



Singapore Healthcare Management 2016

Educate To Empower

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INTRODUCTION:

Female patients from Health Assessment Centre (HAC) opting for pelvis ultrasound at the Department of Diagnostic Radiology are required to undergo both the transabdominal and transvaginal scan (Fig. 1).

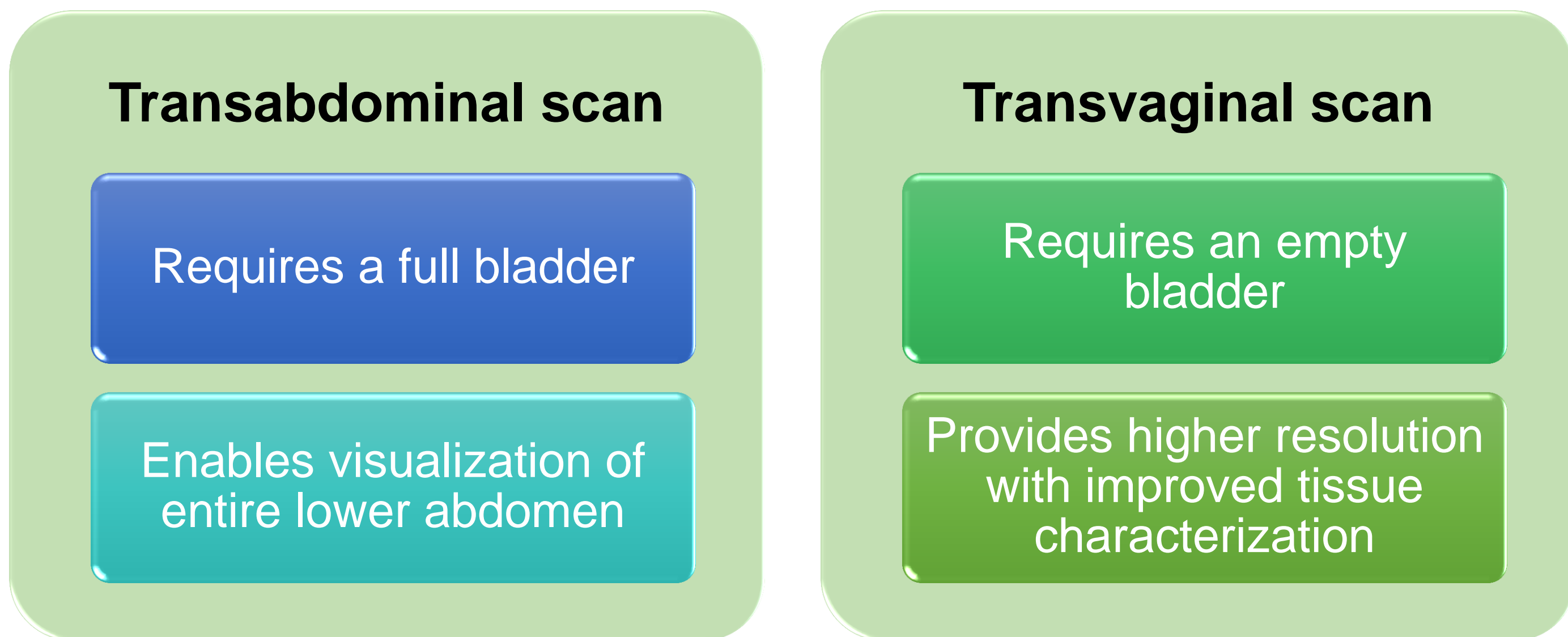


Fig. 1: Types of pelvis scan carried out for female patients

Pre-intervention, explanation of how an US of the female pelvis is being performed is communicated verbally to the patients by the nurses from HAC. However, owing to the complexity of the procedure, the current method of explanation is not effective resulting in detrimental impact on patient's outcome and experience (Fig.2).

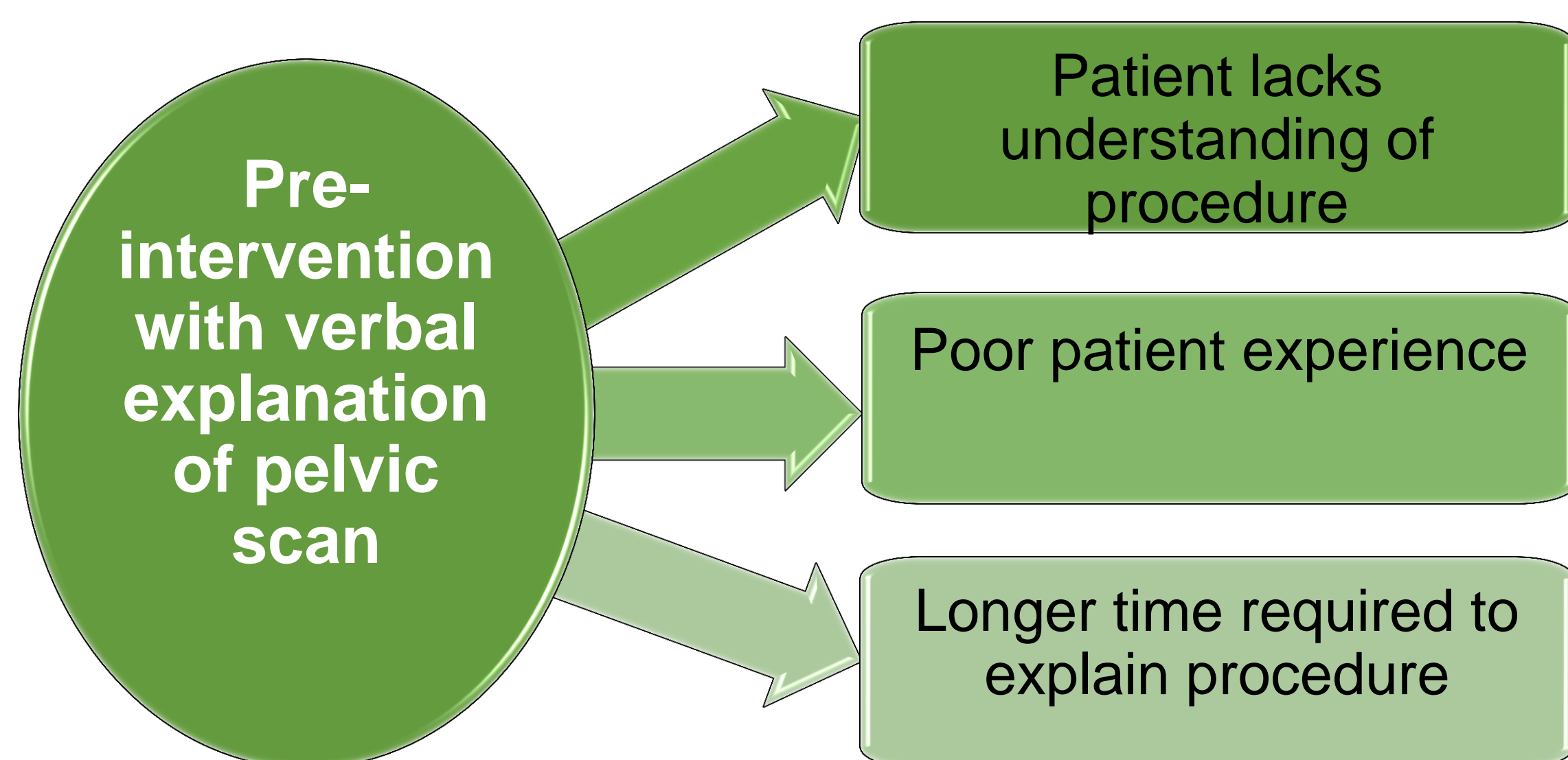
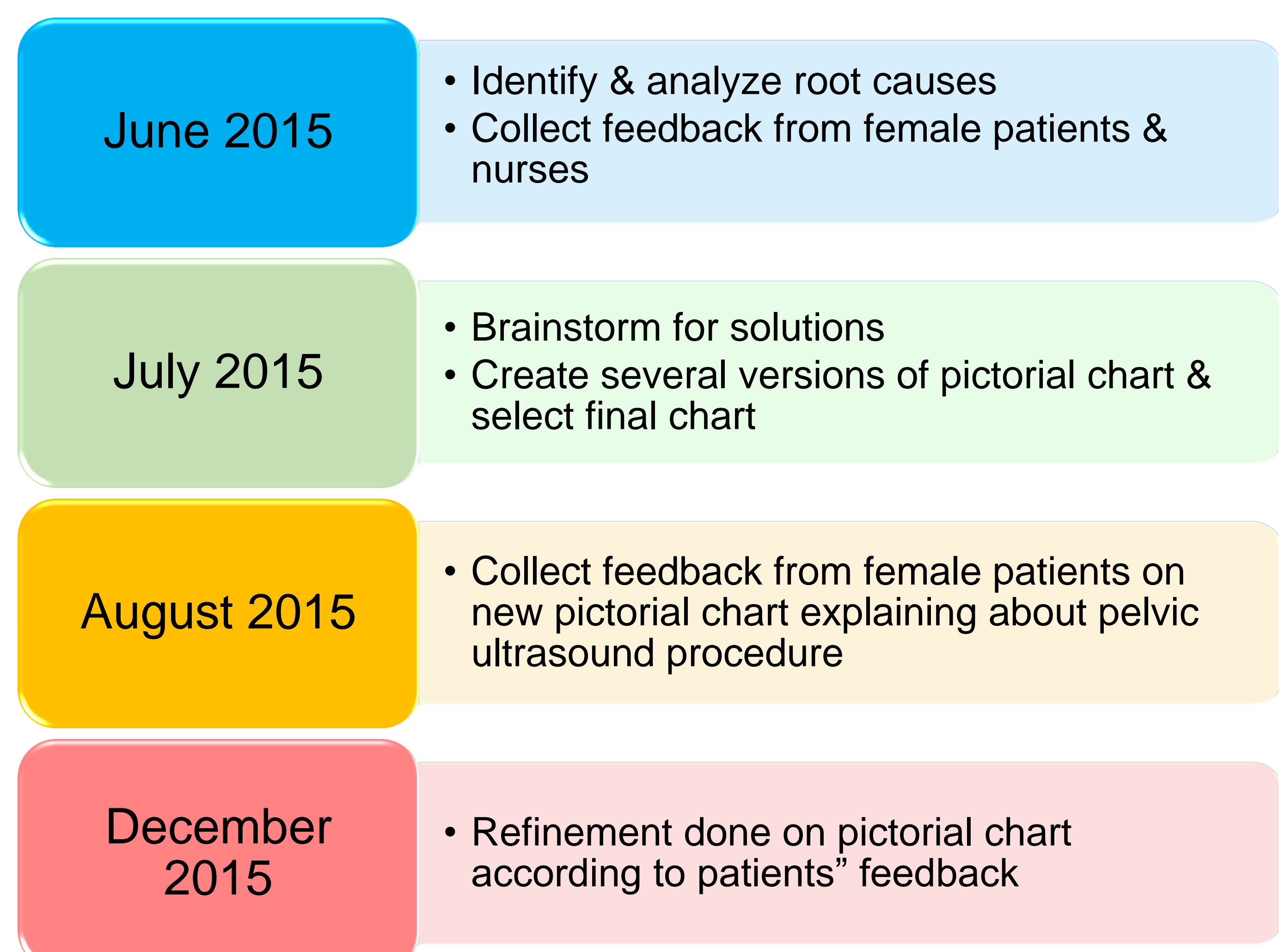


Fig. 2: Pre-intervention challenges

AIM:

To provide pictorial chart on how US of the female pelvis is performed & to improve patient experience

METHODOLOGY:



DESCRIPTION OF INTERVENTION:

Feedback in the form of survey was obtained from 220 female patients before and after intervention.

RESULTS:

Data collected over 5 months on 220 patients using the new pictorial chart (Fig. 3) showed that the length of explanation time has been reduced to 5 mins per patient (Fig. 4). Total time saved for 220 patients (3740-1100) = 2640 minutes (Fig. 5). There is potential for total time savings of up to 105 hours per year.

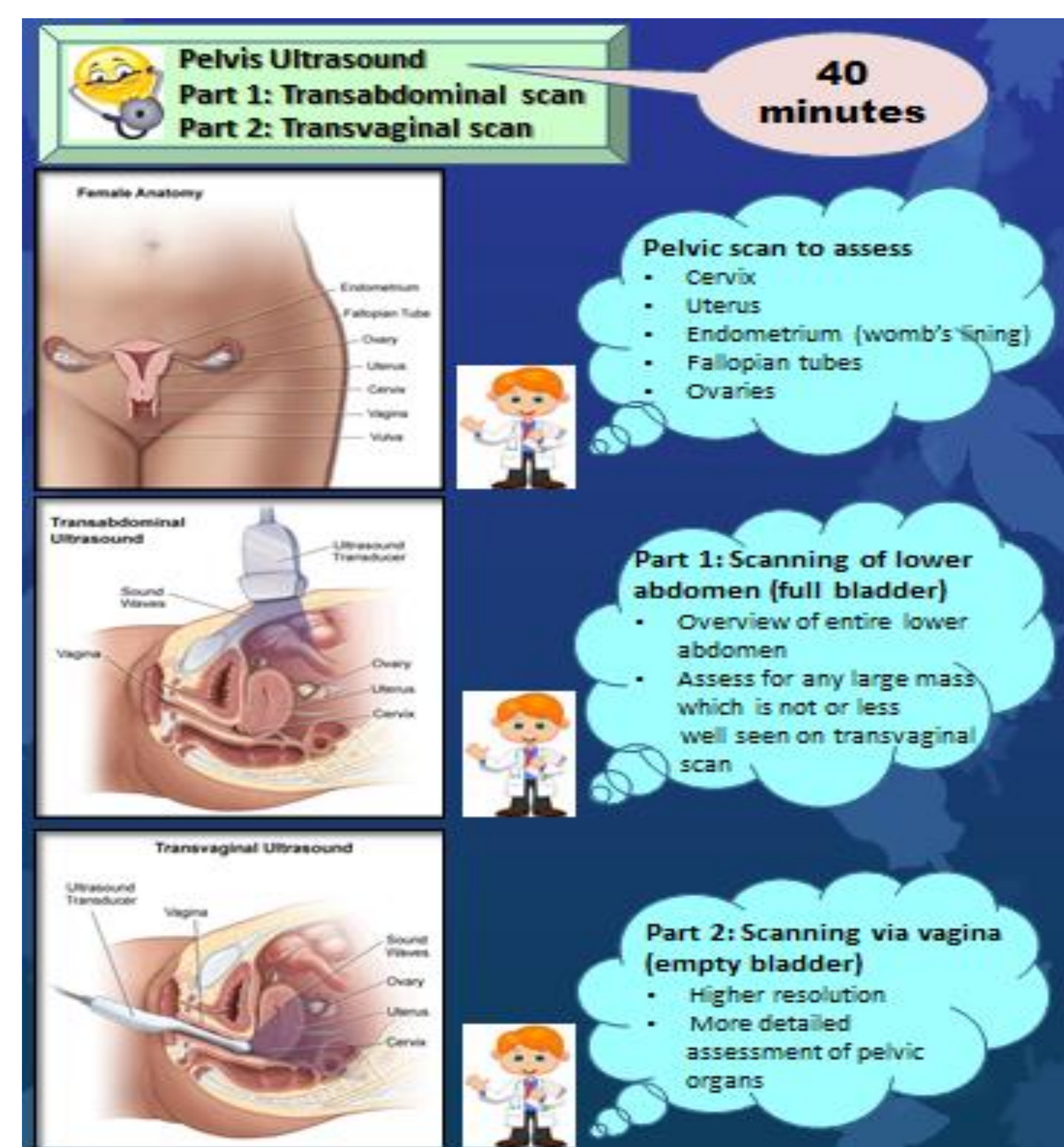


Fig. 3: New pictorial chart for pelvic scan

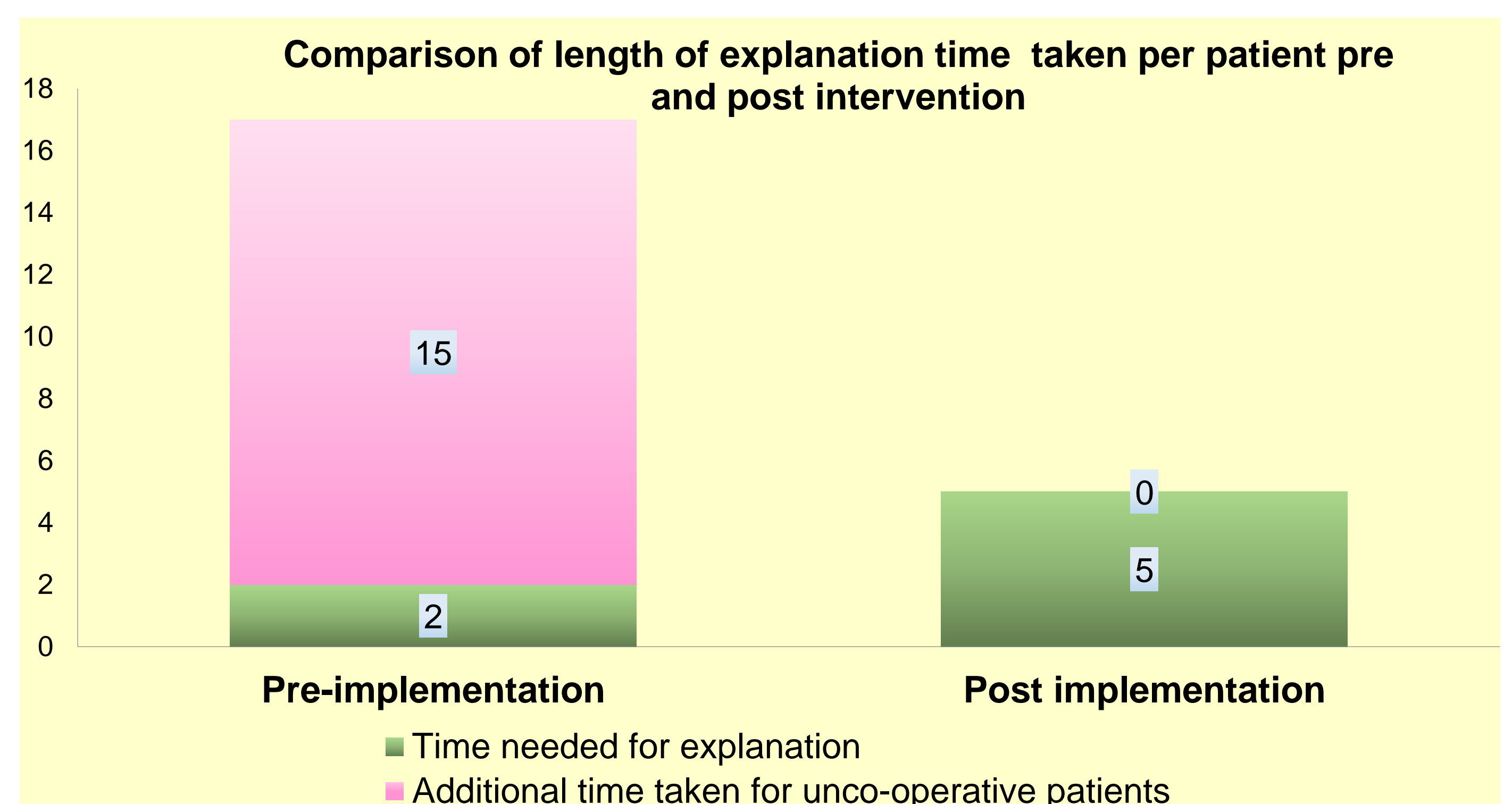


Fig. 4: Length of explanation time per patient pre and post intervention

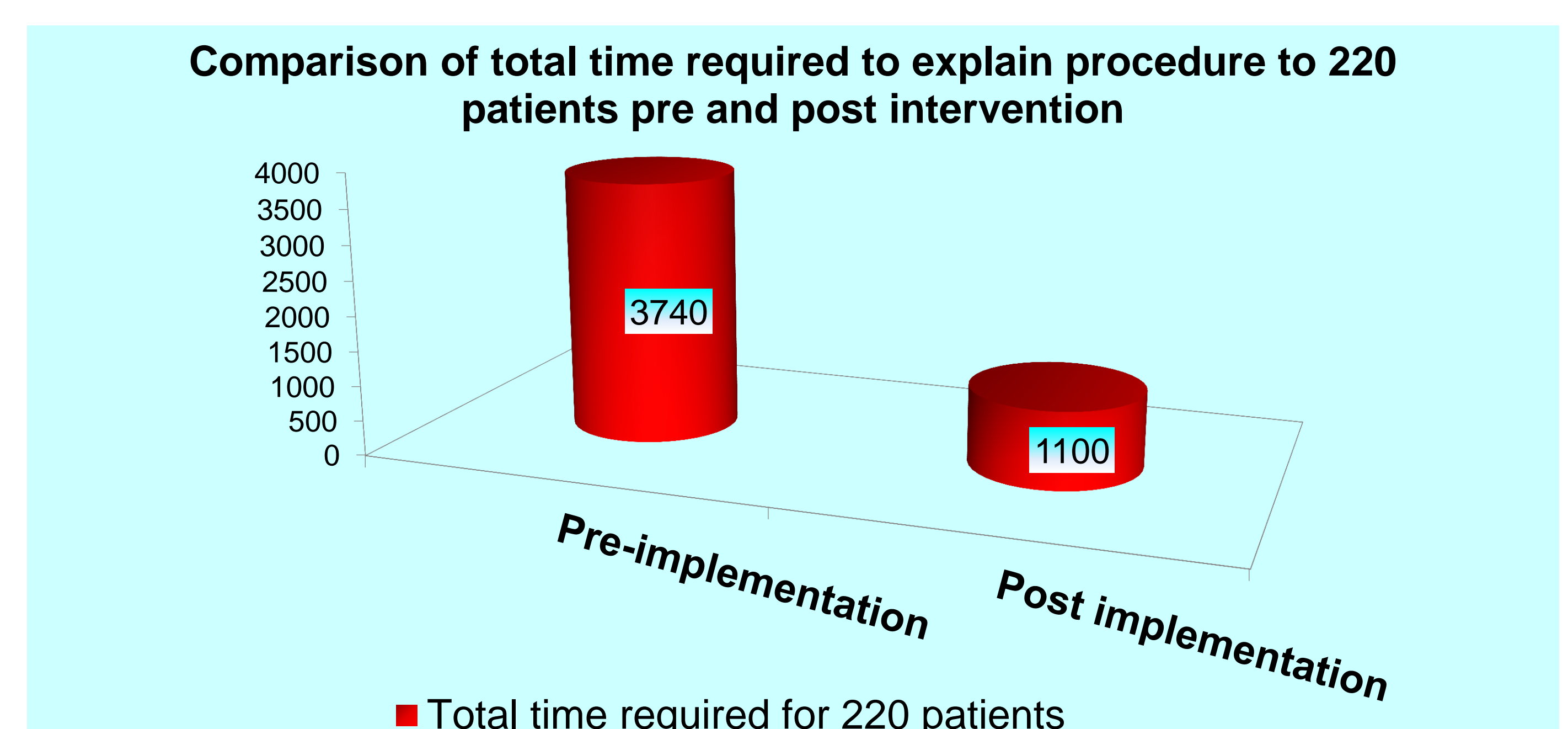


Fig. 5: Total time required to explain procedure to 220 patients pre and post intervention

CONCLUSION:

With the pictorial method of explanation, there is improvement in overall efficiency leading to improved patients' and staff satisfaction. This improved method of explanation can be introduced to other centres performing female pelvis scans such as in the General Imaging Centre at SGH.