



Anticipatory Caring Power Station

Singapore Healthcare Management 2016

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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.

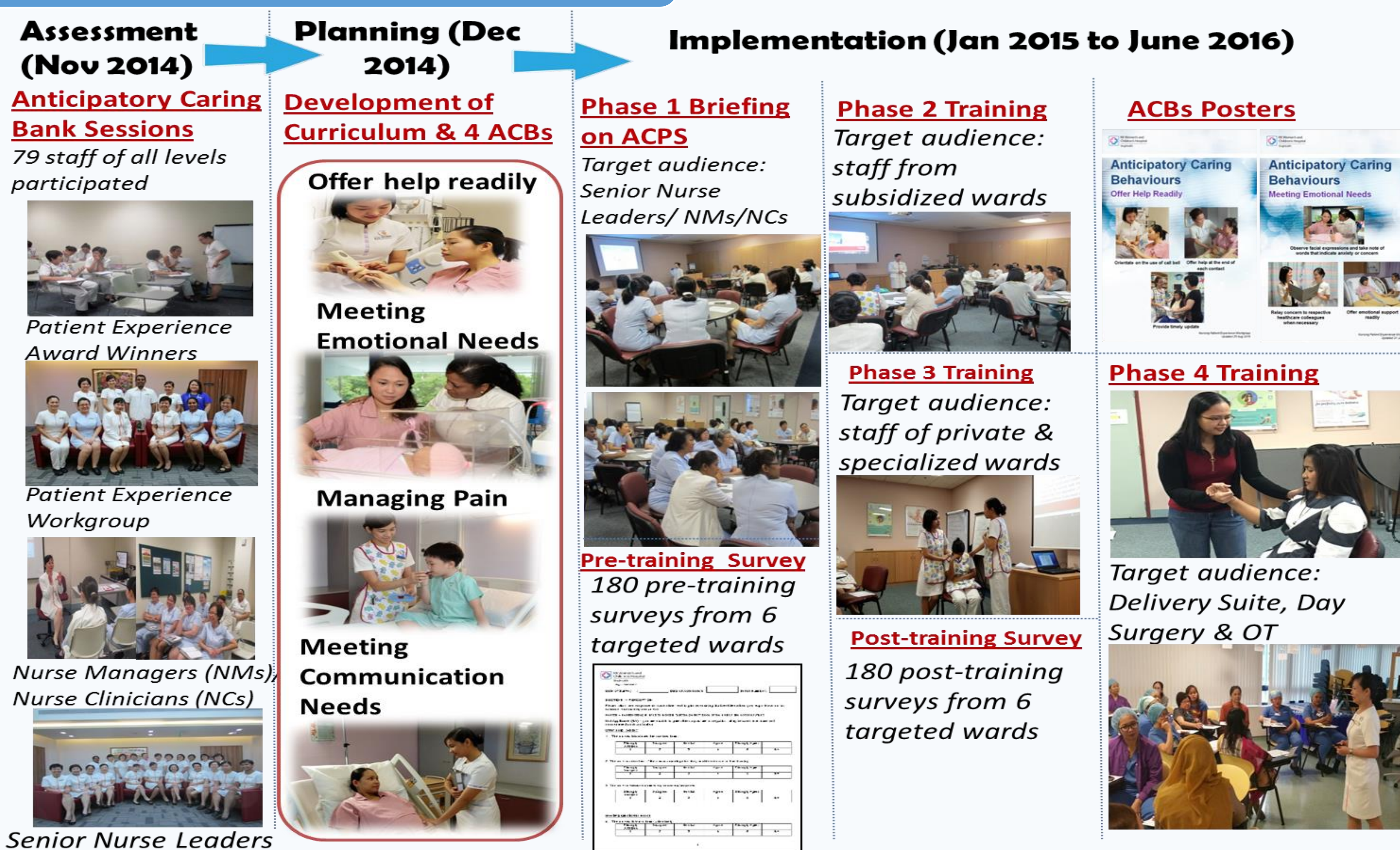
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Methodology

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.

3

Methodology (ACPS Milestones)



4

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 2

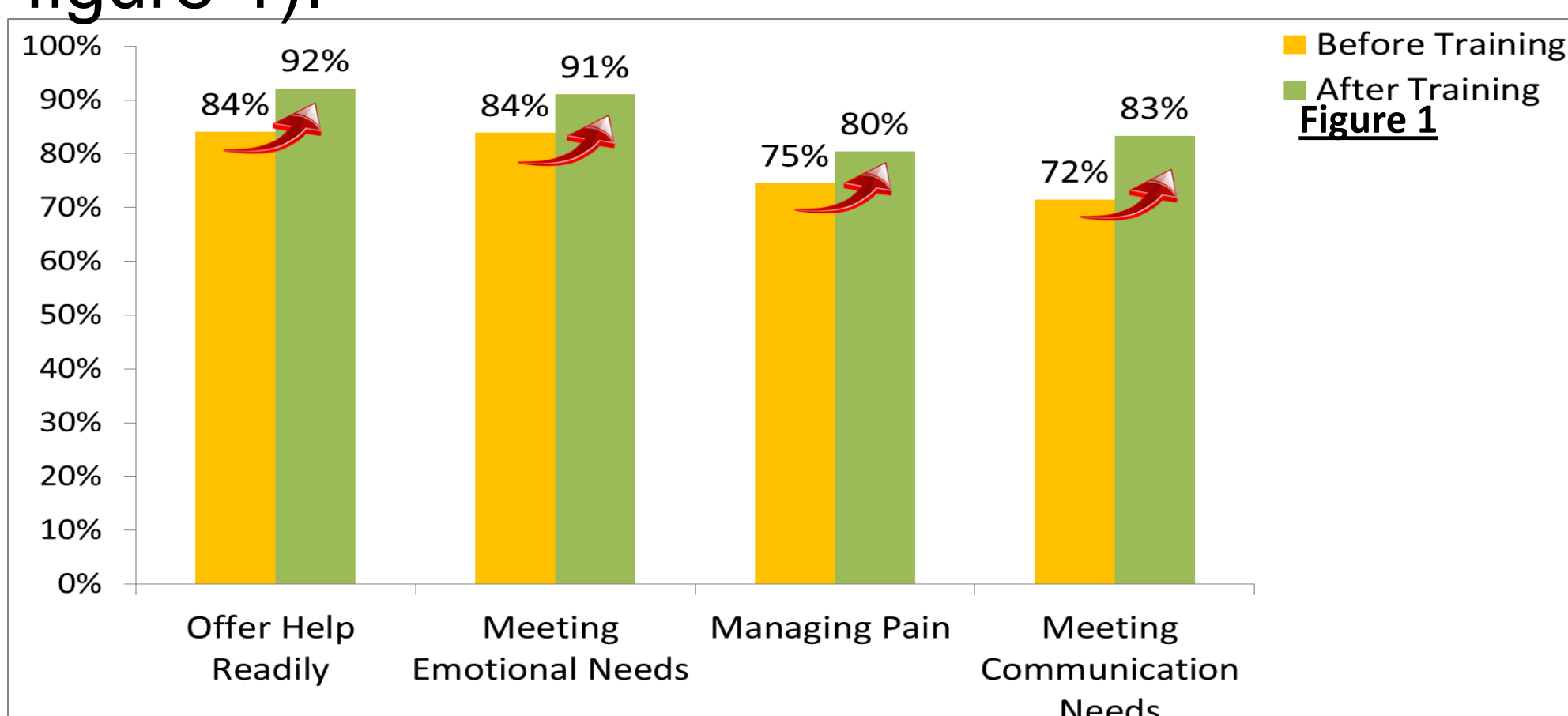
Evaluation of Learning

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

Level 3

Transfer of Learning to Workplace

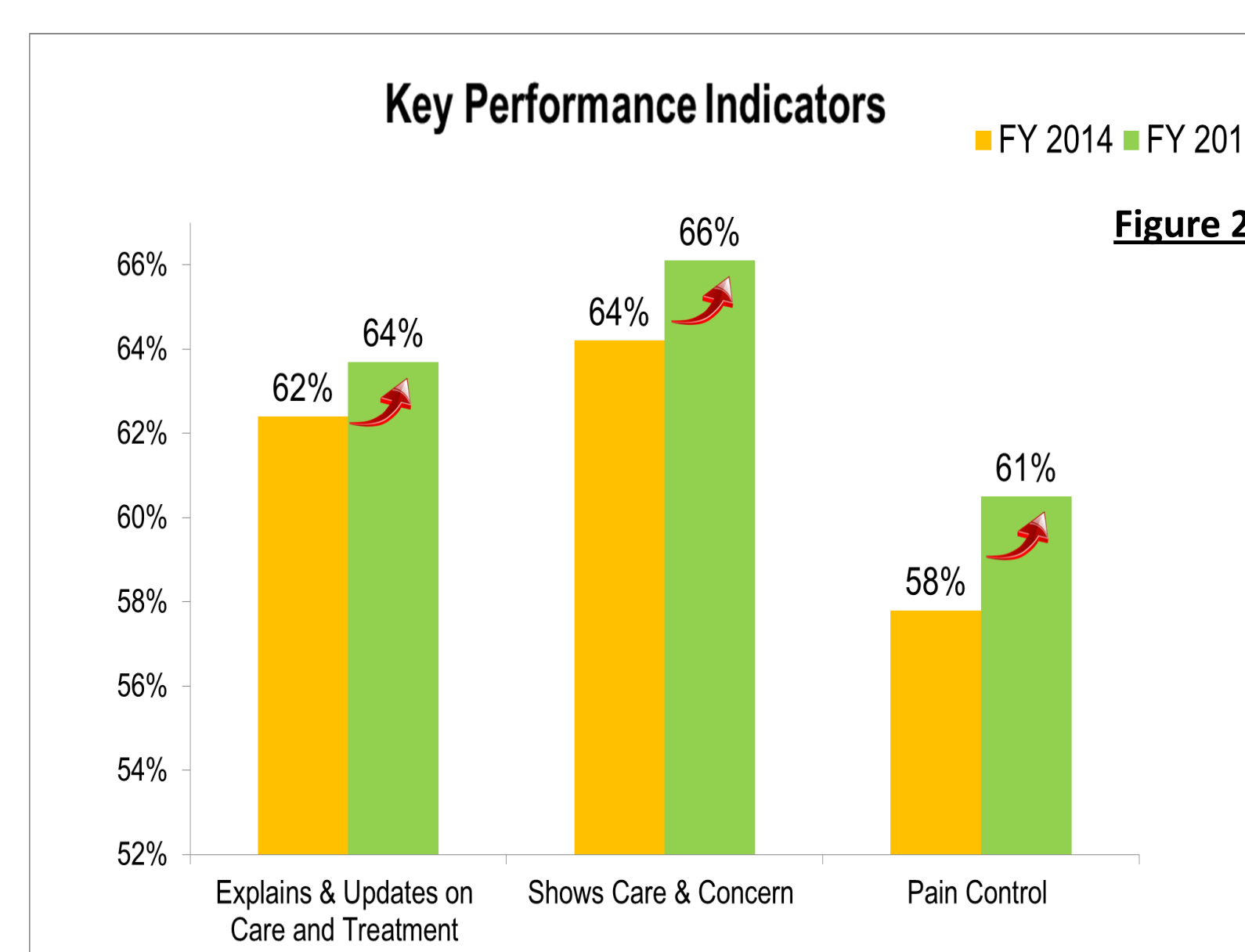
The ACBs survey from patients and caregivers showed significant improvement for the favourable score after the training (see figure 1).



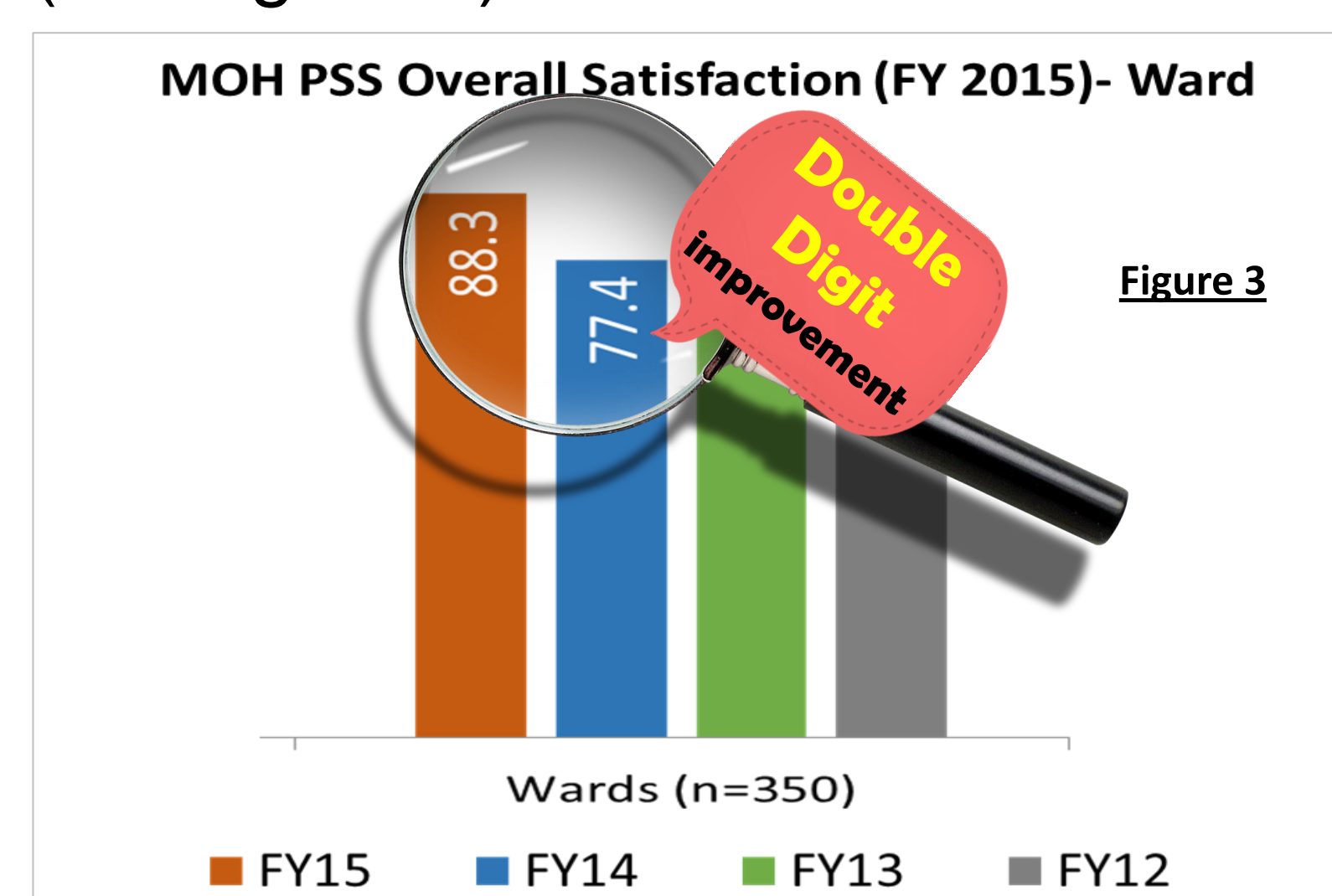
Level 4

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.

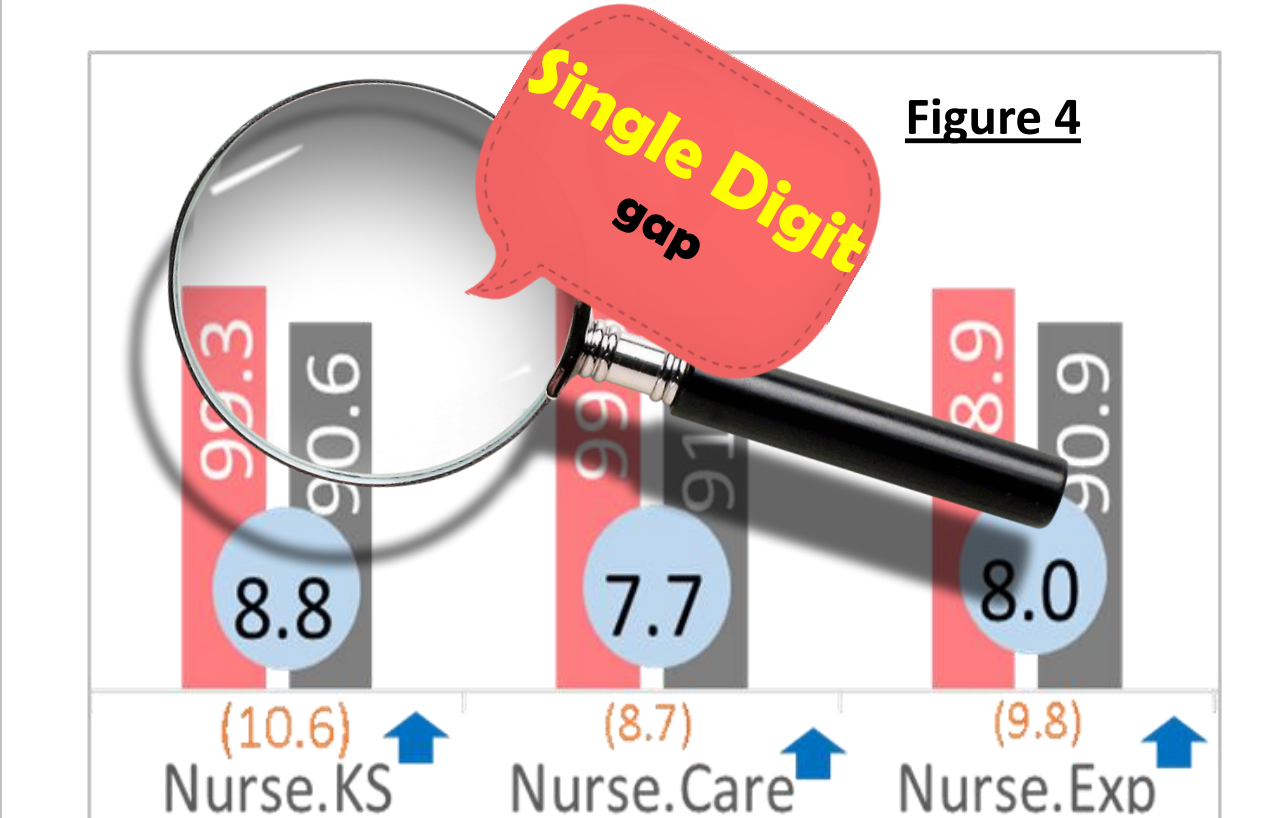


The Ministry of Health (MOH) Patient Satisfaction Survey (PSS) (FY 2015) reflected a very favourable finding on the indicator 'Overall Satisfaction (Ward)' with a double digit improvement from 77.4% to 88.3% (see figure 3)

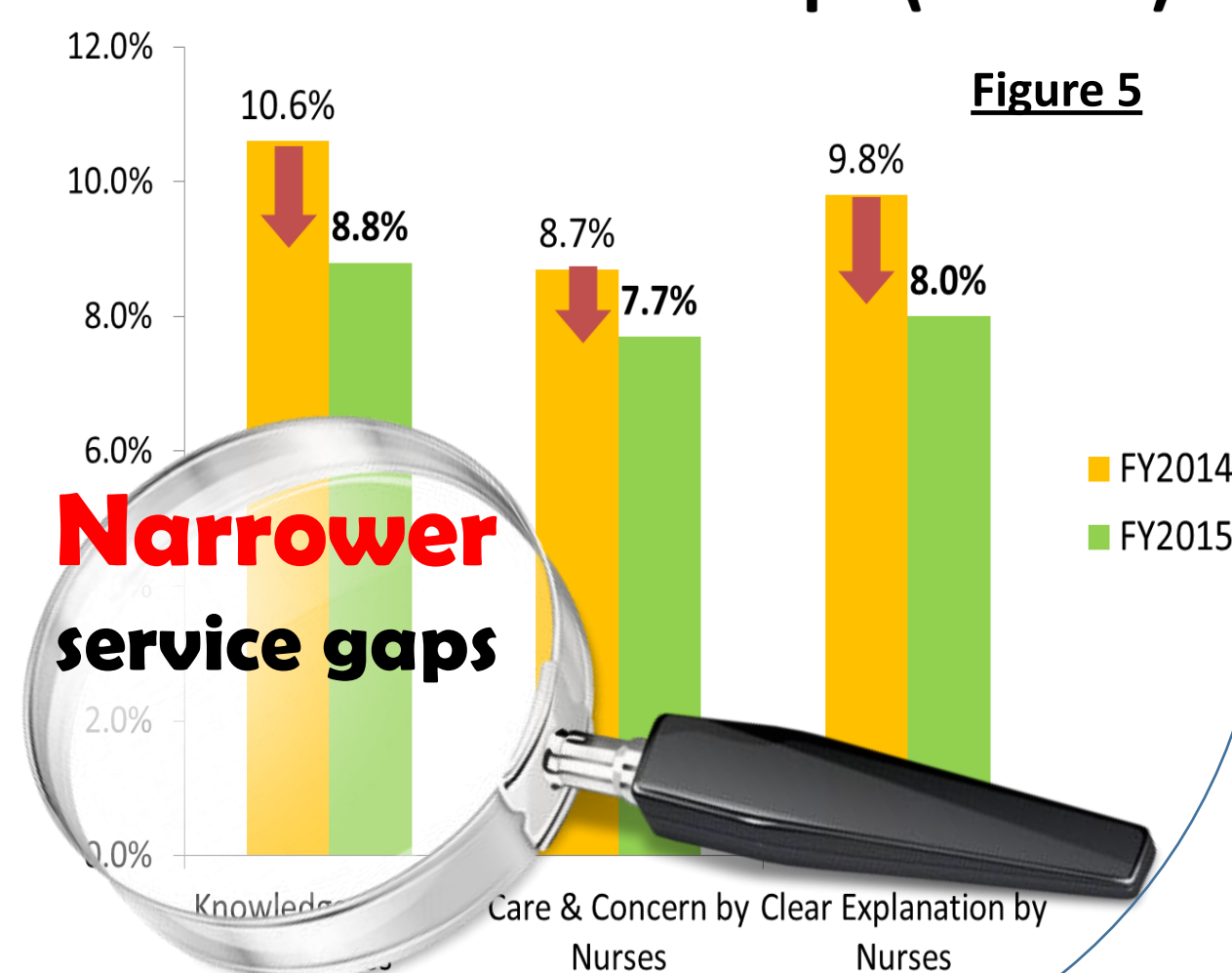


Another remarkable achievement was in the area of closing the service gaps as illustrated in Figure 4 & 5. Only a single digit gap was reported, suggesting that this was very close to the patient's expectations.

MOH PSS Service Gaps (FY 2015)- Ward



MOH PSS Service Gaps (Wards)



5

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.