

FACT SHEET

NHG QUALITY DAY 2017

Recognising Quality and Service Excellence in Healthcare

6 October 2017

FOR IMMEDIATE RELEASE

Constant quality improvement is a key tool in achieving better, safer care for patients and an effective workplace for staff. In recognition of projects that have made a difference to quality improvement, the National Healthcare Group (NHG) organised the annual Quality Day, held today at the Lee Kong Chian School of Medicine Clinical Sciences Building, with more than 400 participants. In addition to sharing of best practices and knowledge, some 20 Quality Improvement Awards across five categories were given out. The full list of winners can be found in the Annex.

Winning entries include:

- **Inpatient Hypoglycaemia Reduction Bundle**

Patients admitted to hospitals may have one or more low glucose (inpatient hypoglycaemia) episodes for various reasons. Meal-times at hospitals are structured for ease of operations and resource management. However, in a subgroup of patients who have poorly-controlled diabetes, restructuring meal times may reduce the rate of hypoglycaemia and avert complications in patients who are hospitalised for other diseases. Inpatient hypoglycaemia is a major clinical issue worldwide. Through our initial audit it was found that the average rate of hypoglycaemia was 11.9 per cent, which is consistent with other large hospitals. To reduce this risk, a multidisciplinary team at **Tan Tock Seng Hospital (TTSH)**, developed a flexible meal schedule for a select group of diabetes inpatients. This included:

- Delaying dinner time to shorten overnight fasting hours and to reduce night-time/pre-breakfast hypoglycaemia
- Providing late meals for post-operative patients or patients who are admitted late at night
- Giving patients a bedtime snack if their glucose level before bedtime is on the lower side of normal
- Providing consistent and reliable diabetes education to patients, caregivers and healthcare providers.

During the pilot programme from April 2015 to March 2016, the percentage of patients who experienced their first episode of hypoglycaemia decreased significantly from a baseline of 11.9 per cent to 7.9 per cent. The incidence of recurrent episodes of

hypoglycaemia also declined from 4.7 per cent to 3.3 per cent. There are plans to expand the initiative to the entire hospital. This project received the **Quality Improvement Award for Improving and Sustaining Quality & Safety**.

- **Improving Operational Efficiency of Managing Stelara Patient Assistance Programmes (PAP) for Dermatology Outpatients in National Skin Centre**

Stelara is a prescription medication used to treat patients with moderate to severe psoriasis. As the drug can cause severe side effects on the immune system, usage has to be carefully managed and monitored. To better support patients using Stelara, the **National Skin Centre** (NSC) and pharmaceutical company Johnson's & Johnson's leveraged on technology and jointly developed the PAVE mobile application and web access portal. This tool provides electronic tracking and dosing schedules of Stelara PAPs which are downloaded to patients' mobile phones. Patients and caregivers are better able to understand and track their PAPs, removing the need for them to wait in line at the pharmacy for the information. The fully electronic system reduced wait time for patients by 50 per cent. With the elimination of manual tracking by staff, human errors were also reduced, with PAVE achieving zero transaction error in September 2016 after a series of system upgrades. The project won the **Quality Improvement Award for Building Strong Partnerships in Improvement Work**.

- **Prevention of Deconditioning**

Deconditioning is a process of physiological change following a period of inactivity, bedrest or sedentary lifestyle. In the long run, deconditioning can result in functional losses in areas such as mental status and the ability to accomplish activities of daily living. To address this, the physiotherapy team at the **Institute of Mental Health** (IMH) embarked on a project to prevent deconditioning. Through the introduction of an in-house Zumba video for nurses to encourage patients to exercise, patients feel that they can be engaged in exercises. As a result, 19 per cent of the patients in this project were allowed to walk independently. In addition, the patients' Elderly Mobility Scale (EMS) scores (a validated tool for the assessment of frail seniors) were also systematically tracked to determine timely intervention visits by physiotherapists, occupational therapists, therapy assistants and nurses. This led to faster patient recovery and better patient care, and manpower savings for IMH. The project won the **Quality Improvement Award for Developing a Flexible and Sustainable Workforce**.

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About National Healthcare Group

The National Healthcare Group (NHG) is a leader in public healthcare in Singapore, recognised at home and abroad for the quality of its medical expertise and facilities. Care is provided through an integrated network of six primary care polyclinics, acute care and tertiary hospitals, national specialty centres and business divisions. Together they bring a rich legacy of medical expertise to our philosophy of integrated patient-centred care.

NHG's vision is "Adding Years of Healthy Life". This vision goes beyond merely healing the sick to the more difficult and infinitely more rewarding task of preventing illness and preserving health and quality of life. With some 18,000 staff, NHG aims to provide care that is patient-centric, accessible, seamless, comprehensive, appropriate and cost-effective.

As the Regional Health System (RHS) for Central Singapore, it is vital for NHG to partner and collaborate with stakeholders, community advisors, and voluntary welfare organisations. Together with our patients, their families and caregivers, we aim to deliver integrated healthcare services and programmes that help in Adding Years of Healthy Life to all concerned.

More information is available at www.nhg.com.sg.

About the National Healthcare Group Quality Day 2017

Quality and service excellence are important measures of productivity; they ensure that our healthcare system remains safe for our patients and good health delivery and outcomes are regularly reviewed to make us one of the best healthcare providers in the world. As healthcare continues to evolve, we continuously seek improvements, innovation and best practices not just in Singapore but globally. The annual NHG Quality Day celebrates efforts across the Group to enhance Quality, as well as provides a platform for knowledge sharing. This is the 17th installation of the event.

- **Exemplary Patient & Caregiver Award (EPCA)**
Recognises volunteers, patients and/or caregivers who exhibited grace and a positive attitude despite often difficult circumstances. These individuals also extend care to their fellow patients and provide invaluable support for our staff, contributing to our healthcare delivery. Patients and/or caregivers are nominated by NHG staff.
- **Excellence in Action Award (EIAA)**
Recognises individuals and teams who inspire continuous improvements in their workplace, and foster a sense of community amongst colleagues, and provide care to their patients. The category was established in 2002.
- **Quality Improvement Awards (QIA)**
Recognises Quality Improvement (QI) projects that innovate and transform healthcare delivery in line with NHG's sustainable healthcare model. NHG's QI projects are categorised as follows:
 - Improving and Sustaining Quality & Safety
 - Service Redesign & Delivery
 - Developing a Flexible & Sustainable Workforce
 - Building Strong Partnerships in Improvement Work
 - Innovation in Healthcare

ANNEX

Quality Improvement Awards (QIA)

Project Title	Institution
(A) IMPROVING AND SUSTAINING QUALITY & SAFETY	
Inpatient Hypoglycaemia Reduction Bundle	TTSH
CPIP Project - Improving Nutrition Delivery in MICU Patients	TTSH
To improve the percentage of paracetamol poisoned patients requiring and receiving antidote (IV N-acetylcysteine, NAC) within 60 minutes from 21.1% to 100% in 6 months in TTSH Emergency Department (ED)	TTSH
TTSH Enhanced Recovery After Surgery (ERAS) Program	TTSH
Reducing the percentage of diabetic mellitus (DM) inpatients with hypoglycemia and hyperglycemia (less than 4.0mmol/L and greater than 20mmol/L according to our protocol limits) by 30% within 3 years.	IMH
To Reduce the Use of Controlled Psychotropic Drugs (CPD) for Long Stay Patients by 50% within 12 months	IMH
To Reduce Patients' Waiting Time by Improving the Efficiency of Outpatient Automation System (OPAS) Packing Workflow at Bukit Batok (BBK) Pharmacy.	NHGPh
Optimising Queue Management to Improve Waiting Time for Patients at Hougang Pharmacy	NHGPh
(B) SERVICE REDESIGN & DELIVERY	
Right-Siting of Acute Ambulatory Care (Emergency Department) to General Practitioners	TTSH
To improve the effectiveness of communication between healthcare workers (HCW) and intubated patients in the surgical intensive care unit (ICU)	TTSH
Redesigning workflow and nursing training to reduce length-of-stay to improve outcomes for Benign Prostate Hyperplasia patients undergoing Transurethral Resection of Prostate	TTSH
Improving RAI consultation default rate by 40% from Jan 2016 to Jan 2017	TTSH
To Improve the Compliance of Pre-Operative Preparations for Elective Colorectal Surgery	TTSH

(C) DEVELOPING A FLEXIBLE & SUSTAINABLE WORKFORCE	
To reduce manual packing errors for prescriptions processed at TTSH B2 Pharmacy	TTSH
Improve Respiratory Care of Neuromuscular Disease Patients	TTSH
Prevention of Deconditioning	IMH
(D) BUILDING STRONG PARTNERSHIPS IN IMPROVEMENT WORK	
To improve the proportion of appropriate referrals to the PACE-CVM Round, from 30% to 100% over a period of 6 months	TTSH
Improving Operational Efficiency of Managing Stelara Patient Assistance Programmes for Dermatology Outpatients in National Skin Centre	NSC
(E) INNOVATION IN HEALTHCARE	
Battling the Bugs: Reducing Early Catheter-related Bloodstream Infection in Haemodialysis Patients	TTSH
The impact of airway clearance compliance on patients attending the one-stop bronchiectasis specialist out-patient clinic (SOC)	TTSH

Exemplary Patient and Caregiver Awards (EPCA)

Name	Role	Institution
Ms Vivian Ho	Caregiver	TTSH
Ms Cho Yun Chyn, Helen	Patient	TTSH
Ms Chng Guek Cheng, Evelyn	Caregiver	IMH
Mr Benjamin Goh Lye Huat	Patient	NSC
Ms Woo Mei Ting	Caregiver	NHGP
Mr Then Thoy Chong	Patient	NHGP
Mr Eny	Caregiver	NHGHQ
Mr Rajiv Vishwanathan & Ms Ritika Kak (Couple)	Caregivers	NHGHQ

Excellence in Action Awards (EIAA)

Name	Designation	Institution
Individual (Allied Health)		
Ms Fernandez Gemma Angela	Senior Case Manager	IMH
Ms Serlina Eng Shi Lin	Senior Case Manager	IMH
Ms Charlene Yeo Shun Ming	Pharmacy Technician	NHGPh
Ms Nurul Fatin Binte Omar	Medical Technician	NHGD
Ms Chan Sau Ling	Dietitian	NHGP
Ms Winnie Choo	Senior Pharmacist	NSC
Individual (Ancillary/Support)		
Ms Jumiati Binte Noor Mohamed	Service Ambassador	TTSH
Ms Tan Ying Xiang	Supervisor	TTSH
Ms Chua Siew Kwan	Senior Patient Service Associate	NHGD
Ms Francy Molato	Retail Supervisor	NHGPh
Mr Lee Jinlong Edward	Patient Service Associate	NHGP
Ms Wong Lay Suat	Digital Archival Assistant	NHGP
Mr Yong Hong Fook	Health Attendant	NHGP
Ms Goh Cheng Cheng	Patient Service Associate	NHGP
Individual (Executive/Administration)		
Ms Selvia Zhang	Operations Executive	NHGPh
Ms Kathlyn Xu Kaiting	Senior Executive	NHGP
Mr Foo Tze Ping	Senior Accountant	NHGP

Individual (Medical)		
Dr Tan Lye Yoong	Resident Physician	NHGP
Dr Elaine Tan	Family Physician, Associate Consultant	NHGP
Dr Davamani D/O Diraviyam	Family Physician, Senior Staff	NHGP
Individual (Nursing)		
Ms Lim Magdalene	Senior Nurse Manager	TTSH
Ms Goh Lian Kin	Senior Staff Nurse	TTSH
Ms Chia Yeow Peng	Assistant Director	TTSH
Ms Wendy Ong Kim Leng	Nurse Manager	NHGP
Ms Foo Pei Ling	Senior Staff Nurse	NSC
Team		
Anticoagulation Service		TTSH
Transformational Review of Patient Journey for Elective Procedures		TTSH
Nursing Home Value Stream Mapping Project Team, Nursing Home Referral Team & Community Referral Team		TTSH
Ward 53AB: Slow Stream Rehab Ward		IMH
MH-GP Partnership Programme		IMH

TTSH: Tan Tock Seng Hospital

IMH: Institute of Mental Health

NHGP: National Healthcare Group Polyclinics

NSC: National Skin Centre

NHGD: National Healthcare Group Diagnostics

NHGPh: National Healthcare Group Pharmacy