# **Anticipatory Caring Power Station**



# **Singapore Healthcare** Management 2016

# Wong Kin Ling, KK Women's and Children's Hospital

## Background

A retrospective review on patient complaints revealed that many of which could be avoided if we anticipate the needs of patients and caregivers proactively. The aim of this project is to use Anticipatory Caring Power Station (ACPS) training to engage our nurses to adopt anticipatory caring behaviours (ACB) to create a positive impactful patient experience.

# Methodology

We initiated the ACPS training using problem solving process to guide the project. SMART principle was employed to define the programme scope, measurable elements and the link in between the project and KK Women's and Children's Hospital (KKH) Strategic Objectives. Kirkpatrick's 4 levels of outcome measures were used to identify the effectiveness.



# Methodology (ACPS Milestones)

Planning (Dec

**Emotional Needs** 

**Managing Pain** 

Communication

Meeting





Patient Experience



Patient Experience Workgroup



Nurse Managers (NMs) Nurse Clinicians (NCs)



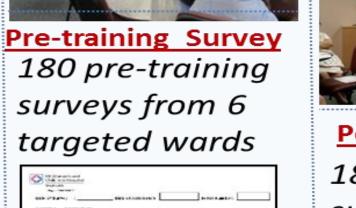
2014) **Development of Phase 1 Briefing** Curriculum & 4 ACBs on ACPS



Leaders/ NMs/NCs



**Phase 3 Training** 



Target audience: staff of private & specialized wards



surveys from 6 targeted wards 
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#### **ACBs Posters**



Implementation (Jan 2015 to June 2016)

**Phase 2 Training** 







Target audience: Delivery Suite, Day Surgery & OT





 
Margin
Solution
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### Results

### **Kirkpatrick's 4 Levels of Outcome Measure**

This programme has created significant impact to both nurses and patients. Training was launched in January 2015 with a total of 1707 (91%) staff participation and is still on-going.

# Level 1

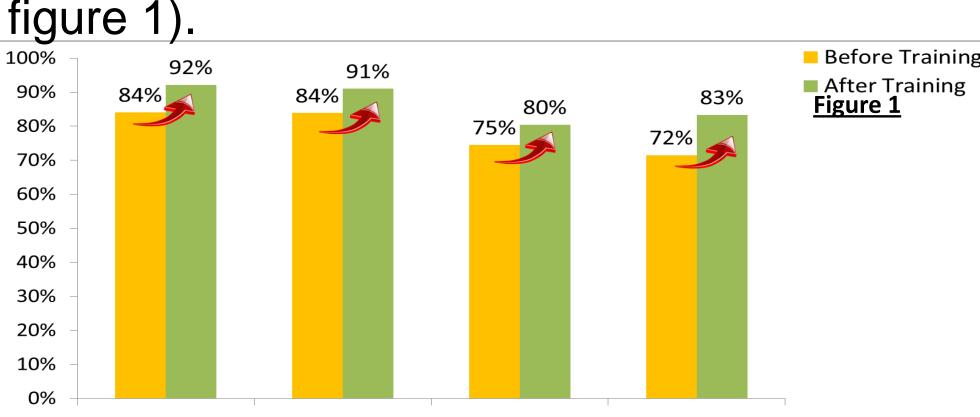
### **Evaluation of** Satisfaction

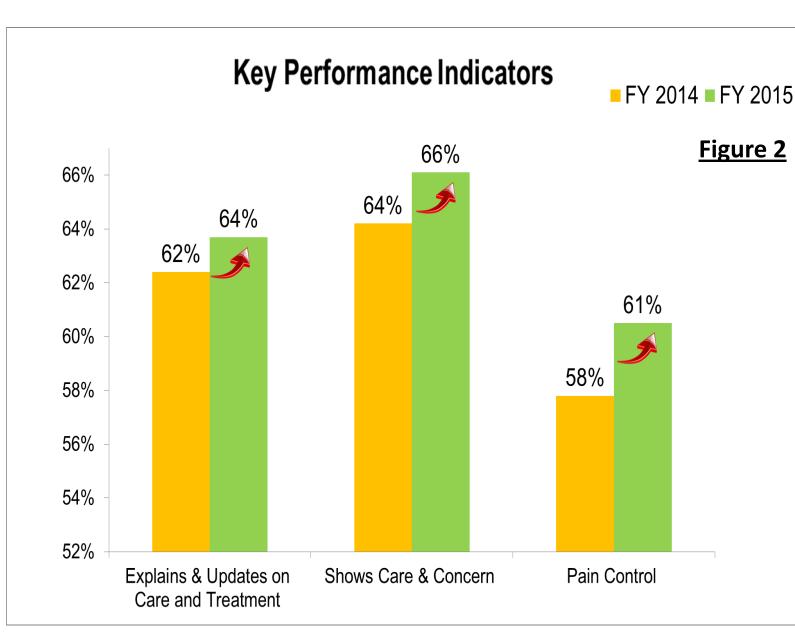
**80%** staff rated the course as excellent. All of the staff commented that the course was informative, relevant and educational.

# Level 3

# **Transfer of Learning to Workplace**

The ACBs survey from patients and caregivers showed significant improvement for the favourable score after the training (see

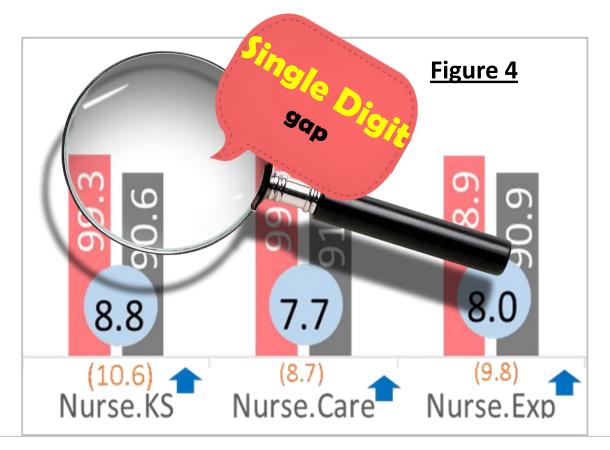




The Ministry of Health (MOH) Patient Satisfaction Survey (PSS) (FY 2015) reflected a very favourable finding on the indicator 'Overall Satisfaction (Ward) with a double digit improvement from 77.4% to 88.3% (see figure 3)

Another remarkable achievement was in the area of closing the service gaps as illustrated in Figure 4 & 5. Only a single digit gap was reported, suggesting that this was very close to the patient's expectations.

MOH PSS Service Gaps (FY 2015)- Ward





**Evaluation of Learning** A self-reporting online poll showed there was a **five**-fold improvement in the nurses' confidence level after training, from 16% to 87%.

Offer Help Managing Pain Meeting Meeting Readilv **Emotional Needs** Communication Needs

The regression model proved that there was a positive relationship between the ACBs and patient experience KPIs.

Level 4

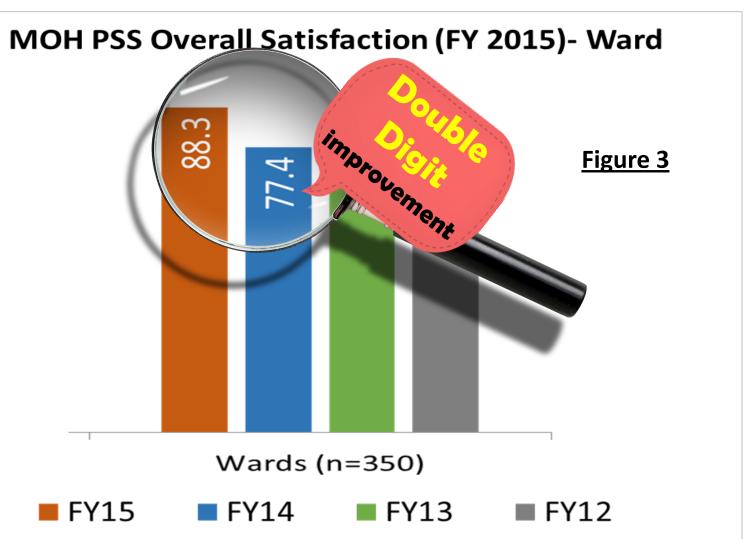
### Impact to Organization

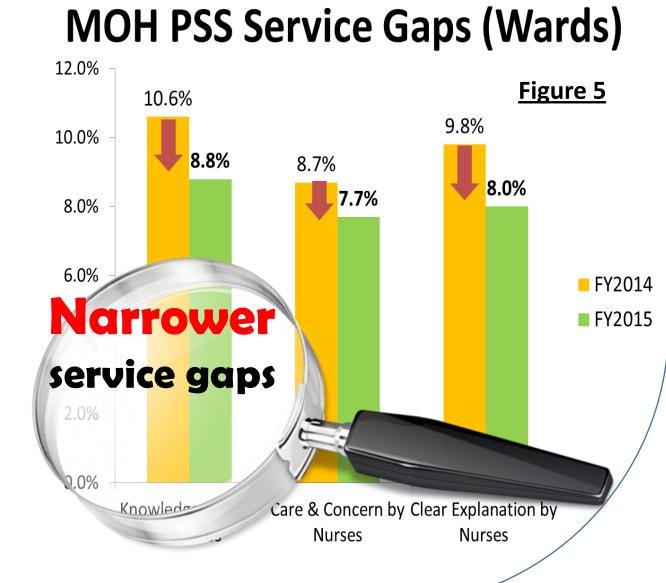
There were remarkable improvements to our nursing KPIs (see figure 2). We have received numerous positive feedback about the service improvement from patients.

Conclusion

The practice of ACBs created an improved culture of kindness and generosity which inevitably translated to a better quality of patient-care service delivery.

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Acknowledgement

The concept of anticipatory care was developed by Dr Chia Yen Yen, Deputy Director Nursing, for her Doctor of Philosophy (PHD) thesis.