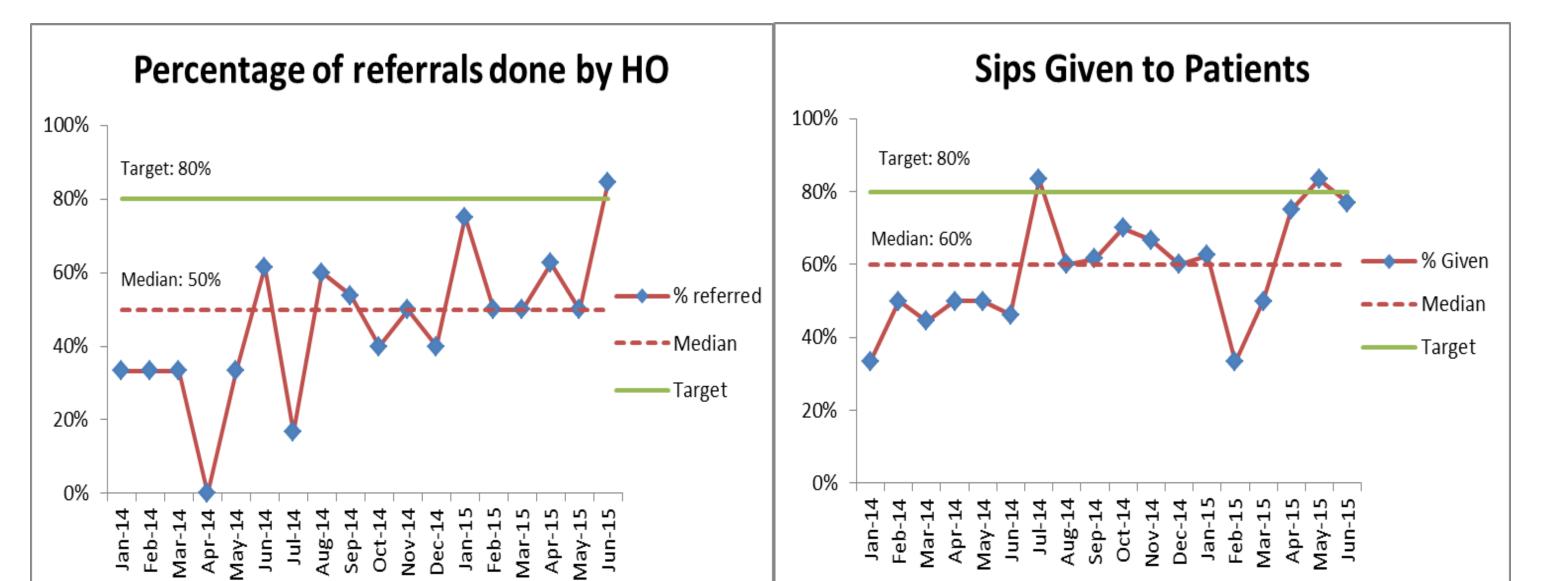


Dr. Chan Weng Hoong Ward 57 General Surgery

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 multidisciplinary 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.

Results

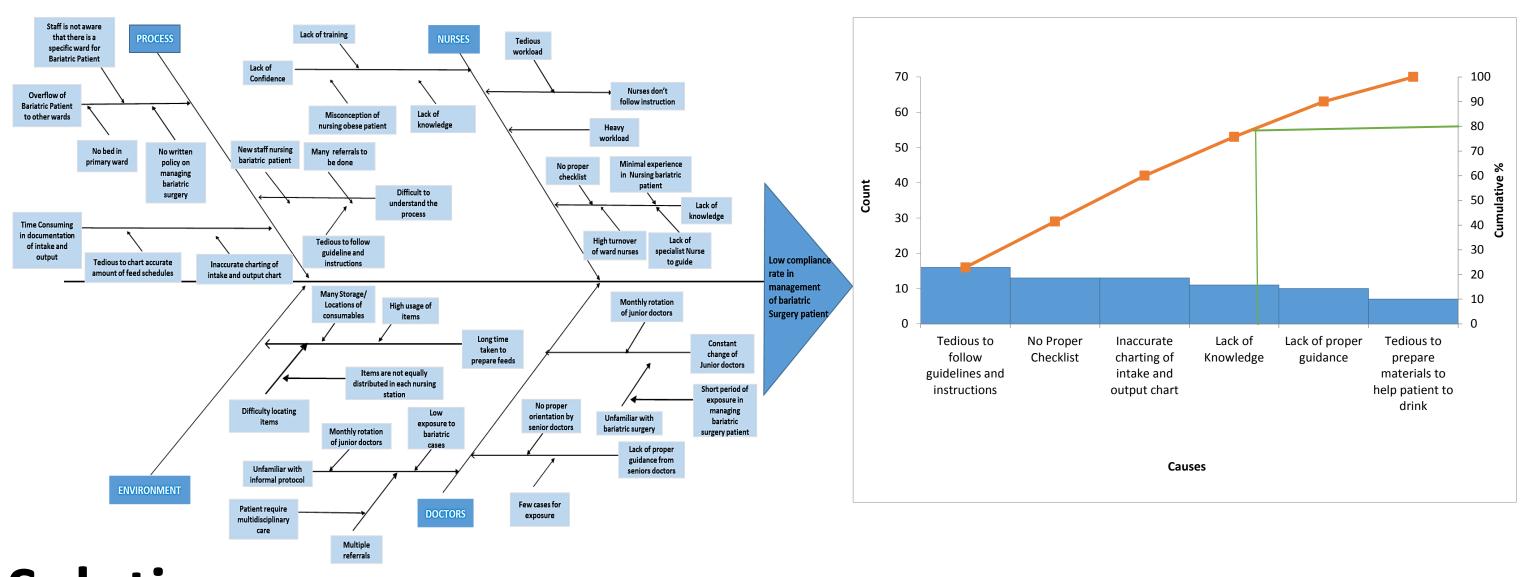


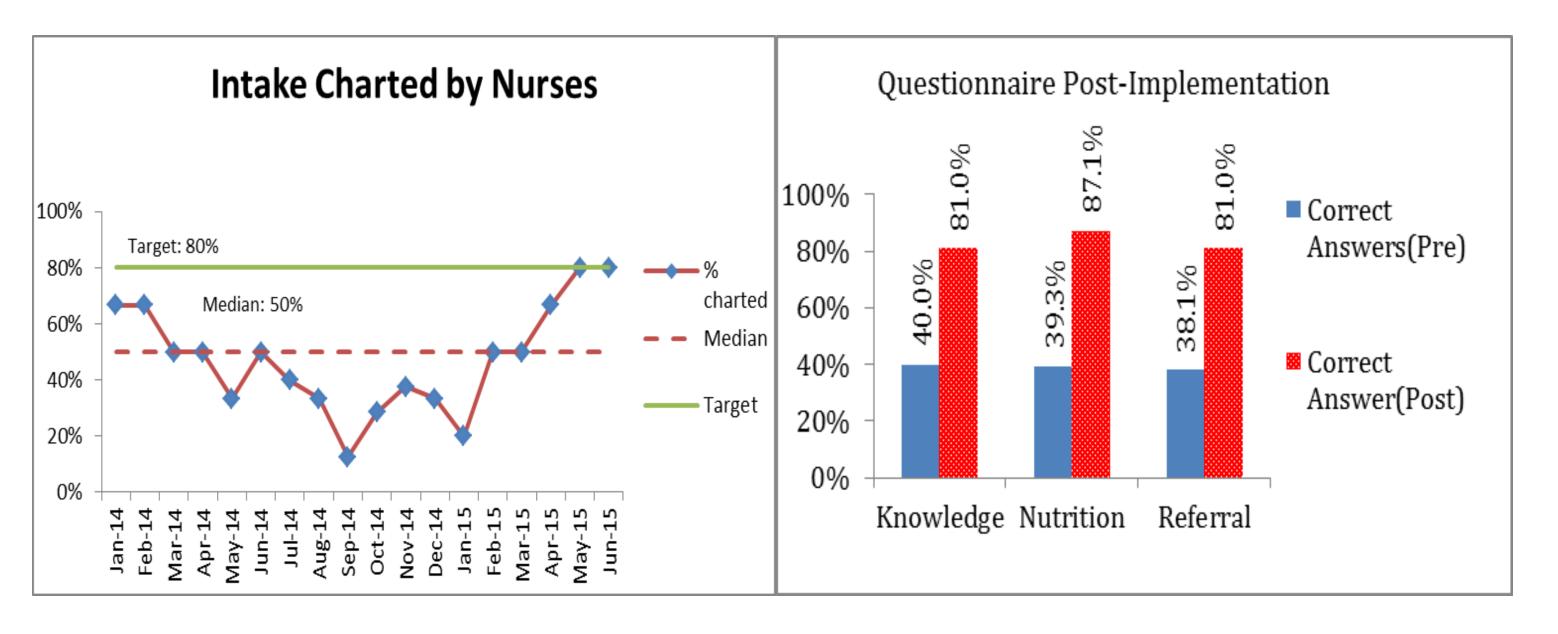
Methodology

- 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.

Pareto Chart

Cause and Effect Diagram





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.

Solutions

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



<u>PSDA 1</u>: In-Service Talks <u>Feedbacks</u> 1. More confidence in managing patients 2. Not enough sessions

	(Parallel						
BARIATRIC AND METABOLIC SURGERY COORDINATED CLINICAL PATHWAY				After Patient Laber have			
Menatric and Metabolic Surgery Surger Codes: 571025, 571025, 578025, 578045 Inclusion Al patients undergoing barance surgery				UNDE ALLENEEY Yes / No Drug Allegy 2014-7 DRUG ALLERGE TO:			
	nas vitro SSI galago A dan an Par Pasanta Basasa nanonusita d dana ta ba dangana dana ta ba dangana dana ta ba dangana municipati ba danata municipati ba galanta municipati ta galanta	automation of the set of a time of a set of and factors and a time of a factor of the set of the set of a set of the set of the set of a set of the set of			arconoly with the follo dical law gical history		
Unadrage Colors - Vie Serie Series - Vie Series Series - Vie Series Series - Vie S				Ogenerations horize Date of Burgery, halve of Ogeneration (in the compared past-leg) Past-leg Degrades (as reflected in the Ogeneration Regard)			
	124	wethon must b	-	-	and updated as	vigniting	
			C Physiotherapian		C Endecrinelegier	-	-
			C Prysisherapier			-	C OF ALL

<u>PDSA 2</u>: Coordinated Clinical Pathway (CCP)
<u>Feedbacks:</u>
1. It is easy to follow through
2. It is clear
3. It involves the allied health

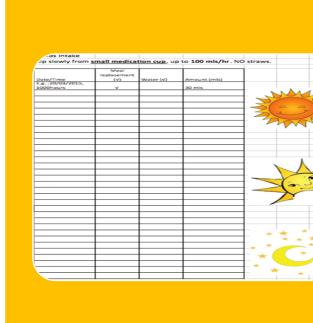
Tangible Results

- 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



PDSA 3: Intake and output Forms

Feedbacks:

Patients were confused with the pictures
 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

PDSA 3.1: Intake and output Forms

Feedbacks:

More user-friendly, and a clip board allowed easy handling
 Patients felt involved in their self-care
 Easier to recall the intake to be charted
 Surgeons have a clear picture of how much the patients have consumed

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".