



Corrective and Preventive Action List- Creating a Systematic Approach to Meet the Needs of Patients

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Project Background

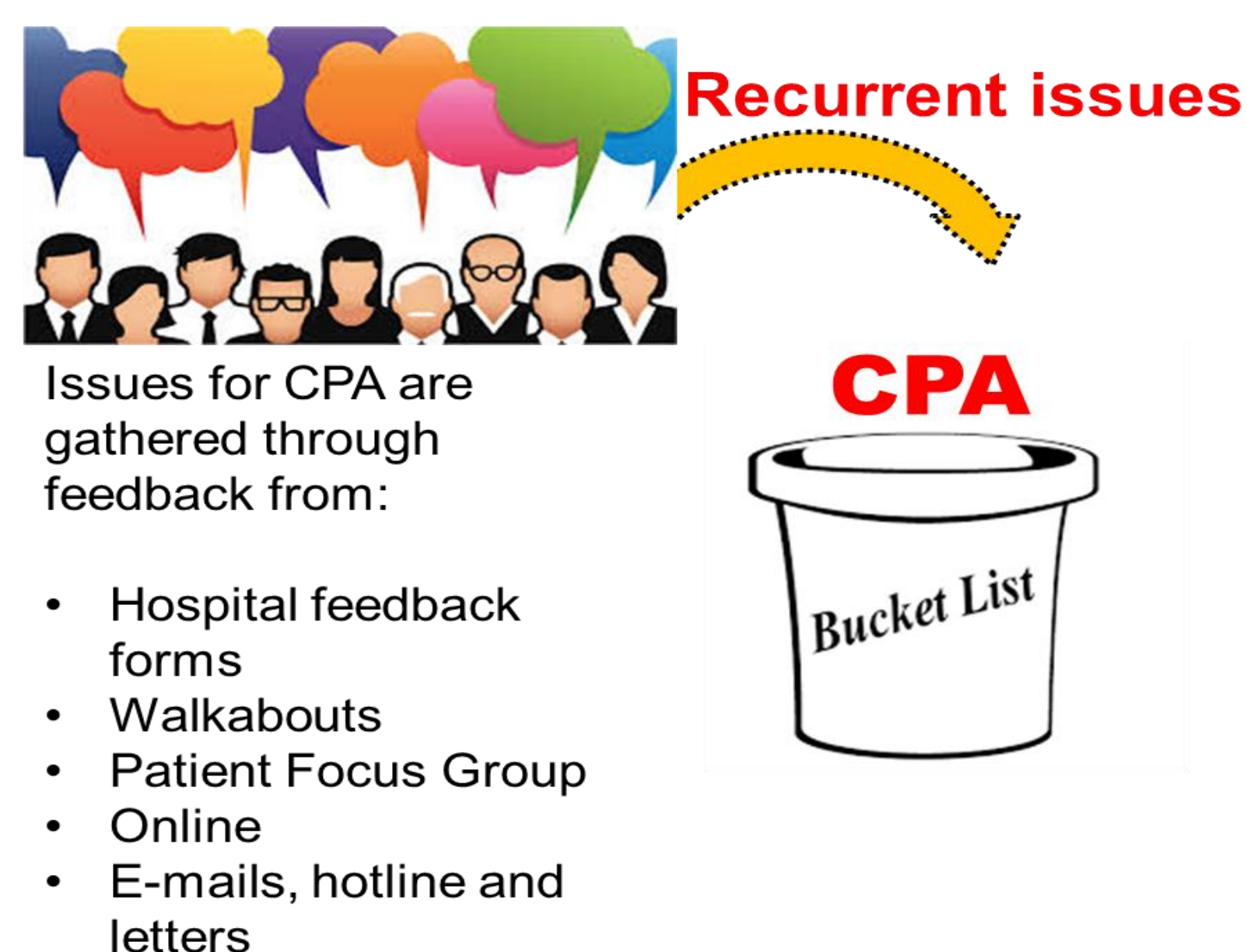
Patients' feedback/narratives provide a valuable source of insight into current systemic problems in the healthcare delivery. There are ample opportunities for patients' concerns to be heard and translate them into improvements in healthcare.

Aim / Objectives

The aim of our project is to classify and analyze patients' feedback/narrative, and adopt a systematic approach in preventing recurrent problems faced by patients/caregivers.



Methodology



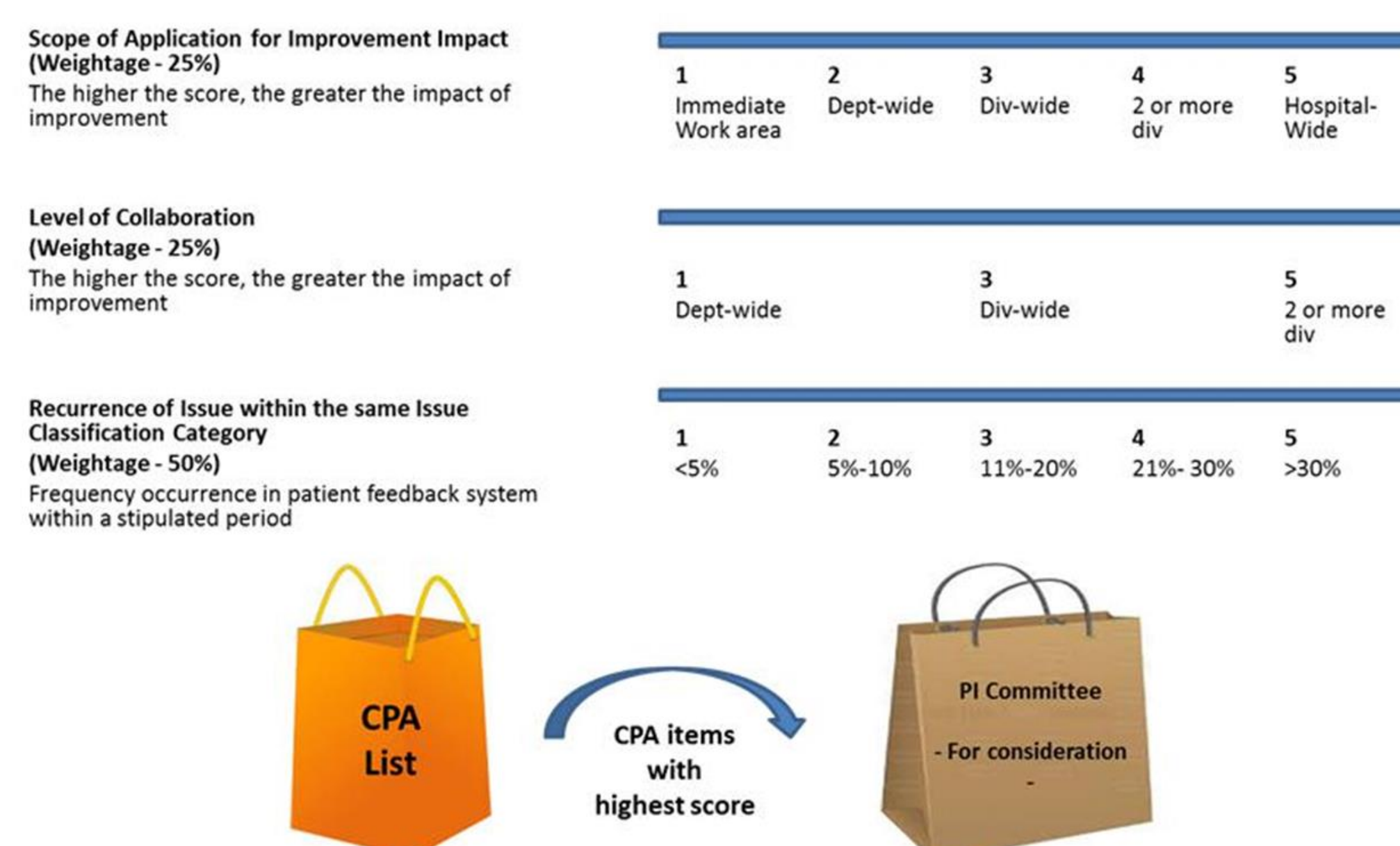
An extensive classification matrix was developed to transform qualitative feedback into standardized categorical data for the analysis of patient complaints. With the usage of the structured multi-tier matrix (4 tier), we are able to analyze the data both on a macro and micro level. From April 2014 to March 2015, 2137 issues were identified. The most common issues complained are related to 'Staff Professionalism' (23.1%) and 'System and Process' (22.9%).

Recurrent feedback issues raised by patients/caregivers are investigated and when necessary, they are recorded in the Corrective and Preventive Action (CPA) List for follow-up action. This list ensures that recurrent issues are highlighted to and addressed by the respective clinical or service areas.

A critical component of the CPA list is the prioritizing of key identified issues. A criteria weighting method was used to establish a relevant set of criteria and assign a priority ranking to issues based on how they measure against the criteria.

The three criteria include recurrence of issue within the same classification category, level of collaboration and scope of application for improvement impact.

Criteria for CPA items to be proposed at PI Committee



Results

Before implementation (problem)

There was value in harnessing patient feedback to improve the patient experience but there was no methodical process and wide engagement at operations and management level to manage this process.

After implementation (result)

- Prioritizing key issues allows us to direct resources to the most urgent and critical issues.
- Priority issues were identified as items which scored 3 or more points in the ranking table

Financial Year	Patient Strongly Recommend	Compliments to Complaints Ratio	No. of workgroups formed to address or close priority issues
FY14	55.7%	18.9	-
FY15 (Post-Implementation)	57.2% (+1.5)	19.4 (+0.5)	9

Workgroup formed to address or close priority issues		
1. Redesign the process of initiating copies of medical records for patients in KKH	2. Ensure close loop notification for uncontactable patients with abnormal test results	3. Reducing drop calls at Business Office hotline
4. Establish P&P to manage fall incidents at the hospital	5. Improve the experience of paed patients undergoing IV procedures	6. Ensuring that all public rates are updated on our website, SOCs.
7. Reviewing the current HIDS	8. Proactive schedule of cleaning ward cubicles	9. Documented process and verbal script on request for doctor of specified gender

Conclusion

Rigorous analysis of patients' feedback improves patient experience. To achieve this, it is necessary to standardize how patient feedback are analyzed and interpreted. Closing of these gaps drives improvements greatly and reduce recurrence.