

# Patient Safety & Quality Archives 2022

---

In conjunction with  
SingHealth Duke-NUS  
Quality & Innovation Day

- CONTENT PAGE ONLY -

Patient Safety & Quality Archives 2022 Volume 3 Number 1

SingHealth Duke-NUS Institute for Patient Safety & Quality

## SingHealth Duke-NUS Quality & Innovation Day 2022

The annual event with more than 800 participants aims at bringing together healthcare thought leaders, clinicians, researchers, educators, aspiring learners as well as patient and family advocates, to inspire and enable the community to constantly improve care quality and safety for our patients as well as our healthcare workers. It is also a learning platform for domain experts to share their experiences and expertise, as well as to celebrate the innovation and quality improvement efforts and achievements of our SingHealth staff.

The SingHealth Duke-NUS Quality & Innovation Day 2022 provides an opportunity to showcase Patient Safety & Quality projects across the Cluster.



This is an interactive PDF, simply click or tap the icon to get redirected.

Official QID Event Webpage  
[www.singhealthdukenus.com.sg/ipsq/shqid](http://www.singhealthdukenus.com.sg/ipsq/shqid)



The Patient Safety & Quality Projects are categorised in the following areas:

- |            |                       |
|------------|-----------------------|
| • PSQEF    | Efficiency            |
| • PSQIN    | Innovation            |
| • PSQJAW   | Joy At Work           |
| • PSQPO    | Patient Outcomes      |
| • PSQPS    | Patient Safety        |
| • PSQEST   | ESTHER Projects       |
| • PSQGSQ   | Group Service Quality |
| • PSQCOVID | COVID-19 Projects     |

# Patient Safety & Quality Archives (PSQA) 2022

SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)

Editor:	Prof Tan Kok Hian
Associate Editors:	Ms Pang Nguk Lan Ms Zann Foo Sue Ting
Editorial Executives:	Ms Charmaine Chan Min Yi Ms Nurhuda Ishak

PSQA Website:

<https://www.singhealthdukenus.com.sg/ipsq/psqa>

PSQA E-mail:

[ipsq@singhealth.com.sg](mailto:ipsq@singhealth.com.sg)

The Patient Safety & Quality Archives are published annually.

---

# Contents

<b>Editorial</b>	<b>Page</b>
<b>Streamlining Processes and Innovating for Patient Safety &amp; Quality</b>	10
<b>Patient Safety &amp; Quality Projects</b>	
<b>PSQEF001 Improving Efficiency in the Installation of Proprietary Audiological software, with the Use of Semi-automation. An Interprofessional Exploratory Trial</b>	11
Kenneth, Conrad, Savitha K Changi General Hospital, Singapore	
<b>PSQEF002 Nurse-led Preanaesthesia Assessment via Mobile Health Buddy Application (App)</b>	13
Siti NS, Ivy, Goh PH Changi General Hospital, Singapore	
<b>PSQEF003 Streamlines Process for Timely Reporting and Analysis of Performance Indicators for Value Based Healthcare (VBH) Projects</b>	15
Lydia, Toh ZY, Heng C, Chan HS, Aileen Changi General Hospital, Singapore	
<b>PSQEF004 Nuclear Medicine Radioactive Dose Wastage Reduction</b>	17
Cyrus, Jolene, Shirlyn, Pauline Changi General Hospital, Singapore	
<b>PSQEF005 Intensive Upstream Social Work Interventions to Reduce Social Long Stayers</b>	19
Goh SN, Yeo ST, Seng YJ, Wang J, Ong JT, Adrian, Tng GL, Abby, Low HJ Changi General Hospital, Singapore	
<b>PSQEF006 Optimizing Utilization of Ambulance Service for Secondary Transfer of Emergency Stroke Patients</b>	21
Mamaug MJN, Wang P, Jiang X, Chen L, Sng ZC, Hardie, Yap FC, Siti RMT, Ahmad FZ, Benjamin Changi General Hospital, Singapore	
<b>PSQEF007 To Improve Efficiency of Orientation Process</b>	23
Ji CC, Magdalin Changi General Hospital, Singapore	
<b>PSQEF008 Cutting Food Wastage in KKH OT Services with a Few Clicks</b>	25
Chia SN, Chee LL, Ang KL, Chiang WL KK Women's and Children's Hospital, Singapore	
<b>PSQEF009 Digitalisation of Medical Records with AI-Powered RPA</b>	27
Sally, Lee WJ, Nurmastura BA, Isabelle KK Women's and Children's Hospital, Singapore	
<b>PSQEF010 BMS &amp; RTLS Workgroup</b>	29
Grace, Wong ST, Eunice L, Eunice S, Teo CC, Douglas, Magdalene, Wan S, Paul, David, Norhaizad, James KK Women's and Children's Hospital, Singapore	
<b>PSQEF011 Admissions eLock</b>	31
Eunice L, Douglas, Magdalene, Eunice S, Wong HY, Rajesvari A, Loh SC, Vimalla G, Tineswary G KK Women's and Children's Hospital, Singapore	
<b>PSQEF012 A Quality Improvement Initiative to Improve Discharge Summary Completion</b>	33
Nur Aisyah Mohd Y, Goh GL, Kelly, Duan M, Caitlin, Wai YY KK Women's and Children's Hospital, Singapore	
<b>PSQEF013 Identifying Suitable Outcome Measures for a Hospital-based Outpatient Paediatric Occupational Therapy (OT) Service in the Management of School-aged Children with Behaviour and Attentional Concerns</b>	35
Jeanette, Fiona, Donabel B, Foo CY, Grace, Nur F KK Women's and Children's Hospital, Singapore	
<b>PSQEF014 Kanban System for Clinic Stores</b>	37
Hi CL, Derick, M Mangalam, Kristie National Dental Centre Singapore, Singapore	

# Contents

---

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQEF015 INVOICE</b> Saudha S, Nurul Huda H, Jasmine, Juzaidah MZ National Dental Centre Singapore, Singapore	39
<b>PSQEF016 CBCT Report</b> Saudha S, Annisa AR, Nur IR, Dhaniah R, Vivian National Dental Centre Singapore, Singapore	41
<b>PSQEF017 Feasibility of Carabiner Restraints in Neurosurgical Patients</b> Lim JX, Tien MC, David, Shu WL, Justin National Neuroscience Institute, Singapore	43
<b>PSQEF018 Allowing Cranial Dermabond Prineo to Naturally Slough Off Improve Patient Comfort and Experience</b> Lee KK, Joanne L, Zhou L, Ng SG, Tan BL, Emily, Angela, David National Neuroscience Institute, Singapore	45
<b>PSQEF019 Nurse-led Neurosurgical Wound Review Clinic Reduced Patient Wait Time and Consultation Cost</b> Lee KK, Joanne, Zhou LF, Damian, William National Neuroscience Institute, Singapore	47
<b>PSQEF020 Feasibility of Ambulatory Cardiac Monitoring to Reduce Hospitalization Stay</b> Ng WM, Fu LQ, Kelvin, Carol National Neuroscience Institute, Singapore	49
<b>PSQEF021 Revising SGH Guidelines for Preoperative Assessment of Patients with Thyroid Disease</b> He Y, Hairil RA, Yew J, Adoree, Teo LM, Yee Y, Shum KL, Chua J, Ng KL, Chng CL Singapore General Hospital, Singapore	51
<b>PSQEF022 It Just Takes One Phone Call: Simultaneous Activation to Reduce Referral Times</b> Lateef F, Kang YL, Yong TT, Tan WC, Srabani B, Poon WB Yeo CL Singapore General Hospital, Singapore	53
<b>PSQEF023 To Eliminate the Use of Case Notes Dividers from 100% to Zero in Medical Wards within 3 Months</b> Liu Z, Nurhazrina R, Lim JE, Yasin, Mislamah, Lindar, Nur DA, Koh GC, Magdalene Singapore General Hospital, Singapore	55
<b>PSQEF024 Utilising Coding to Improve the Turnaround Time in the Generation of Annual Privileging Report for Specialists with Practising Rights Granted in Singapore General Hospital</b> Wong SS, Salihah, Heiser, Sylvia, Chua TE, Khema, Raymond, Marjorie, Jeffrey Singapore General Hospital, Singapore	57
<b>PSQEF025 Improving Capacity Assessment Referrals</b> Wen BX, Aaron, Fami A Bin AT, Low MF, Ian, Leonard, Alakananda Singapore General Hospital, Singapore	59
<b>PSQEF026 Reducing the Use of Sterile Crepe Bandage for Post Operation Patient in OT Services.</b> Marhaini H, Jaslyn, Kok PL, Jeraymin, Pek KL, Ramatas VR, Zhang D, Tan ML, Marhaini MZ Singapore General Hospital, Singapore	61
<b>PSQEF027 Using RStudio Software to Reduce Time and Manpower Commitment in Computing Monthly Statistics in a Diagnostic Laboratory</b> Frances, Lai MP, Chua SK, Marianne, Cecilia Singapore General Hospital, Singapore	63
<b>PSQEF028 Express Q for Medication Collection</b> Ma RMT, Wong YS, Peng J, Abdul MZ, Ma KL Singapore General Hospital, Singapore	65
<b>PSQEF029 Digital Transformation of Outpatient Prescriptions in SGH</b> Justina, Nah SC, Pearlyn, Wang L, Li N, Yeo SQ Singapore General Hospital, Singapore	67
<b>PSQEF030 To Reduce the Number of Wasted Trips for Inpatients Undergoing CT Scans by 10% Within 2 Months.</b> Prem S, Yang S, Colin, Ong HB, Lee CW, Hartini O, Muhammad IM, Shaun Singapore General Hospital, Singapore	69
<b>PSQEF031 To Increase the Sign Up rate of Mammogram through Well Women Programme Among Staff across SGH, NCC, SKH, CGH and KKH</b> Bernice, Krismaine, N Saraswathi, Tan YC, Theresa, Mabel, Lee TT, Sumathi S D/O L, Wu L, Sophia, Thai WL Singapore General Hospital, Singapore	71

# Contents

---

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQEF032 Improving Waiting Time for Renal Subsidized New Case Appointments</b> Kwek JL, Lee PS, Yeo SK, Jeremy, Rafizah NH, Tan SX, Ratna AR, Marjorie Singapore General Hospital, Singapore	73
<b>PSQEF033 Future Patient Journey with Patient Financial Services Transformation</b> Ong ML, Siong GC, Shevir, Eileen, Juliana, Janus, Vivien, Cheong WC, Siti ZMY, Muhammad A, Damian, Priscilla, Jerry Singapore General Hospital, Singapore	75
<b>PSQEF034 askBILLie</b> Shevir, Juliana, Chiew PP, Janus, Nurrahaan MN, Charlene, Reina, Melissa, Nur Natasha Bte MR, Siong GC, Priscilla Singapore General Hospital, Singapore	77
<b>PSQEF035 To Reduce the Time Spent by Clinical Educators(CE) to Verify Completed Orientation Competency Checklist (OCC) for Newly Nurses in SGH by 60% Within One Year</b> Nazirudeen KM, Umma SM, Teh NK, Catharine, Jumaiah J, Siti NS, Alice Singapore General Hospital, Singapore	79
<b>PSQEF036 An AI-augmented Decision Support System for Pediatric MRI Ordering – A Pilot Implementation Study</b> Alvin, Sean, Marcus, Chan LL, Tang PH Singapore Health Services Pte Ltd, Singapore	81
<b>PSQEF037 SingHealth Tissue Repository (STR) – Broad Consent for Biobanking</b> Soh BY, Chock WK, Thit EE, Yue LL, Kenneth Singapore Health Services Pte Ltd, Singapore	83
<b>PSQEF038 Dental Assistants Welcome Pack</b> Ruebini A, Maryelle, Phoebe SingHealth Polyclinics, Singapore	85
<b>PSQEF039 Enhancing the Standard of Dental Consent Taking</b> Maryelle, Ruebini A, Phoebe, Lam HM SingHealth Polyclinics, Singapore	87
<b>PSQEF040 Improving Work Efficiency of K.C.I Documentation using Electronic Data Entry Form</b> Adora, May, Sarah, Iffah Farzana Binte M, Xiang XH, Moarie Sengkang General Hospital, Singapore	89
<b>PSQEF041 Reducing Interventions in Outpatient Pharmacy</b> Margaret, Joyce Sengkang General Hospital, Singapore	91
<b>PSQEF042 To Reduce Cancellation &amp; No Show Rate for Endoscopy Procedure</b> Wong WK, Goh PS, Celeste, Lester, Li J, Li X, Jodine Sengkang General Hospital, Singapore	93
<b>PSQEF043 To Increase Efficiency of Tracheostomy Change in ENT Clinic</b> Lua SB, Anthea, Nur SS, Ramizah MH, Li Na, Norlyana AL, Latifah AR Sengkang General Hospital, Singapore	95
<b>PSQEF044 Disposal of One-time Used Stainless Steel Instruments in Medical Centre</b> Seet SL, Samantha JV, Ramizah MH, Moarie, Tan WT Sengkang General Hospital, Singapore	97
<b>PSQEF045 Reduction of Time Taken to Prepare Consumables for GIFU Procedures</b> Seet SL, Yang X Sengkang General Hospital, Singapore	99
<b>PSQEF046 Prone Positioning in Acute Respiratory Distress Syndrome (ARDS) Patients in The Intensive Care Unit (ICU)</b> Vigneswary D, Leo SQ, Norhidayah S, Priya LM, Leaw BC, Nur HMZ Sengkang General Hospital, Singapore	101
<b>PSQEF047 To Enhance Positive Experience During Orthopedics Procedures by Cutting Down Preparation Time and Consumable Wastage</b> Rahimah MR, Anbumozhi T, Dianah AR, Fathini KA, Grace O Sengkang General Hospital, Singapore	103
<b>PSQEF048 To Reduce the Number of Missing Equipment and Increase Compliance of Inventory Sign In/ Out Workflow Through Restructuring and Reorganizing of the Department Inventory Processes</b> Leow YJ, Kirsty, Pauline M Sengkang General Hospital, Singapore	105

# Contents

---

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQEF049 Optimizing Operating Theatre (OT) Instrument Delivery: Case Cart Trial</b> Lin LQ, Ng MJ, Tey HR, Haryana Z, Nur Hidayah AA, Saphietussahrah R, Leong WL, Rashidah Bte MK, Siti Zafirah J, Guo Yu, Tan HM, Ng SP Sengkang General Hospital, Singapore	107
<b>PSQEF050 Adapting the Usage of Surgeons' Preference Cards into Cloud-Based Platform for Efficient Surgery Preparation and Real-Time Update in Operating Theatre</b> Ye B, Kang HG, Tan CP, Christina, Adora Sengkang General Hospital, Singapore	109
<b>PSQEF051 Reducing Medical Social Workers' Referral Process Time by 80%</b> Alice, William, Mohamed Ashekul AI, Chiang SY, Poh SQ, Charmane, Sophie Sengkang General Hospital, Singapore	111
<b>PSQEF052 Digitalization of Medical Social Services Department's Leave Chart to Improve Accuracy and Efficiency</b> Azizah A, June, Sophie, Alicia Sengkang General Hospital, Singapore	113
<b>PSQEF053 High No Show Rate for SWITCH Programme</b> Lee MK, Anuradha Seoni RP Sengkang General Hospital, Singapore	115
<b>PSQEF054 Electronical Named-Patient-Named-Physician(e-NPNP) Request Process</b> Lee SY, Tinavida LDP, Wang X, Fion Sengkang General Hospital, Singapore	117
<b>PSQEF055 IMPROVING PCI Activation Time (IMPACT)</b> Shamala, Catherine, Sim GWS, Ting BP Sengkang General Hospital, Singapore	119
<b>PSQEF056 How to Empower Nurses to Contribute to Caregiver Training</b> Ho HK, Siti RMR, Susithra P, Murniyati, Kamini CM, Tay PY, Moh YP, Tan HY, Khaw CT Sengkang General Hospital, Singapore	121
<b>PSQEF057 Implementing - Virtual Guard Tour (VGT) System</b> Albert, Pradeep KV, Ashok L, Lawrence Sengkang General Hospital, Singapore	123
<b>PSQEF058 Process Improvement and Automation to Reduce Admission Preparation Time</b> Yeoh LL, Wong WC Sengkang General Hospital, Singapore	125
<b>PSQEF059 Why Do Patients Miss Their Appointments</b> Susan, Geselia Singapore National Eye Centre, Singapore	127
<b>PSQEF060 Continuous Process Improvement for the Management of Medical Report Applications</b> Mok ZY, Regine, Jess, Saratha DS, Eileen, Muhamad KR Singapore National Eye Centre, Singapore	129
<b>PSQEF061 Reducing Congestion &amp; Patient Dwell Time in SNEC by Frontloading Pre-consultation Eye Evaluation (EV) into the Community.</b> Wendy, Rahat H, Lim HB, Loh HP, Yeo WL, Geselia, Pamela, Pan HY, Lim HK, Duke, Wendy, Florence Singapore National Eye Centre, Singapore	131
<b>PSQIN001 Transforming Thrash into Gold – Implementing Waste Segregation and Recycling Initiative</b> Helena, Tenny, Carol, Leong WS, Tan HYJ, Ratnasari, Yuen HW, Robing, Gladys Changi General Hospital, Singapore	133
<b>PSQIN002 Creating a QR Code to Replace Manual Process to Access to Community Service Provider Contact Numbers</b> Wardah HMK, Hanidah AR, Muhammad MS, Karen, Winnie Changi General Hospital, Singapore	135
<b>PSQIN003 Ace Robotic Process Automation of Documents' Indexing</b> Rosy, Tham YY Changi General Hospital, Singapore	137
<b>PSQIN004 To Design a PICC Safeguard to Prevent Dislodgement of PICC</b> Neo SK, Qin Jing, Ma C, Lim JY, Tang H Changi General Hospital, Singapore	139

# Contents

---

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQIN005 Active Learning through a Game Format: Implementation of an Innovative Nutrition Board Game in Diabetes Training for Healthcare Professionals</b> Ong LJ, Magdalin, Sri R, Alexander, Tan PT Changi General Hospital, Singapore	141
<b>PSQIN006 Introducing Novel Digitalisation Tools to Improve Efficiency and Accuracy of Order Processing for Medication Delivery Service</b> Tiew WJ, Shawn, Ng KH, Bennett, Nathaniel, Srinath S, Arleen SB Changi General Hospital, Singapore	143
<b>PSQIN007 Promoting Effective Discharge Planning with MODEM - Multidisciplinary Online Daily Electronic Board Meeting</b> Samuel, Tan BH, Rachele, Surendra V, Li F, Dr Goh ML, Alexis, Goh KS, Diraviyam B, Koh LH, Long SL, Roslinda, Zhou LF, Ong SY Changi General Hospital, Singapore	145
<b>PSQIN008 Digitalization of Registration Form for Isolation Patients using FormSG @Children's Emergency (CE)</b> Magdalene, Rajesvavi, Huang ZQ, Revathy G, Zarina S, Salma A, Kalarani P, Andrea, Lim Z KK Women's and Children's Hospital, Singapore	147
<b>PSQIN009 Determining the Acceptance of Teleconsultation in Medication Therapy Management (MTM) among Elderly Cancer Patients</b> Chan J, Lai O, Leow JL, Chew L National Cancer Centre Singapore, Singapore	149
<b>PSQIN010 Value of Medication Delivery Service in an Ambulatory Cancer Centre</b> Felicia, Leow JL, Vincent, Lita National Cancer Centre Singapore, Singapore	151
<b>PSQIN011 To Reduce Fall Rate of All Patients at SKCH to Less Than 0.99 Patient Fall per 1,000 Patient Days Within 6 Months</b> Erwin, Yip SM, Jeremy, Nurlaila M, Lo CJ, Juan, 4Cheng YC, James, Nurina, Angeline SingHealth Community Hospitals, Singapore	153
<b>PSQIN012 To Reduce Medication Rate at SKCH to Below 0.3 per 1000 Patient Days (CH average) Over 1 year</b> Xu B, Nagavali, Soong SL, Joey, Adeline, Nurina, Angeline SingHealth Community Hospitals, Singapore	155
<b>PSQIN013 Improving BMD Rate Post Fragility Fracture in OCH</b> Tan HC, Low LL, Shieng WT SingHealth Community Hospitals, Singapore	157
<b>PSQIN014 To Improve Post Discharge Medication Adherence Among Older H2H Patients</b> Stephanie, Regina, Sharon, Rochele, Li Yuk, Michelle, Rachel Singapore General Hospital, Singapore	159
<b>PSQIN015 Minimize Manpower Utilization and Reduce Reporting Time of Bone Mineral Density Studies While Maintaining the Accuracy of the Reports</b> Ngam PI, Sarah, Charlene, Chua WM, Magsombol BM, Wong WY, Xie W, Tham WY, Jasmine, Loy LS, Gideon Singapore General Hospital, Singapore	161
<b>PSQIN016 The Effectiveness of Face-to-Face Teaching versus Blended Learning When Teaching Cannulation Skills Among Nurses</b> Chan SK, Karen, Siti Mariam MS, Minnie Singapore General Hospital, Singapore	163
<b>PSQIN017 Clinician-Driven Development of a Personalised Mobile Phone Application in the Emergency Department</b> Rachael, Liu Z, Wan Paul W, Kenneth Singapore General Hospital, Singapore	165
<b>PSQIN018 To Reduce the Time Spent on Updating the Display and Name Holder Board from Six Hours to Three Hours per Week in Major Operating Theatre Within Three Months</b> Lim HY, Nur AA, Nur SS, Sajitha PAL, Marhaini MZ, Oo CS Singapore General Hospital, Singapore	167
<b>PSQIN019 IV NIMBLE Cannulation Game</b> Andrea, Kathlyn, Kelly, Nur FS, Teo KY, Ang SY Singapore General Hospital, Singapore	169

# Contents

---

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQIN020 To Improve Turnaround Time for Education Admin Processes by 50% (96 Hours to 48 Hours) in 12 Months' Time in Division of Medicine</b> Gary, Siti HI, Jeslyn, Nur SI, Lovein, Cai G Singapore General Hospital, Singapore	171
<b>PSQIN021 The PERMELIS App – Personalized Medication Lists Made Easy</b> Andrew, Vaishnavi DS, Bandy, Chen Y, Agnes, Aau WK, Eileen, Ang BY, Lam SW, Tan NC SingHealth Polyclinics, Singapore	173
<b>PSQIN022 Insights from Implementing an Electronic Hand Hygiene Compliance Monitoring System</b> Sharon, Ernie, Pan LN, Ng TY Sengkang General Hospital, Singapore	175
<b>PSQIN023 Innovation with Real Time Location System (RTLS) Information to Provide Accurate Asset Utilization for Surgery Costing</b> Teng JL, Isabel, Mohammad SA, Ng SP, Ng SF, Ye B, Teronne, Low YN, Wong WC, Lok HC Sengkang General Hospital, Singapore	177
<b>PSQIN024 Using Patient Clinical Data for Bed Discharge/Availability Prediction – A SKH Machine Learning Proof-of-Concept (POC) Utilization for Surgery Costing</b> Lee PC, Cass, Emileen, Fong WM, Ricky, Wu Y Sengkang General Hospital, Singapore	179
<b>PSQIN025 Educational Video For Patient</b> Mok ZY, Linda, Keith Singapore National Eye Centre, Singapore	181
<b>SingHealth Duke-NUS Quality &amp; Innovation Day Event 2022</b>	
<b>Poster Excellence Award 2022 Recipients</b>	183

---

# Poster Excellence Award 2022 Recipients

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQEF003 Streamlines Process for Timely Reporting and Analysis of Performance Indicators for Value Based Healthcare (VBH) Projects</b> Lydia, Toh ZY, Heng C, Chan HS, Aileen Changi General Hospital, Singapore	15
<b>PSQEF020 Feasibility of Ambulatory Cardiac Monitoring to Reduce Hospitalization Stay</b> Ng WM, Fu LQ, Kelvin, Carol National Neuroscience Institute, Singapore	49
<b>PSQEF030 Digital Transformation of Outpatient Prescription in SGH</b> Justina, Nah SC, Pearlyn, Wang L, Li N, Yeo SQ Singapore General Hospital, Singapore	69
<b>PSQIN007 Promoting Effective Discharge Planning with MODEM - Multidisciplinary Online Daily Electronic Board Meeting</b> Samuel, Tan BH, Rachelle, Surendra V, Li F, Dr Goh ML, Alexis, Goh KS, Diraviyam B, Koh LH, Long SL, Roslinda, Zhou LF, Ong SY Changi General Hospital, Singapore	145
<b>PSQIN022 Insights From Implementing an Electronic Hand Hygiene Compliance Monitoring System</b> Sharon, Ernie, Pan LN, Ng TY Sengkang General Hospital, Singapore	175
<b>PSQJAW003 Speechie Wellness</b> Yee K, Wong SM, Ng WH, Alberta, Rachel, Mann, Peh HP Singapore General Hospital, Singapore	199
<b>PSQPO003 To Standardize of Drain Dressing Application, Securement Method and Frequency of Dressing Change for Post Operative Patients</b> Ma CY, Neo SK, Tang HY, Sulastris K, Dian DY Changi General Hospital, Singapore	205
<b>PSQPO004 The Development of a Dysphagia Cup to Improve Water Intake and Reduce Caregiver Burden in CGH</b> Arroyo SR, Lee YQ, Li F, Chew X, Savithri S, Ong SY, Roslinda S, Faithe, Liao SG, Nadia MA, Bantilan AL, Mohammad NI, Vanessa, Allan, Lim SC Changi General Hospital, Singapore	207
<b>PSQPS002 Sustaining the Use of Smart Portable Drain Carrier in CGH Inpatient Wards</b> Ma CY, Qin Jing, Lim JY, Tang H, Neo SK, Geraldine Changi General Hospital, Singapore	267
<b>PSQPS006 Results Acknowledgement Report</b> Goh ML, Jansen, Maragatham R, Wood JW, Joyce Changi General Hospital, Singapore	275
<b>PSQPS015 To Improve the Process for Draining Effluent Fluid from CRRT machines</b> Koh HH, Jasmine, Low HL, Anee, Charmaine, Duan S, Sharifah NDSS, Alina, Delvin, Amy, Ng LC National Heart Centre Singapore, Singapore	293
<b>PSQEST03 Sparkling Smile - To Increase Awareness Of Oral Hygiene In Elderly ESTHERs from 26% to 35% Within 6 Months</b> Loo WT, Nasrifudin N, Sri Ratina WAR, Nadiah N, Chan PY, Xu Yi, Lim SF, Teoh KH, Magdalene, Teo SC Singapore General Hospital, Singapore, Singapore Health Services Pte Ltd, Singapore, National Dental Centre Singapore, Singapore	349

Patient Safety & Quality Archives Volume 3 Number 1 (Pages 1 - 184):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N1.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N1.pdf)

Patient Safety & Quality Archives Volume 3 Number 2 (Pages 185 - 354):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N2.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N2.pdf)

Patient Safety & Quality Archives Volume 3 Number 3 (Pages 355 - 404):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N3.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N3.pdf)

Patient Safety & Quality Archives Website:

<https://www.singhealthdukenus.com.sg/ipsq/psqa>



The Patient Safety & Quality Archives 2022 Volume 3 Number 1 is published in electronic form only by SingHealth Duke-NUS Institute for Patient Safety & Quality.

Version: 00050322

# Patient Safety & Quality Archives 2022

---

In conjunction with  
SingHealth Duke-NUS  
Quality & Innovation Day

- CONTENT PAGE ONLY -

Patient Safety & Quality Archives 2022 Volume 2 Number 2

SingHealth Duke-NUS Institute for Patient Safety & Quality

## SingHealth Duke-NUS Quality & Innovation Day 2022

The annual event with more than 800 participants aims at bringing together healthcare thought leaders, clinicians, researchers, educators, aspiring learners as well as patient and family advocates, to inspire and enable the community to constantly improve care quality and safety for our patients as well as our healthcare workers. It is also a learning platform for domain experts to share their experiences and expertise, as well as to celebrate the innovation and quality improvement efforts and achievements of our SingHealth staff.

The SingHealth Duke-NUS Quality & Innovation Day 2022 provides an opportunity to showcase Patient Safety & Quality projects across the Cluster.



This is an interactive PDF, simply click or tap the icon to get redirected.

Official QID Event Webpage  
[www.singhealthdukenus.com.sg/ipsq/shqid](http://www.singhealthdukenus.com.sg/ipsq/shqid)



The Patient Safety & Quality Projects are categorised in the following areas:

- |            |                       |
|------------|-----------------------|
| • PSQEF    | Efficiency            |
| • PSQIN    | Innovation            |
| • PSQJAW   | Joy At Work           |
| • PSQPO    | Patient Outcomes      |
| • PSQPS    | Patient Safety        |
| • PSQEST   | ESTHER Projects       |
| • PSQGSQ   | Group Service Quality |
| • PSQCOVID | COVID-19 Projects     |

# Patient Safety & Quality Archives (PSQA) 2022

SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)

Editor:	Prof Tan Kok Hian
Associate Editors:	Ms Pang Nguk Lan Ms Zann Foo Sue Ting
Editorial Executives:	Ms Charmaine Chan Min Yi Ms Nurhuda Ishak

PSQA Website:

<https://www.singhealthdukenus.com.sg/ipsq/psqa>

PSQA E-mail:

 [ipsq@singhealth.com.sg](mailto:ipsq@singhealth.com.sg)

The Patient Safety & Quality Archives are published annually.

---

# Contents

## Editorial

**Joyful, Thriving, Resilient People for Better Healthcare Experience & Safety** 194

## Patient Safety & Quality Projects

**Page**

**PSQJAW001 TigerConnect for Safe and Effective Communication Among Healthcare Professionals** 195

James, Zhang L Punithavati A, Francis, Foong WC, Loh KJ, Lim YH, Ooi YE  
Changi General Hospital, Singapore

**PSQJAW002 Recharge Corner** 197

Wu PR, Tan GK, Ynaeswari A, Jessica PR, Rachel  
KK Women's and Children's Hospital, Singapore

**PSQJAW003 Speechie Wellness** 199

Yee K, Wong SM, Ng WH, Alberta, Rachel, Mann, Peh HP  
Singapore General Hospital, Singapore

**PSQPO001 Piloting a Physiotherapy Triage Service** 201

Wong SH, Elaine, Angel, Lim HY, Muhammad Asnurizan A, Deon  
Changi General Hospital, Singapore

**PSQPO002 Postoperative Patients Education Bundle: ICOPE** 203

Ma CY, Jin FF, Jessica, Neo SK, James, Minu AM, Alvina  
Changi General Hospital, Singapore

**PSQPO003 To Standardize of Drain Dressing Application, Securement Method and Frequency of Dressing** 205

**Change for Post Operative Patients**

Ma CY, Neo SK, Tang HY, Sulastri K, Dian DY  
Changi General Hospital, Singapore

**PSQPO004 The Development of a Dysphagia Cup to Improve Water Intake and Reduce Caregiver Burden** 207

**in CGH**

Arroyo SR, Lee YQ, Li F, Chew X, Savithri S, Ong SY, Roslinda S, Faithe, Liao SG, Nadia MA, Bantilan AL, Mohammad NI, Vanessa, Allan, Lim SC  
Changi General Hospital, Singapore

**PSQPO005 Motivate, Hydrate, Feel Great!** 209

Lim HR, Anna LB, Teo PW, Syarifah N, Mohammad NI  
Changi General Hospital, Singapore

**PSQPO006 Setting up a Dedicated Abortion Service and Introducing a New Medical TOP Regimen for** 211

**Safer Patient Care and Enhanced Experience**

Seet MJ, Zhong YT, Aimee, Vanessa, Manisha M  
KK Women's and Children's Hospital, Singapore

**PSQPO007 Enhancing Patient's Experience of Labour Pain Management During Induction of Labour** 213

Chen E, Seah HL, Teo PL, Thilagamangai, Chan SW, Shakira K, Wint, Leong JL  
KK Women's and Children's Hospital, Singapore

**PSQPO008 Improvement in Psychosocial health of Adolescent with Diabetes** 215

Amos, Tan XF, Lois, Joyce, Lim PK, Hui YC, Rashida, Vasanwala  
KK Women's and Children's Hospital, Singapore

**PSQPO009 Reducing Nasal Septum Injury in the Neonatal Intensive Care Unit** 217

Ronikal IKS, Lo BC, Feng JF, Charlene, Rudimar, Lim HX, Hanna TP, Samantha  
KK Women's and Children's Hospital, Singapore

**PSQPO010 Application of Standardized Workflow in Guiding Management of Abdominal Pain Admissions** 219

**under Paediatric Surgery - A Quality Improvement Project**

Lok HL, Hana, Candy, John, Ong LY, Caroline, Joanne  
KK Women's and Children's Hospital, Singapore

**PSQPO011 GROFeeds - Gastric Residual Volume Omission for Feeds in Premies** 221

Sheena, Evelyn, Yvonne, Rajammal PK, Simrita K, Alvin, Chua MC, Kong JY  
KK Women's and Children's Hospital, Singapore

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<p><b>PSQPO012 Estimation of Uncertainties on Brachytherapy Dose Reporting for Locally Advanced Cervical Cancer Treatment</b>                      Lin YH, Melvin, Foo YW                      National Cancer Centre Singapore, Singapore</p>	223
<p><b>PSQPO013 Increasing the Number of Right Sited Cases to Community Partners</b>                      Teoh KH, Wu SW, Sheralyn, Teo CG, Shemin, Teh YK, Nancy Lee                      National Dental Centre Singapore, Singapore</p>	225
<p><b>PSQPO014 Model of Care Transformation for Denture Treatment</b>                      Teoh KH, See TYL, Amelia                      National Dental Centre Singapore, Singapore</p>	227
<p><b>PSQPO015 Smoking Cessation Service</b>                      Jonathan, Catherine, Joey, Xu B                      SingHealth Community Hospitals, Singapore</p>	229
<p><b>PSQPO016 Evaluating Different Anchoring Methods of the Percutaneous Drainage Catheter in Preventing Dislodgement</b>                      Chua SH, Mohammad Shafiq O, Julian, Julianah Bee AL, Darshini DR, Nanthakumahrie G, Fazila AAB                      Singapore General Hospital, Singapore</p>	231
<p><b>PSQPO017 Interactive Engagement Games for Elderly</b>                      Melanie, Yuan LX, Teo KY                      Singapore General Hospital, Singapore</p>	233
<p><b>PSQPO018 Increasing ICU Admission Care Bundle usage for EOT to SICU transfers</b>                      Claudia, Lim J, Quak SM, Fu J, Chen X, Siow YW                      Singapore General Hospital, Singapore</p>	235
<p><b>PSQPO019 Screening for Frailty in Hospitalized Older Adults: Reliability and Feasibility of Tools</b>                      Lim SH, Malhotra R, Ostbye, Fazila A, Daphne, Siti KZ, Ang SY                      Singapore General Hospital, Singapore</p>	237
<p><b>PSQPO020 Redefining Frailty With Resilience and Self-Efficacy in Older Adults and Caregivers in Acute Care Context</b>                      Lim SH, Vivian, Thendral U, Fazila A                      Singapore General Hospital, Singapore</p>	239
<p><b>PSQPO021 Hypoglycaemia Management Post Hyperkalaemia Treatment with Insulin in an Acute Care Tertiary Hospital - A Quality Improvement Project</b>                      Siti NAW, Teh MM, Tan KH, Stephanie, Fazila A, Ang SY, Lim SH                      Singapore General Hospital, Singapore</p>	241
<p><b>PSQPO022 Feasibility and Effectiveness of a Multi-modal Programme to Increase Activity Amongst Stroke Survivors in an Inpatient Rehabilitation Unit: Accelerating Recovery with Intensive Stroke Exercises (ARISE)</b>                      Thilarajah S, Amanda, Low AY, Sherie, Seow HC, Chew E, Wu XY, Ramazan S, Cheryl, Chin SZC, Tieh SK, Zhang Y, Song X, Bok CW, Jennifer, Joy                      Singapore General Hospital, Singapore</p>	243
<p><b>PSQPO023 Take the Sting Out of Self-Injection: Bringing Back Your Confidence and Independence</b>                      Suhaila S, Nasrifudin N, Cheah YX, Loo WT, Faith, Liu S, Samsul Kamar A, Lim SF, Xu Yi, Alice, Deanna                      Singapore General Hospital, Singapore</p>	245
<p><b>PSQPO024 Comparative Effectiveness of a Novel Crusting Method Versus Standard Barrier Cream in the Treatment of Incontinence-Associated Dermatitis Among Adult Patients in an Acute Care Setting- A Randomised Controlled Trial</b>                      Nanthakumahrie G, Fazila A, Ang SY, Ong CE, Nurliyana A, Lee CW, Sri SM, Tan WX, Angela, Saliza MS, Ng YZ, Upton Z                      Singapore General Hospital, Singapore</p>	247
<p><b>PSQPO025 A Systematic Review on Timely Care Provision for the Workup and Diagnosis of Symptomatic Breast Cancer</b>                      Thirrishia M, Tammy, Hairil RA, Veronique                      Singapore General Hospital, Singapore</p>	249
<p><b>PSQPO026 Automated Data Mining Approach to Identify Areas of Improvement in Acute Lymphoblastic Leukemia Hematopoietic Cell Transplantation</b>                      Amber, Mable, Aw YC, Lalitha, Aloysius, Prema RJ                      Singapore Health Services Pte Ltd, Singapore</p>	251
<p><b>PSQPO027 To Increase Organ Donation Referral Rates in SGH</b>                      Poongkuzhali SV, Debbie, Mable, Jonathan, June, Prema                      Singapore Health Services Pte Ltd, Singapore</p>	253

# Contents

---

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQPO028 The Impact of a Multi-Disciplinary Clinic on the Outcomes of Incident Dialysis Patients in Sengkang General Hospital</b> Lai BC, Mayank C, Shashidhar B, Yeoh LY, Marie, Elianna Sengkang General Hospital, Singapore	255
<b>PSQPO029 Development of “Dot to Dot” Pictorial Guide for Setting Up the Operating Tables for Neurosurgery</b> Kamalia S, Nafeeza, Lai YJ, Zhang K, Richie, Cheah MW Sengkang General Hospital, Singapore	257
<b>PSQPO030 Dynamics of Coping with Challenges in Caring for Family Member with Dementia: A Singapore Experience</b> Poh SQ, June, Sophie Sengkang General Hospital, Singapore	259
<b>PSQPO031 Emergency Department Patient Experience Improvement</b> Annitha A, Koh SH, Tan KK, Sherlyn Sengkang General Hospital, Singapore	261
<b>PSQPO032 Reduction of Waiting Time for Patients in SNEC Outpatient Clinics</b> Edmund, Leonard, Jacqueline, Duke, Jackson, Irene Singapore National Eye Centre, Singapore	263
<b>PSQPS001 EM Quality &amp; Safety Walk Rounds</b> Nur DZ, Kenneth, Sashikumar G, Lee KP, Nausheen ED, Ang SH, June, Kelvin, Fatimah AL, Joy, Faraz, Lim ZY, Tan KK, Yip LF, Elaine, Loi FC, Jeremy, Mae, Chelsia, Lee XM, Mardiana, Annitha A, Steven Changi General Hospital, Singapore	265
<b>PSQPS002 Sustaining the Use of Smart Portable Drain Carrier in CGH Inpatient Wards</b> Ma CY, Qin Jing, Lim JY, Tang H, Neo SK, Geraldine Changi General Hospital, Singapore	267
<b>PSQPS003 Improving Assessment and Management of Postural Hypotension in Hospitalised Older Patients</b> Li F, Png GK, Ong SY, Punithavathi A, Zhou L, Jismy TJ, Anna LPB, Lim JW, Ping ZR Lim SC Changi General Hospital, Singapore	269
<b>PSQPS004 Reduce Radiation Dose for Routine CT Chest to Singhealth Recommendation</b> Chong MC, Cyrus, Ng SY, Nurarini A, Charlene Changi General Hospital, Singapore	271
<b>PSQPS005 Sustaining the Use of ‘Telemetry Education Guide’ via Video &amp; E-brochure by Patient in Cardiology Ward to Enhance Patient’s Safety</b> Lydia, Liu J, Faith, Loh JX, Shen Jing, Shen D, Ding H, Tan EH Changi General Hospital, Singapore	273
<b>PSQPS006 Results Acknowledgement Report</b> Goh ML, Jansen, Maragatham R, Wood JW, Joyce Changi General Hospital, Singapore	275
<b>PSQPS007 Nursing-led Protocol to Identify Semi-critical Results for Earlier Intervention and Reduce the Risk of Critical Conditions</b> Chionh CY, Yang Ko Chun, Tan-Ho YJ, Zhang Wei Changi General Hospital, Singapore	277
<b>PSQPS008 Reducing Specimen Errors in Urgent O&amp;G Centre (UOGC): A Quality Improvement Initiative</b> Angie, Nurulain H, Ding Na, Yash BB, Valerie, Ansamma, Shih K Changi General Hospital, Singapore	279
<b>PSQPS009 Enhancing workflow for safety of inmates from Changi Prison Services</b> Teo PL, Teo CC, Thilagamangai, Seah HL, Shakira K, Yeo KS, Norhaizad I, Toh SC KK Women’s and Children’s Hospital, Singapore	281
<b>PSQPS010 ZERO Missed Radiotherapy Appointments for Breast Cancer Patients</b> Lim GH, Cham MT, Agnes, Wong FY, Ng RP, Fadilah AR, Li YH, Chang NM, Si PH, Nor Hidayu R, Raymond KK Women’s and Children’s Hospital, Singapore	283
<b>PSQPS011 Let’s Try and Check Again!</b> Cham MT, Celine, Joanne, Jennifer, Ang JN KK Women’s and Children’s Hospital, Singapore	285

# Contents

---

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQPS012 Overcoming Barriers to Safe Medication Administration and Reducing Communication-Related Medication Errors in CICU: A Quality and Safety Improvement Initiative</b> Zhang J, Vikas B, Poh BH, Mya TT, Theresa, Tan WW, Chandra SP, Samantha, Mok YH KK Women's and Children's Hospital, Singapore	287
<b>PSQPS013 Value of Chemotherapy Review Service in an Ambulatory Cancer Centre</b> Benson, Lim SW, Jennifer, Leow JL, Lita, Alicia National Cancer Centre Singapore, Singapore	289
<b>PSQPS014 Value of Medication Therapy Management Service in an Ambulatory Cancer Centre</b> Alicia, Wong CM, Teo WL, Leow JL, Lita, Benson National Cancer Centre Singapore, Singapore	291
<b>PSQPS015 To Improve the Process for Draining Effluent Fluid from CRRT Machines</b> Koh HH, Jasmine, Low HL, Anee, Charmaine, Duan S, Sharifah NDSS, Alina, Delvin, Amy, Ng LC National Heart Centre Singapore, Singapore	293
<b>PSQPS016 Improvement of Coordinating MRI Scans for patients with Deep Brain Stimulation</b> Eileen, Oh HP, Cyclopedia, Li Wei National Neuroscience Institute, Singapore	295
<b>PSQPS017 Reducing Falls in OCH</b> Lai WN, Foo JY, Chua CH, Toh J, Chan TP, Ganeshan K, Dong M, Wang XW SingHealth Community Hospitals, Singapore	297
<b>PSQPS018 Reducing Medication Errors in OCH</b> Loo YX, Chan TP, Shaifullah, Phyllis, Dong M, Wang XW SingHealth Community Hospitals, Singapore	299
<b>PSQPS019 To reduce the Man-hours Spent Processing Prescriptions from Hospital to Home (H2H) Programme Home Visits by 50% Within 6 Months</b> Haslinda B, Ong KY, Siti AM, Chew SL, Wu Min, Aria, Low LL, Tay WY, Rachel SingHealth Community Hospitals, Singapore	301
<b>PSQPS020 To Improve Arm Alert for Patient with Restricted Extremities</b> Emmalynn, Florence, Feng JF, Lim JH, Nur Fadhilah M, Kan FM, Chan MY, Liu XJ, Wong J, Chang AT Singapore General Hospital, Singapore	303
<b>PSQPS021 Swife and Safe</b> Andy, Ziyadah Z, Andrew TC, Mohd SMM, Zhao Y, Suriana S, Annie, Noor AMA Singapore General Hospital, Singapore	305
<b>PSQPS022 To Achieve 100% Compliance in the Daily Instrument Status Check of Instrument Sets and Loose Instruments for General Surgery OTs Within 6 months</b> Justine, Noraisah MJ, Maria RA, Lim MF, Hu Yi, Noorharzaintee AR, Samuel, Narinder K, Lau SC, Joycelyn, Marhaini MZ, Tong S, Sangeetha K Singapore General Hospital, Singapore	307
<b>PSQPS023 Fall-less</b> Seah PF, Audi FMS, Chong HC, Eleanor, Joyslyn, Lily, Nurul AB, Vimal P, Joy Singapore General Hospital, Singapore	309
<b>PSQPS024 To Increase Competent Level of Trained Staff in Performing RCHOP/HD MTX/FOLFOX Protocol at Ward 68 from 55.5% to 100% Within 8 Months</b> Zhao Y, Chung CH, Fung CA, Siti MMR, Cui X, Nurulhuda S, May MS, Jin Xiao, Nur NA Singapore General Hospital, Singapore	311
<b>PSQPS025 Get it Right!</b> Ye LZ, Saliza MS, Koh WZ, Nozean MA, Peh HP, Jasmin, Cheryl, Cleo Singapore General Hospital, Singapore	313
<b>PSQPS026 Reducing the Number of Endotracheal Tube (ETT) Resecuring Attempts for Intubated Patients From 12 to 0 in the Department of Emergency Medicine</b> Muhammad HLS, Raphael, Zhang H, Jeremy, Zamshek S, Nur RA, Muhammad IAH, Bryan, Michelle Singapore General Hospital, Singapore	315
<b>PSQPS027 To Improve the Note Taking Process by Nursing Students in SGH Inpatient Wards From 40% to 60% Within 6 Months</b> Reemacatherine D, Azkiah AJ, Cheah LL, Catharine, Siti MMS, Nur AB, Shareena MF Singapore General Hospital, Singapore	317
<b>PSQPS028 Steady Pompipi</b> Ong LJ, Irene, Eunice, Lim SL, Teo SC, Magdalene, Jess, Jean, Xu Yi, Lim SF Singapore General Hospital, Singapore	319

# Contents

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQPS029 Increasing Staff Confidence in Ward 53A on Handling Central Venous Access Devices</b> Grace, Goh WL, Jordan, Gayathri U, Amutha, Katherine Singapore General Hospital, Singapore	321
<b>PSQPS030 Drains Up and Get Going</b> Kan SH, Ling MQ, Nashirah BA, Muhammad AAS, Muhammad UMI, Mohammad ZA Singapore General Hospital, Singapore	323
<b>PSQPS031 Zero Errors, Zero Harm</b> Low MX, Chelsea A, Elizabeth, S Kalaivaani SingHealth Polyclinic, Singapore	325
<b>PSQPS032 Reducing Prescription Errors in Marine Parade Polyclinic</b> Farah SH, Ian, Sheila KA, Geraldine, Tan KK, Nur SS SingHealth Polyclinic, Singapore	327
<b>PSQPS033 To Increase Knowledge Level of Pilot Wards' Nursing Staff in Fall Prevention Interventions</b> Koh KX, Cindy, Zamira AZ, Linus Sengkang General Hospital, Singapore	329
<b>PSQPS034 To Increase Registered Nurses' Knowledge and Confidence Levels in Rescheduling Medication Timing to The Standardised Dosing Times</b> Koh KX, Ong HF, Joyce, Ong CW, Penny Sengkang General Hospital, Singapore	331
<b>PSQPS035 Reconfiguration of the Anaesthesia Medication Trolley Layout to Reduce Drug Administration Errors</b> Ching ST, Leonard, Loy YH, Tan GY, Sng HN, Kuang SY Sengkang General Hospital, Singapore	333
<b>PSQPS036 Ensuring Clean Dental Chairs for All Patients</b> Marilyn KSG, Fadhlina AR, Samantha JV, Roszalita M, Rezaba HS Sengkang General Hospital, Singapore	335
<b>PSQPS037 Reducing Inpatient Falls Related to Toileting Needs</b> Cai H, Chen LJ, Nur Maizura AR, Joyce Sengkang General Hospital, Singapore	337
<b>PSQPS038 Modified Chest Tube Dressing</b> Linda, Evangeline, Leo SQ, Hou X, Amrita D Sengkang General Hospital, Singapore	339
<b>PSQPS039 An Automated System to Track and Remind for Timely Ureteric Stent Removal (TRACER)</b> Lee LS, Lee HJ, Ye SQ, Khoo PF, Lee PC, Moarie, Tan GF, Chia SY, Wong WC, Michelle, Kandy, Choa HC Sengkang General Hospital, Singapore	341
<b>PSQPS040 Implementation of Individual BP Cuff to Reduce MRSA Acquisition</b> Lina, Sharon, Chan YY, Nur MAR, Adelina, Nur AB Sengkang General Hospital, Singapore	343
<b>PSQPS041 Prevent Kinking of Percutaneous Tube (PT)</b> Victoria, Marites, Nurashiqin S, Marites, Tan PH, Connie, Fazlan S, Angelyn, Yasotha R, Yan Fei Sengkang General Hospital, Singapore	345
<b>PSQEST01 Co-Producing a Person-Centric Medication Delivery Service with our Esthers</b> Koh SK, Amos, Rachel, Hwang YK, Khee GY, Andy, William, Kinjal D, Lim MM Singapore General Hospital, Singapore	347
<b>PSQEST02 Walking With A STAR!</b> Amber, Eleanor, Ye L, Low WH, Song Ning Singapore General Hospital, Singapore	348
<b>PSQEST03 Sparkling Smile - To Increase Awareness Of Oral Hygiene In Elderly ESTHERs from 26% to 35% Within 6 Months</b> Loo WT, Nasrifudin N, Sri Ratina WAR, Nadiyah N, Chan PY, Xu Yi, Lim SF, Teoh KH, Magdalene, Teo SC Singapore General Hospital, Singapore, Singapore Health Services Pte Ltd, Singapore, National Dental Centre Singapore, Singapore	349
<b>PSQEST04 Micro-Jobbers Supporting Esthers in Community</b> Teoh CL, Wong TT, Wong YY, Seow YT Singapore General Hospital, Singapore	350
<b>PSQEST05 Simply Connecting Simply Empowering</b> Teo LK, Ho FN, Paul, Seow YT, Kong LY Sengkang Community Hospitals, Singapore	351

# Contents

---

## **Patient Safety & Quality Projects**

**Page**

### **PSQGSQ01 Code White Activation**

352

Norizan J, Tay KH, Nurul IB, Ariss S, Seah HL, Mohamed RS, Siti Nurhalizah K, Muhammad FMZ, Maureen, Lee GT  
Singapore General Hospital, Singapore

## **SingHealth Duke-NUS Quality & Innovation Day Event 2022**

### **Poster Excellence Award 2022 Recipients**

353

---

# Poster Excellence Award 2022 Recipients

## Patient Safety & Quality Projects

Page

**PSQEF003 Streamlines Process for Timely Reporting and Analysis of Performance Indicators for Value Based Healthcare (VBH) Projects**

6

Lydia, Toh ZY, Heng C, Chan HS, Aileen  
Changi General Hospital, Singapore

**PSQEF020 Feasibility of Ambulatory Cardiac Monitoring to Reduce Hospitalization Stay**

40

Ng WM, Fu LQ, Kelvin, Carol  
National Neuroscience Institute, Singapore

**PSQEF030 Digital Transformation of Outpatient Prescription in SGH**

58

Justina, Nah SC, Pearlyn, Wang L, Li N, Yeo SQ  
Singapore General Hospital, Singapore

**PSQIN007 Promoting Effective Discharge Planning with MODEM - Multidisciplinary Online Daily Electronic Board Meeting**

136

Samuel, Tan BH, Rachelle, Surendra V, Li F, Dr Goh ML, Alexis, Goh KS, Diraviyam B, Koh LH, Long SL, Roslinda, Zhou LF, Ong SY  
Changi General Hospital, Singapore

**PSQIN022 Insights From Implementing an Electronic Hand Hygiene Compliance Monitoring System**

166

Sharon, Ernie, Pan LN, Ng TY  
Sengkang General Hospital, Singapore

**PSQJAW003 Speechie Wellness**

199

Yee K, Wong SM, Ng WH, Alberta, Rachel, Mann, Peh HP  
Singapore General Hospital, Singapore

**PSQPO003 To Standardize of Drain Dressing Application, Securement Method and Frequency of Dressing Change for Post Operative Patients**

205

Ma CY, Neo SK, Tang HY, Sulastris K, Dian DY  
Changi General Hospital, Singapore

**PSQPO004 The Development of a Dysphagia Cup to Improve Water Intake and Reduce Caregiver Burden in CGH**

207

Arroyo SR, Lee YQ, Li F, Chew X, Savithri S, Ong SY, Roslinda S, Faithe, Liao SG, Nadia MA, Bantilan AL, Mohammad NI, Vanessa, Allan, Lim SC  
Changi General Hospital, Singapore

**PSQPS002 Sustaining the Use of Smart Portable Drain Carrier in CGH Inpatient Wards**

267

Ma CY, Qin Jing, Lim JY, Tang H, Neo SK, Geraldine  
Changi General Hospital, Singapore

**PSQPS006 Results Acknowledgement Report**

275

Goh ML, Jansen, Maragatham R, Wood JW, Joyce  
Changi General Hospital, Singapore

**PSQPS015 To Improve the Process for Draining Effluent Fluid from CRRT machines**

293

Koh HH, Jasmine, Low HL, Anee, Charmaine, Duan S, Sharifah NDSS, Alina, Delvin, Amy, Ng LC  
National Heart Centre Singapore, Singapore

**PSQEST03 Sparkling Smile - To Increase Awareness Of Oral Hygiene In Elderly ESTHERs from 26% to 35% Within 6 Months**

349

Loo WT, Nasrifudin N, Sri Ratina WAR, Nadiah N, Chan PY, Xu Yi, Lim SF, Teoh KH, Magdalene, Teo SC  
Singapore General Hospital, Singapore, Singapore Health Services Pte Ltd, Singapore, National Dental Centre Singapore, Singapore

Patient Safety & Quality Archives Volume 3 Number 1 (Pages 1 - 184):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N1.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N1.pdf)

Patient Safety & Quality Archives Volume 3 Number 2 (Pages 185 - 354):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N2.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N2.pdf)

Patient Safety & Quality Archives Volume 3 Number 3 (Pages 355 - 404):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N3.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N3.pdf)

Patient Safety & Quality Archives Website:

<https://www.singhealthdukenus.com.sg/ipsq/psqa>



The Patient Safety & Quality Archives 2022 Volume 3 Number 2 is published in electronic form only by SingHealth Duke-NUS Institute for Patient Safety & Quality.

Version: 00050322

# Patient Safety & Quality Archives 2022: COVID-19 Category

---

In conjunction with  
SingHealth Duke-NUS  
Quality & Innovation Day

- CONTENT PAGE ONLY -

Patient Safety & Quality Archives 2022 Volume 3 Number 3

SingHealth Duke-NUS Institute for Patient Safety & Quality

## SingHealth Duke-NUS Quality & Innovation Day 2022

The annual event with more than 800 participants aims at bringing together healthcare thought leaders, clinicians, researchers, educators, aspiring learners as well as patient and family advocates, to inspire and enable the community to constantly improve care quality and safety for our patients as well as our healthcare workers. It is also a learning platform for domain experts to share their experiences and expertise, as well as to celebrate the innovation and quality improvement efforts and achievements of our SingHealth staff.

The SingHealth Duke-NUS Quality & Innovation Day 2022 provides an opportunity to showcase Patient Safety & Quality projects across the Cluster.



This is an interactive PDF, simply click or tap the icon to get redirected.

Official QID Event Webpage  
[www.singhealthdukenus.com.sg/ipsq/shqid](http://www.singhealthdukenus.com.sg/ipsq/shqid)



The Patient Safety & Quality Projects are categorised in the following areas:

- |            |                       |
|------------|-----------------------|
| • PSQEF    | Efficiency            |
| • PSQIN    | Innovation            |
| • PSQPO    | Patient Outcomes      |
| • PSQPS    | Patient Safety        |
| • PSQEST   | ESTHER Projects       |
| • PSQGSQ   | Group Service Quality |
| • PSQCOVID | COVID-19 Projects     |

# Patient Safety & Quality Archives (PSQA) 2022

SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)

Editor: Prof Tan Kok Hian

Associate Editors: Ms Pang Nguk Lan  
Ms Zann Foo Sue Ting

Editorial Executives: Ms Charmaine Chan Min Yi  
Ms Nurhuda Ishak

PSQA Website:

<https://www.singhealthdukenus.com.sg/ipsq/psqa>

PSQA E-mail:

[ipsq@singhealth.com.sg](mailto:ipsq@singhealth.com.sg)

The Patient Safety & Quality Archives are published annually.

---

# Contents

<b>Editorial</b>	<b>Page</b>
<b>COVID-19 Pandemic Patient Safety &amp; Quality Challenges</b>	360
<b>Patient Safety &amp; Quality Projects</b>	
<b>PSQCOVID01 Expedite Discharge Process for Patients to Community Hospitals</b> Ong Y Zhang L, Png GK, Zhou L, Janet, Pearlyn, Guan K Changi General Hospital, Singapore	361
<b>PSQCOVID02 Embracing Change, Staying Connected</b> Sophia, Patricia, Derica, Thai WL Changi General Hospital, Singapore	363
<b>PSQCOVID03 Effects Of Covid-19 on the Care Of Patients with HIV</b> Mun LM Mo Y, Nageswari R, Nur DMZ Changi General Hospital, Singapore	365
<b>PSQCOVID04 Covid-19 Vaccination – Communication, Safety, Efficiency and Staff and Recipient Experience</b> Poon BH, How CH, Garry, Christopher, Chan LT, Tan HYJ, Ratnasari, Ronnie Changi General Hospital, Singapore	367
<b>PSQCOVID05 Strategizing Resources and Optimizing Care Delivery for Large Patient Cohorts During the COVID-19 Pandemic</b> Gwen, Bryan, Mohan, Teo WY KK Women's and Children's Hospital, Singapore	369
<b>PSQCOVID06 Duke-NUS Year 2 CARE Program - Cardiology</b> Soh LH, Quek Y, Ranjini N, Lynn, Oh SF, Kwek SH, Jonathan, Shiva SY, Ho KW National Heart Centre Singapore, Singapore	371
<b>PSQCOVID07 Novel Coronavirus Emergency Operating Theatre – Insights Gleaned from the First Wave: Balancing the Good, the Bad, and the Necessary</b> Chan SKS, Lim JX, David National Neuroscience Institute, Singapore	373
<b>PSQCOVID08 Virtual Caregiver Support Group (Young Onset)</b> Nyu MM, Eveline, Levinia, Vanessa, Angeline, Lim LH, Choong TM, Nagaendran K National Neuroscience Institute, Singapore	375
<b>PSQCOVID09 Enabling Communication for Migrant Worker Patients (MWPs) with Their Families, Community and BVH Staff</b> Eunice Chin, Lim Lutin, Tan Yoke Hoon, Goei Wen Yang, Amanda Lee, Nina Wong SingHealth Community Hospitals, Singapore	377
<b>PSQCOVID10 Understanding the Impact of Health Care Workers' Infection Control Practices During the COVID-19 Pandemic</b> Fazila A, Stéphane LB B, Ana H, Ang SY, Toh HX, Nur AS, Raden NS, Lim SH Singapore General Hospital, Singapore	379
<b>PSQCOVID11 Hospital Decontamination Station (HDS) Training – eLearning Module</b> Marcus, Shanise, Gareth, Ong JY Singapore General Hospital, Singapore	381
<b>PSQCOVID12 Mobile Phlebotomy Teams for Workers Dormitory Serology Testing : Design, Workflow and Response</b> Ng WY, Fiona, Beatrice, Jolly, Carol, Linda, Christina, Afiza H, Yeo CP Singapore General Hospital, Singapore	383
<b>PSQCOVID13 Multifactorial Influences Underpinning a Decision to Accept, or not, COVID-19 Vaccine Among Healthcare Workers: a Qualitative Study</b> Yoon S, Hendra, Marcus, David, Sharon, Elaine, Sean, Jenny, Terrance, Nicholas Singapore General Hospital, Singapore	385

# Contents

---

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQCOVID14 Knock-on Effects of COVID-19 on Essential Chronic Care and Ways to Foster Health System Resilience to Support Vulnerable Non-COVID Patients: A Multistakeholder Study</b> Yoon S, Hendra, Marcus, Angeliq, Rahul M, Abhijit V, Mariko, Tiew PY, Yong MB, Gayathri, Tazeen Singapore Health Services Pte Ltd, Singapore	387
<b>PSQCOVID15 Impact of COVID-19 on Perceived Wellbeing, Self-Management and Views of Healthcare Utilisation Among Medically Vulnerable Multi-Ethnic Patients in Singapore</b> Yoon S, Hendra, Marcus, Angeliq, Rahul M, Abhijit V, Mariko, Tiew PY, Yong MB, Gayathri, Tazeen Singapore Health Services Pte Ltd, Singapore	389
<b>PSQCOVID16 Effective Disinfecting of Protective Devices Used in the Course of Treating SARS-CoV2 Suspected or Positive Patients</b> Moarie, Jeff, Lim TL, Sabrina, Ong BC, Chew MH, Ng SP, Ng SF Sengkang General Hospital, Singapore	391
<b>PSQCOVID17 Strategies to Reduce Manpower and Shorten Queue Length with Technology in Operating Theatre Services (OTS) Swab Station During Rostered Routine Testing (RRT) Polymerase Chain Reaction (PCR) Regimen</b> Nuraida A, Li N, How XH, Li D, Ralph, Tang YM, Lee SC. Sengkang General Hospital, Singapore	393
<b>PSQCOVID18 Quick Reference Guide for COVID-19 Patient in High Dependency Unit</b> Deborah, Nur RAR, Usha Rani K, Richard, Teh SY Sengkang General Hospital, Singapore	395
<b>PSQCOVID19 Streamlining N95 Mask Fitting Workflow</b> Wang C, Sharon Sengkang General Hospital, Singapore	397
<b>PSQCOVID20 SKH RRT Swab Operations</b> Teng JL, Doreen, Ho LK Sengkang General Hospital, Singapore	399
<b>PSQCOVID21 Evaluating the Impact of Interventions to Increase Patient Uptake of Medication Home Delivery Services in SNEC</b> Claire, Joshua, Evon, Lai HC, Andrew, Olivia Singapore National Eye Centre, Singapore	402
<b>SingHealth Duke-NUS Quality &amp; Innovation Day Event 2022</b>	
<b>COVID-19 Poster Excellence Award 2022 Recipients</b>	403

---

# COVID-19 Poster Excellence Award 2022 Recipients

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQCOVID01 Expedite Discharge Process for Patients to Community Hospitals</b> Ong Y Zhang L, Png GK, Zhou L, Janet, Pearlyn, Guan K Changi General Hospital, Singapore	361
<b>PSQCOVID04 Covid-19 Vaccination – Communication, Safety, Efficiency and Staff and Recipient Experience</b> Poon BH, How CH, Garry, Christopher, Chan LT, Tan HYJ, Ratnasari, Ronnie Changi General Hospital, Singapore	367
<b>PSQCOVID05 Strategizing Resources and Optimizing Care Delivery for Large Patient Cohorts During the COVID-19 Pandemic</b> Gwen, Bryan, Mohan, Teo WY KK Women's and Children's Hospital, Singapore	369
<b>PSQCOVID09 Enabling Communication for Migrant Worker Patients (MWP) with Their Families, Community and BVH Staff</b> Eunice Chin, Lim Lutin, Tan Yoke Hoon, Goei Wen Yang, Amanda Lee, Nina Wong SingHealth Community Hospitals, Singapore	377
<b>PSQCOVID12 Mobile Phlebotomy Teams for Workers Dormitory Serology Testing: Design, Workflow and Response</b> Ng WY, Fiona, Beatrice, Jolly, Carol, Linda, Christina, Afiza H, Yeo CP Singapore General Hospital, Singapore	383
<b>PSQCOVID16 Effective Disinfecting of Protective Devices Used in the Course of Treating SARS-CoV2 Suspected or Positive Patients</b> Moarie, Jeff, Lim TL, Sabrina, Ong BC, Chew MH, Ng SP, Ng SF Sengkang General Hospital, Singapore	391
<b>PSQCOVID20 SKH RRT Swab Operations</b> Teng JL, Doreen, Ho LK Sengkang General Hospital, Singapore	399

Patient Safety & Quality Archives Volume 3 Number 1 (Pages 1 - 184):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N1.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N1.pdf)

Patient Safety & Quality Archives Volume 3 Number 2 (Pages 185 - 354):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N2.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N2.pdf)

Patient Safety & Quality Archives Volume 3 Number 3 (Pages 355 - 404):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N3.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N3.pdf)

Patient Safety & Quality Archives Website:

<https://www.singhealthdukenus.com.sg/ipsq/psqa>



The Patient Safety & Quality Archives 2022 Volume 3 Number 3 is published in electronic form only by SingHealth Duke-NUS Institute for Patient Safety & Quality.

Version: 00050322

# Patient Safety & Quality Archives 2022: Value- Driven Care

In conjunction with  
SingHealth Value-Driven  
Care Festival

- CONTENT PAGE ONLY -

Patient Safety & Quality Archives 2022 Volume 3 Number 4

SingHealth Office of Value-Driven Care & SingHealth Duke-NUS Institute for Patient Safety & Quality

## SingHealth Value-Driven Care Festival 2022

On 19 August 2022, SingHealth had its first ever Value Driven Care (VDC) Festival 2022 which attracted close to 800 attendees. Themed 'Value-Driven Care in a Rapidly Changing Healthcare Environment', the Event had a power-packed agenda comprising of external speakers from MOH, sharing by the winning teams of VDC Awards 2022 and also the showcase of exciting ground-up VDC Top Abstracts.

This event celebrated the efforts and accomplishments of VDC teams in SingHealth, and offered a platform to inspire all SingHealth staff along their VDC journey.



This is an interactive PDF, simply click or tap the icon to get redirected.

Official VDC Event Webpage  
(Accessible via SingHealth Intranet Network only)



<http://infopedia/SingHealth/Departments/Office of Value-Driven Care/Pages/VDC-Festival-2022.aspx>

The Patient Safety & Quality Projects are categorised in the following areas:

- |            |                       |
|------------|-----------------------|
| • PSQEF    | Efficiency            |
| • PSQIN    | Innovation            |
| • PSQPO    | Patient Outcomes      |
| • PSQPS    | Patient Safety        |
| • PSQEST   | ESTHER Projects       |
| • PSQGSQ   | Group Service Quality |
| • PSQCOVID | COVID-19 Projects     |
| • PSQVDC   | Value-Driven Care     |

# Patient Safety & Quality Archives (PSQA) 2022

SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)

Editor: Prof Tan Kok Hian

Associate Editors: Ms Pang Nguk Lan  
Ms Zann Foo Sue Ting  
Ms Teo Shao Chu

Editorial Executives: Ms Charmaine Chan Min Yi  
Ms Nurhuda Ishak

PSQA Website:

<https://www.singhealthdukenus.com.sg/ipsq/psqa>

PSQA E-mail:

[ipsq@singhealth.com.sg](mailto:ipsq@singhealth.com.sg)

The Patient Safety & Quality Archives are published annually.

## Volume 3 Number 4

### Special Edition - Value-Driven Care Archives

Editor: Prof Tan Kok Hian

Associate Editor: Dr Lim Eng Kok

Editorial Executives: Ms Tan Xiang Feng  
Ms Tan Shumei  
Ms Huang Shiya  
Ms Winnie Tan Jia Hui  
Ms Charmaine Chan Min Yi

PSQA Website:  
<https://www.singhealthdukenus.com.sg/ipsq/psqa>

PSQA E-mail:  
[ipsq@singhealth.com.sg](mailto:ipsq@singhealth.com.sg)

The Value-Driven Care Archives in collaboration with SingHealth Office of Value-Driven Care, is a special edition of the inaugural SingHealth VDC Festival 2022

---

# Contents

<b>Editorial</b>	<b>Page</b>
<b>The Heartening Journey of SingHealth Value-Driven Care</b>	409
<b>Patient Safety &amp; Quality Projects</b>	
<b>PSQVDC001 Reduction of Post-Operative Length of Stay for Spinal Fusion Patient</b> Dinesh SK, Terry, Ong YY, Yang Z, Dorcas, Nicole, Kappaganthu v. P, Li LO, Alvin, Garry, Chong HC, Shivani M, Alexander Changi General Hospital, Singapore	412
<b>PSQVDC002 Enhancing Patient Experience through the Establishment of Satellite Pharmacy in Clinic 4E (OTO/NNI)</b> Chin W, Amanda, Tiew WJ, Ng KH, Renuga M, Lim HT Changi General Hospital, Singapore	414
<b>PSQVDC003 A Value-based Framework for Evaluating Healthcare Productivity: A Critical Interpretive Synthesis</b> Andrew AS, Song SQ, Venkataraman N, Ed, Lee KM Changi General Hospital, Singapore	416
<b>PSQVDC004 Reducing Inappropriate use of Diapers in the Elderly in Geriatric wards at Changi General Hospital</b> Trishpal KD, Bernard, Jasmine, Jismy TJ, Li F, Anitah BR, Surendra DV Changi General Hospital, Singapore	418
<b>PSQVDC005 Reduce Radiation Dose for routine CT Chest to SingHealth Recommendation</b> Chong MC, Ng SY, Cyrus, Tor JY, Nuraini BA Changi General Hospital, Singapore	420
<b>PSQVDC006 Early Intervention for Post Discharge Patients with Acute Myocardial Infarction (AMI)</b> Clara, Tan JJ, Liew BW, Cao Yan, Dawn, Foong MM, Evelyn, Huang Y, Nur Adawiyah BY, Ang TB Changi General Hospital, Singapore	422
<b>PSQVDC007 Total Knee Replacement (TKR): A Patient-Centric Approach to Improving Length of Stay</b> Raghuraman R, Wang Ping, Rosmita BJ, Aw Yang WS, Goh PH, Patricia, Quek Lh, Chong HC, Dorcas, Garry, Clarissa Changi General Hospital, Singapore	424
<b>PSQVDC008 Evaluation of Tele-Audiology Program in CGH</b> Deng Jing, Savitha K Changi General Hospital, Singapore	426
<b>PSQVDC009 Trans-Institutional Integrated Subacute Stroke Ward Improves Efficiency of Rehabilitation</b> Kwok KM, Tay SS, Edward, Angel, Mark Changi General Hospital, Singapore	428
<b>PSQVDC010 Feasibility of Low Contrast Dose and Low Injection Rate in Computed Tomography Pulmonary Angiography</b> Lee WC, Chong MC, Ngui YP, Rowena MM Changi General Hospital, Singapore	430
<b>PSQVDC011 Streamlined Process for Timely Reporting and Analysis of Performance Indicators for Value Based Healthcare (VBH) Projects</b> Lydia, Aileen, Heng C, Toh ZY, Chan HS Changi General Hospital, Singapore	432
<b>PSQVDC012 Can We Recognise Stroke Patients ASAP at the ED?</b> Durairaj S, Zhang Na, Jasmine, Michelle, Geraldine, Marie, Camlyn Changi General Hospital, Singapore	434
<b>PSQVDC013 Piloting a Physiotherapy Triage Service</b> Wong SH, Elaine, Angel, Lim HY, Muhammad AA, Deon, Lam YS Changi General Hospital, Singapore	436
<b>PSQVDC014 Nursing-led Protocol to Identify Semi-critical Results for Earlier Intervention and Reduce the Risk of Critical Condition</b> Yang KC, Zhang Wei Changi General Hospital, Singapore	438

# Contents

---

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQVDC015 Community Acquired Pneumonia (CAP) in children: Value Driven Care (VDC) project</b> Chong CY, Goh BK, Sim CY, Amos, John, Irene, Mary PA, Grace, Ng YH, Tan YH, Jeremy, Kam WF, Valerie, Cynthia, Terrence, Tan KS, Parveen KS, Ng KC, Alex, Biju T KK Women's and Children's Hospital, Singapore	440
<b>PSQVDC016 A CHASE Approach to Improve Breast Cancer Patients Post-Operative Length of Stay</b> Lim GH, Lim SH, Tan QT, Yan Z, Jinnie, Lee JA, Veronica, Jubal PC, Shin You Chan, Ng RP, Nor Izzaty FBA, Kong TY KK Women's and Children's Hospital, Singapore	442
<b>PSQVDC017 Value of Pharmacist Review Service in an Ambulatory Cancer Centre</b> Jennifer, Benso, Lim SW, Leow JL, Lita National Cancer Centre Singapore, Singapore	444
<b>PSQVDC018 Value of Medication Delivery Service in an Ambulatory Cancer Centre</b> Vincent, Felicia, Leow Jo Lene, Lita National Cancer Centre Singapore, Singapore	446
<b>PSQVDC019 Value of Medication Therapy Management Service in an Ambulatory Cancer Centre</b> Wong CM, Alicia, Teo WL, Leow Jo Lene, Lita National Cancer Centre Singapore, Singapore	448
<b>PSQVDC020 Community Hospital Rehabilitation for TKR patients: Value Driven Care initiative (COHORT VDC)</b> Xu B, Aw J, Desmond, Ivan, Young ME SingHealth Community Hospitals, Singapore	450
<b>PSQVDC021 To Improve Monthly Coding/Documentation Accuracy Rate for MOH Lower Section Caesarean Section VDC Complication Indicator by 50% within 6 Months</b> Chee HL, Ulina, Andy, Elisabeth, Faridah BMZ, Liang Leer Singapore General Hospital, Singapore	452
<b>PSQVDC022 Reducing Rate of Blood Transfusion for Patients Undergoing Orthopaedic Surgery at SGH</b> Ou YY, Ang AL, Elisabeth, Darren, Pang HN, John, Tien SL, Ngoo Y, Bryan, Hairil RBA, Teo LM, Eileen Singapore General Hospital, Singapore	454
<b>SingHealth Value-Driven Care Festival 2022</b>	
<b>SingHealth Value-Driven Care Top Abstracts 2022</b>	456

<b>Patient Safety &amp; Quality Projects</b>	<b>Page</b>
<b>PSQVDC001 Reduction of Post-Operative Length of Stay for Spinal Fusion Patients</b> Dinesh SK, Terry, Ong YY, Yang Z, Dorcas, Nicole, Kappaganthu v. P, Li LO, Alvin, Garry, Chong HC, Shivani M, Alexander Changi General Hospital, Singapore	412
<b>PSQVDC007 Total Knee Replacement (TKR): A Patient-Centric Approach to Improving Length of Stay</b> Raghuraman R, Wang Ping, Rosmita BJ, Aw Yang WS, Goh PH, Patricia, Quek Lh, Chong HC, Dorcas, Garry, Clarissa Changi General Hospital, Singapore	424
<b>PSQVDC011 Streamlined Process for Timely Reporting and Analysis of Performance Indicators for Value Based Healthcare (VBH) Projects</b> Lydia, Aileen, Heng C, Toh ZY, Chan HS Changi General Hospital, Singapore	432
<b>PSQVDC012 Can We Recognise Stroke Patients ASAP at the ED?</b> Durairaj S, Zhang Na, Jasmine, Michelle, Geraldine, Marie, Camlyn Changi General Hospital, Singapore	434
<b>PSQVDC013 Piloting a Physiotherapy Triage Service</b> Wong SH, Elaine, Angel, Lim HY, Muhammad AA, Deon, Lam YS Changi General Hospital, Singapore	436
<b>PSQVDC015 Community Acquired Pneumonia (CAP) in Children: Value Driven Care (VDC) Project</b> Chong CY, Goh BK, Sim CY, Amos, John, Irene, Mary PA, Grace, Ng YH, Tan YH, Jeremy, Kam WF, Valerie, Cynthia, Terrence, Tan KS, Parveen KS, Ng KC, Alex, Biju T KK Women's and Children's Hospital, Singapore	440
<b>PSQVDC016 A CHASE Approach to Improve Breast Cancer Patients Post-Operative Length of Stay</b> Lim GH, Lim SH, Tan QT, Yan Z, Jinnie, Lee JA, Veronica, Jubal PC, Shin You Chan, Ng RP, Nor Izzaty FBA, Kong TY KK Women's and Children's Hospital, Singapore	442
<b>PSQVDC022 Reducing Rate of Blood Transfusion for Patients Undergoing Orthopaedic Surgery at SGH</b> Ou YY, Ang AL, Elisabeth, Darren, Pang HN, John, Tien SL, Ngoo Y, Bryan, Hairil RBA, Teo LM, Eileen Singapore General Hospital, Singapore	454

Patient Safety & Quality Archives Volume 3 Number 1 (Pages 1 - 184):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N1.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N1.pdf)

Patient Safety & Quality Archives Volume 3 Number 2 (Pages 185 - 354):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N2.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N2.pdf)

Patient Safety & Quality Archives Volume 3 Number 3 (Pages 355 - 404):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N3.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N3.pdf)

Patient Safety & Quality Archives Volume 3 Number 4 (Pages 405 - 457):

[https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022\\_N4.pdf](https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2022_N4.pdf)

Patient Safety & Quality Archives Website:

<https://www.singhealthdukenus.com.sg/ipsq/psqa>



The Patient Safety & Quality Archives 2022 Volume 3 Number 4 is published in electronic form only by SingHealth Duke-NUS Institute for Patient Safety & Quality.

Version: 00211122