

Patient Safety & Quality Archives 2023

In conjunction with SingHealth Duke-NUS Quality & Innovation Day

- CONTENT ON Y -

Patient Safety & Quality Archives 2023 Volume 4 Number 1

SingHealth Duke-NUS Institute for Patient Safety & Quality







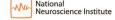
















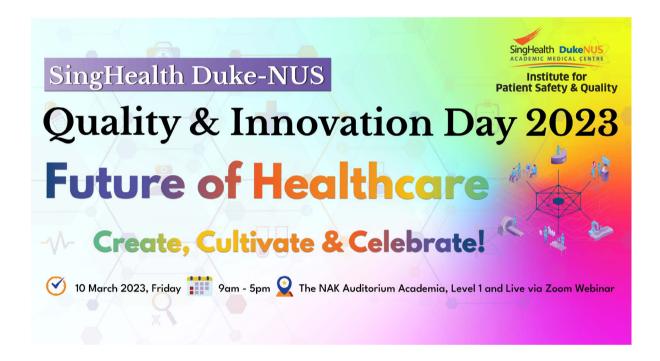


SingHealth Duke-NUS Quality & Innovation Day 2023

The annual event with more than 800 participants, aims to celebrate the quality improvement efforts of SingHealth Institutions and to inspire us to look past the challenges, in our drive towards building high-reliability healthcare organisations for our patients, staff and visitors.

The curated programme keeps us up-to-date on innovative methods, processes and tools in improvement through sharing and learning with fellow colleagues and invited speakers from healthcare and beyond.

The event also gathers global community of learning inter-professionally in patient safety & quality, where members of the Global Action for Leaders & Learning Organizations on Patient Safety (GALLOPS) are invited to participate in this annual event that brings both local and global community to learn best practices together.



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

Offical QID Event Webpage www.singhealthdukenus.com.sg/ ipsg/shqid



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

PSQEF Efficiency

PSQIN Innovation

PSQJAW Joy At Work

PSQPO Patient Outcomes

PSQPS Patient Safety

• PSQEST ESTHER Projects

PSQGSQ Group Service Quality

Patient Safety & Quality Archives (PSQA) 2023

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

Editor: Prof Tan Kok Hian

Associate Editors: Dr Loh Huey Peng

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

The Patient Safety & Quality Archives are published annually.

Editorial	Page
Community of Learning Inter-professionally in Patient Safety	12
Patient Safety & Quality Projects	
PSQEF001 Application of Queueing Model for Manpower Optimisation in Outpatient Pharmacy – A Statistical Approach to Optimise Medication Dispensing and Prescription Reviewing Tiew WJ, Nathaniel, Chin W, Arleen Changi General Hospital, Singapore	13
PSQEF002 Reducing the Number of Unnecessary Hypocounts in the Rehabilitation Ward Wee TC, Christine, Pancy, Li Q Changi General Hospital, Singapore	15
PSQEF003 Improving Availability of the Flexible Cystoscope for Emergency Urological Intervention: The Grab and Go Cystoscopy Kit Teo XL, Siti Fatimah, SK, Cynthia, Chen Y, Yu Z, Joan, Angeline, Teo JK Changi General Hospital, Singapore	17
PSQEF004 Healthier Working Environment, Happy Staff & Happy Patients Zhou LF, Anitah, Janet, Yap HL, Ang BH, Ong SY, Png GK Changi General Hospital, Singapore	19
PSQEF005 Sustaining the Utilization of Ambulance Service for Secondary Transfer of Emergecy Stroke Patients Mamauag Marlie, Wang P, Jiang X, Chen L, Sng ZC, Hardie, Yap FC, Siti Rhaudha, Ahmad Firdaus, Benjamin Changi Gneral Hospital, Singapore	21
PSQEF006 Fostering Ties, Closing Gaps Adrian, Seng YJ, Charmaine, Ong JT, Camilia, Sarah, Rachel Changi General Hospital, Singapore	23
PSQEF007 Streamlining the Assistive Technology Fund (ATF) Subsidy Application Process for Hearing Aid Goh CC, Savitha, Daren, Deng J, Hazel Changi General Hospital, Singapore	25
PSQEF008 To Enhance the Workflow for Patient's Requests for Repeat Prescriptions in Renal Medicine Clinic	27
Sreekanth, Ratnasari, Rose, Evangeline, Ow Yong PE, Zhang W, Nooraini Abdullah, Yang KC, Cheong KM, Elena, Quek K, Zita Changi General Hospital, Singapore	
PSQEF009 Sustaining Work Process for Patients' Special Request from Appointment Services to Internal Medicine Clinic Sriranganathan, Ratnasari, Zou X, Wong L, Chionh CY, Augustine Changi General Hospital, Singapore	29
PSQEF010 Reducing Early Morning Blood Orders with the Use of Decision Matrix Kaneswary, Fasela, Maxim, Annalisa, Chew Z, Virani, Wang Y, Noor Ashraf, Jessica, Garry, Clarissa Changi General Hospital, Singapore	31
PSQEF011 Enhancing Patient Experience Through Restructuring of Pharmacy Queue Oh SK, Chin W, Norhayati, Tricia, Syafiqah, Nur Athirah, Irene, Allan Changi General Hospital, Singapore	33
PSQEF012 Enhancing the Current Nursing Home Workflow In the Change of Urinary Catheter for Male Residents Chen Y, Song K, Tay LH, Leong WS, Choong PW, Winnie, Karen Changi General Hospital, Singapore	35
PSQEF013 Eliminating Work and Time Factors in Packaging, Accounting and Dispatching Processes for Medication Delivery Service Ng KH, Tiew WJ, Amanda, Nathaniel, George, Arleen Changi General Hospital, Singapore	37

Patient Safety & Quality Projects	Page
PSQEF014 Project S.T.O.P (Stop The Over-ordering of Platelets): Initiatives to Reduce Platelet Wastages for Pediatric Open-heart Surgeries Zhong Xi, Angela, Nakao, Heng ML, Amelia, Ng YL, Joyce KK Women's and Children's Hospital, Singapore	39
PSQEF015 Automating Children's Emergency (CE) Home Recovery Programme (HRP) Assessment and Reports Sashikumar, Junaida, Zaw, Mark, Goh BK, Michael, Amos, Tan XF, John, Serene, Irene KK Women's and Children's Hospital, Singapore	41
PSQEF016 Paperless Appointment Workflow at Children's Emergency (CE) Rajesvari, Sia Florabel, Syarifah, Nadrah Rifiqah, Hafilah, Huang Z,Nur Syafiqah, Nurfaezah, Siti Qamariah, Sharminna, Kalarani KK Women's and Children's Hospital, Singapore	43
PSQEF017 Reducing Excessive Variability in Infant Sepsis Evaluation – Singapore (REVISE-S) Cherie, Janine, Nishanti, Peng KT, Sarah, Yap ZM, Khoo ZX KK Women's and Children's Hospital, Singapore	45
PSQEF018 Improvement in Work Efficiency in an Academic Hospital with a High Haemoglobin Electrophoresis Test Workload Amy, Lydia, Jaslynn, Ang SH, Joyce KK Women's and Children's Hospital, Singapore	47
PSQEF019 Revamping to Meet the Rising Linen Needs Norhaizad Idris, Carol, Irene, Susan, Lynn KK Women's and Children's Hospital, Singapore	49
PSQEF020 To reduce the Average Median Days Taken to Return CIAFs and % of No-Returns Suzanna, Rajeswari, Bryan, Fiona, Lun HL, Shirlene, Jeslyn KK Women's and Children's Hospital, Singapore	51
PSQEF021 Reducing Administrative Burden with the use of Advanced Visit List Ma Edelweiss, Chia YT, Leo WZ KK Women's and Children's Hospital, Singapore	53
PSQEF022 Traffic Management at KKH Loading Bay Jane, Ahmad Syafi'l, Selvam, Yeo KS, Mae KK Women's and Children's Hospital, Singapore	55
PSQEF023 Cost Effectiveness of Ultrafast MRI Brain Imaging in Clinical Paediatric Patients Summaiyya, Omar, Mahmood, Tang PH KK Women's and Children's Hospital, Singapore	57
PSQEF024 Development of Hospital Wide Staff Vaccination Dashboard to Improve Uptake Ang LD, Suhana, Goh BK, Sim CY, Thoon KC, Yung CF KK Women's and Children's Hospital, Singapore	59
PSQEF025 Transforming and Digitizing the Recording and Tracking of Patient Controlled Analgesia (PCA) Pumps in the Operating Theatre - A Quality Improvement Project Catherine, Shen H, Kee HM, Nah SN, Ling JLe, Ang KL, Chiang WL KK Women's and Children's Hospital, Singapore	61
PSQEF026 SingHealth Robotic Process Automation (RPA) for Billing and Claims Processing Wong KK, Renuka, Siong GC, Wong WL, Sean, Lee HQ, Siti, Sheila, Ng ML, Ong YW, Renny, Edmond, Adibah, Cheng MC, Gina, Garret, Rosaline, Rosmalawati, Margaret, Winnie, Amran, Amy, Chin CS, Josephine KK Women's and Children's Hospital, Singapore	63
PSQEF027 (Head) Ready, Steady, Go - Reducing Procedure Time for Speech Videofluoroscopy Selena, Gerald, Jasmine, Shermaine, Jeslyn KK Women's and Children's Hospital, Singapore	65
PSQEF028 An Audit of Waiting Days for First Consultation with the Adult Weight Management Clinic in a Tertiary Hospital Dypti, Jeslyn, Lynette, Zaiton, Rukshini KK Women's and Children's Hospital, Singapore	67
PSQEF029 To Increase the Average % of Appointment Changes (Rescheduling & Cancellation) through E&M platforms from 11.1% to 20% within 9 Months Flora, Celeste, Angie, Adeline, Alex, Leonard National Cancer Centre Singapore, Singapore	69
PSQEF030 NCCS Telemedicine Quality Improvement Project Ryan, Joshua, Kennedy, Gina, Alex, Li ST, Ho ML, Charlotte, Ravindran National Cancer Centre Singapore, Singapore	71

Patient Safety & Quality Projects	Page
PSQEF031 To Reduce the Incidence of Sterility Break of Sterile Pouched Reusable Instruments from 0.64% (Median) to 0% within 12 Months Gloria, Sylvia, Merlyn, Yip PS, Nindy, Luthfi, Amelia National Cancer Centre Singapore, Singapore	73
PSQEF032 Automation of Data Collection for Re-privileging Exercise for Visiting Consultants Nur Sabrina, Siti Nurhidayahtu'llah National Heart Centre Singapore, Singapore	75
PSQEF033 Intrahospital Portering Checklist: A revised and improved checklist with digital archiving of IPC workflow at Neuroradiology, National Neuroscience Institute Cycilia, Eileen, Oh HP National Neuroscience Institute, Singapore	77
PSQEF034 Electroencephalography (EEG) network allowing remote access to EEG data acquired in Neuro-ICU / Neurodiagnostic Laboratory Tan YL, Teo BC, Linda, Sherlynn National Neuroscience Institute, Singapore	79
PSQEF035 Improved Efficiency & Data Security for handling Mortality and Morbidity Forms Tan Aik Sheng, Ngo Jia Hui Nicole, Tan Hui Kee National Neuroscience Institute, Singapore	81
PSQEF036 The Impact of the Implementation of Code Stroke Nurse for Hyperacute Stroke Service Ng WM, Fu L, Janis , Leo SY, Fam SR, Ng SG, Tan BL, Tan LF , Siti Rohaida, Carol National Neuroscience Institute, Singapore	83
PSQEF037 Reducing time taken from SGH Referrals to OCH Admission Han W, Tan YM, Charmaine, Chew SL, Lydia, Xie B, Angeline SingHealth Community Hospitals, Singapore	85
PSQEF038 Bridging Communication Leads to Satisfaction of Patient's Experience Lila, Yeung CY, Nurlaila, Liew LF, Darren, Fan CP, Ng BL, Adam SingHealth Community Hospitals, Singapore	87
PSQEF039 A Significant Portion of Trips Walked by Nurses between Pharmacy and Wards is Inefficient- How Can We Stop the Waste Zhao R, Chan TP, Rahmat SingHealth Community Hospitals, Singapore	89
PSQEF040 To Improve Nurses' Knowledge on Discharge Planning and Care Transition From Baseline 34% to 54% (20% improvement) within 6 Months Rachel, Mas Rizalynda, Rose, Manisah, Siti Abidah, Nur Zarifah, Saratha, Lim ES, Zunaitha, Sulsastri Singapore General Hospital, Singapore	91
PSQEF041 To Reduce the Average SGH Breast Care Nurses (BCN) Counselling Time for Newly Diagnosed Breast Cancer Patients by 25% within 6 Months Krismaine, Nagalingam, Bernice, Laura, Evelyn, Preet Kaur, Jessy Singapore General Hospital, Singapore	93
PSQEF042 Smoothening Nursing Transfer Process to Other Institutions Xiao J, Aye, Yu YM, Eunice Singapore General Hospital, Singapore	95
PSQEF043 Use of Robotic Process Automation in the Collection of Patient Reported Outcome Measures Philip, Chia KW, Chan WC Singapore General Hospital, Singapore	97
PSQEF044 Paperless Notification of Significant Abnormal Radiology Results for Department of Emergency Medicine Nur Diana, Wan PW, Li S, Nancy, Kelvin, Adil, Swati, Jeffrey, Nurayunis, Celest Singapore General Hospital, Singapore	99
PSQEF045 Change of Ward Type (Higher/Lower Ward) @Ward 78, SGH Ong ML, Tan SH, Maureen, Sabrina, Esther, Nur Hidaya, Ho FY, Ryan, Claris, Monika, Alden Tan, Latifah Sengkang General Hospital, Singapore	101
PSQEF046 Optimisation of DEM & Call Centre Workflow for CE Activation Marcus, Ong JY Singapore General Hospital, Singapore	103
PSQEF047 Digitalising Residency 360 Evaluations Tan SH, Mona, Gary, Cai G, Nur Suhaila, Ong TH, Kwaon Singapore General Hospital, Singapore	105

Patient Safety & Quality Projects	Page
PSQEF048 Improving Preparation of Sodium Nitroprusside in Operating Theatres: Less Wastage More Efficient Fabian, Lau SC, Fu J, Lu R, Lim XT, Shirleen	107
Singapore General Hospital, Singapore	
PSQEF049 Increasing Outpatient Intravenous Ferinject Administration at OPAT Center Chua YY, Thien SY, Wong JJ, Tan JY, Tang SY, Ang PX, Qiu TY, Ong KY, Geraldine, Mangaikarasi, Huang J, Quah WF, Farhati, Siti, Jeremy, Edwin, Lim CH Singapore General Hospital, Singapore	109
PSQEF050 Streamlining the Referral Process from SGH to NHCS for Pre-Operative Assessment He Y, Clement, Koh IE, Xue Bai, Clifford, Hairil Rizal, Ignasius, Terrance, Amanda Singapore General Hospital, Singapore	111
PSQEF051 COVID-19 Outpatient Diagnostic & Infusion Centre Limin, Jasmine, Terrence, Peh BH, Susila, Eugene, Yeo SK, Flora Singapore General Hospital, Singapore	113
PSQEF052 Implementation of Individual Clinician Report (ICR) supported by RPA Khema, Koh Y, Rhoda, Ng SZ, Leow XY, Ulina, Elisabeth, Yeo SQ, Tan SM, Lim EK, Raymond, Hairil Rizal Singapore General Hospital, Singapore	115
PSQEF053 Same Day Measurement and Fitting of Pressure Farment (PG) in Breast Cancer-related Lymphedema Clinic (BCRLC) Gladys, Siti Salwah Signapore Canada Happital, Signapore	117
Singapore General Hospital, Singapore	
PSQEF054 Transforming Charging of Services and Treatments Rendered in Inpatient Wards Teo CC, Patricia, Annabelle, Jeremy, Jonathan, Zubaidah, Satyaki, Esther, Gormit, Khoo KB, Wong VT, Franklin, Debbie, Lim WM, June, Tracy, Ng GNi, Lee CE, Jasper Singapore Health Services Pte Ltd, Singapore	119
PSQEF055 An Electronic Dashboard to Track Infection Indicators in Liver and Renal Transplant Patients Bryan, Alexander, Amber, Shimin Jasmine, Teo WQ, Conceicao, Ling ML, Terence, Tan BH, Prema Raj Singapore Health Services Pte Ltd, Singapore	121
PSQEF056 One-Stop Counter: Reducing Patient's Post-consult Journey and Staff Burnout Trisyia, Nur Zanaria, Nur Syafiqah, Pauline, Elean, Rose, Norsazlina, Yvonne, Rajeswari, Shamira, Zeenat Anwar, Atiqah Allyshah, Low SH, Yeo LC, Hamidah Klamat, Cheok L Y, S. Vasanthe, Alice, Yap KP, Syarina SingHealth Polyclinics, Singapore	123
PSQEF057 Building Adult and Paediatric Swabbing Capability at SingHealth Polyclinics Ang LP, Lam WC, Zhuo X, Jolie, Tan AM SingHealth Polyclinics, Singapore	125
PSQEF058 Secure and Cost Saving Patient Messaging via Personalised Push Notification on SingHealth	127
Health Buddy App Loke CY, Mildred, Liu S, Kathryn, Chan FJ, Jane, Jill, Lim ZJ, Shawn, Tan LS, Ngan IS, Tan YH, Nur Adillah, Agnes, Xu J, Lin JH, Ron, Ong AC, Daren, Sarah, Justin, Ong ZY, Damin, Wong KY, Le NT,Nguyen VH SingHealth Polyclinics, Singapore	
PSQEF059 Dental Care Transformation – Appointment Slots Revamp Ruebini, Leo JJ, Maryelle, Tanuja, Yvonne, Jaw MH, Lam HM SingHealth Polyclinics, Singapore	129
PSQEF060 Development of a Consolidated Dosing List for Topical Medications Prescribed for Paediatric Patients at SingHealth Polyclinic – Pasir Ris Ooi SP, Choo ZE SingHealth Polyclinics, Singapore	131
PSQEF061 Smoothen Bedok Dental X-ray Taking Process Kailasam, Reehana, Huang K, Lam HM, Lubna, Leo JJ, Phoebe, Mawarni SingHealth Polyclinics, Singapore	133
PSQEF062 Anytime, Anywhere – Breast & Cervical Cancer Screening Sharon, Chua BM, Gavin, Mylene SingHealth Polyclinics, Singapore	135
PSQEF063 To Increase the Number of Paediatric Referrals to SKH Allied Health Paediatric Clinics Kirsty, Audrey, Joanne Sengkang General Hospital, Singapore	137
PSQEF064 To Enhance Patient Experience and Improve Operational Efficiency in High Resolution Manometry and 24hr pH Study Seet SL, Jenny, Baldwin, Ng YK, Suhailah Sengkang General Hospital, Singapore	139

Patient Safety & Quality Projects	Page
PSQEF065 Improving Efficiency of Ward Check Angelina, Krichelle, Koh EW Sengkang General Hospital, Singapore	141
PSQEF066 Colonoscopy Video Shereen, Deborah Sengkang General Hospital, Singapore	143
PSQEF067 Oral Vancomycin Video Shereen, Olivia, Nur Alya, Deborah Sengkang General Hospital, Singapore	145
PSQEF068 Where is my Counter? Shereen, Lim ZW, Jermome, Joelle Sengkang General Hospital, Singapore	147
PSQEF069 To Improve the Current Layout and Streamline the Work Processes in medical Centre Level 3 Procedure Room Samantha, Puspalatah, Vanitha, Pua SK, Honeysha, Lum MY,Tan AL Sengkang General Hospital, Singapore	149
PSQEF070 To Standardize the Techniques of Rescue Bronchodilator Therapy Toh HP, Poh SJ, Nur Sabrina, Nurulhana, Shaffa Renny, Marilyn Sengkang General Hospital, Singapore	151
PSQEF071 Reduction of Inappropriate BO referrals Charmane, Loh Sing P, June, Cheong KT, Poh SQ, Grace, Tan KK, Adelene, Chong BY, James, Sophie Sengkang General Hospital, Singapore	153
PSQEF072 Amazing Makeover of Bed Status Dashboard Sharon, Fong WM, Zhang WJ, Chan SM, Brandon Sengkang General Hospital, Singapore	155
PSQEF073 Going Digital and "Counter-lite" for Listing & Financial Counselling Lee WP, Chua YJ, Chan SM, Amanda, Darren, Chan CY Sengkang General Hospital, Singapore	157
PSQEF074 Aid the Patients, Save the Beds: Right Siting of Care @ SKH and CTF Ho LK,Rahnema, Fong WM, Sharon, Shang L, Doreen, Angela Sengkang General Hospital, Singapore	159
PSQEF075 50% Time Reduction of Consignment Handling By Redesigning Delivery Process in Operating Theatre Tey HR, Ye B, Moarie, Ng SP, Ng SF, Jansen, Christopher Sengkang General Hospital, Singapore	161
PSQEF076 MARS – Medications Are Ready SMS Gormit, Teng JL, Isabel, Mohammad Shahari, Sharon, Mohammad Khair, Koh PY Sengkang General Hospital, Singapore	163
PSQEF077 Decreasing Patient Waiting Times for SKH Anaesthesia Pre-operative Evaluation Clinic Lim WY, Sharon, Leong KM, Denise, Pua SK, Goh XQ Sengkang General Hospital, Singapore	165
PSQEF078 Reduce Waiting time during Intravesical Therapy in Urology Clinic Ma Victoria, Elizabeth Khoo BL, Zhang X, Lim W, Chan CY, Lee LS Sengkang General Hospital, Singapore	167
PSQEF079 UwU – Using Warmer Unit Isabel, Mohammad Shahari, Wong MW, Geh BY Sengkang General Hospital, Singapore	169
PSQEF080 Reducing Environmental Pollution via Sustainable Practices in the Operating Theatre Environment Shariq Ali, Lim WY, Sharon, Alex, Kevin Sengkang General Hospital, Singapore	171
PSQEF081 Can SKH DoR reduce MRI Outpatient Wait Times without Buying more Machines? Steven, Margaret, Stefanie Sengkang General Hospital, Singapore	173

Patient Safety & Quality Projects	Page
PSQEF082 Automation of Optometry Services Workload Report using Tableau Server to Aid in Process Optimization, Resource Planning and Manpower Allocation Chue CY, Alan, Tan ZK, Sherlyn, Yap SE Sengkang General Hospital, Singapore	175
PSQEF083 Counselling on Integrated Shield Plans Mok ZY, Linda, Jasmine, Nancy, Jessy, Angela Singapore National Eye Centre, Singapore	177
PSQEF084 Maximizing the Day Surgery Guide Folders Mok ZY, Linda, Jasmine, Nancy, Jessy, Angela Singapore National Eye Centre, Singapore	179
PSQEF085 Achieving 3-Days Turnaround Time for Scanned Medical Records in 3-Months' Time Mok ZY, Joyce, Christine, Yeo WX, Muhammad Khairoon Singapore National Eye Centre, Singapore	181
PSQEF086 OphthalmiCalculator: Maximizing Surgical Throughput Lee LJ, Goh HJ, Soh LL Singapore National Eye Centre, Singapore	183
PSQEF087 Transformational Model of Care in an Ophthalmic Ambulatory Centre - Patient Care (PC) Model Loh HP, Jim, Belinda, Santhi, Daren, Catherine Singapore National Eye Centre, Singapore	185
PSQEF088 EySEE: A New Mobile Phone Based Application for Self-Assessment of Visual Acuity Serene, Lim MC, Rose, Louis, Haslina, Eugenia, Cedric, Chua XY, Kelly, Kelvin, Gavin Singapore National Eye Centre, Singapore	187
PSQEF089 Training Clinical Coder Made Easier! Regine, Joanna, Kavita, Frencis Singapore National Eye Centre, Singapore	189
PSQEF090 Digital Transformation of Inter-Hospital Loan of Medical Records Process Mok ZY, Joyce, Christine, Muhammad Faiz, Siti Syazwani Singapore National Eye Centre, Singapore	191
PSQEF091 Eliminating Hurdles to Obtaining Day Surgery Discharge Summary Mok ZY, Regine, Jess, Cedric, Ernest Singapore National Eye Centre, Singapore	193
PSQEF092 Effective Cost Saving by Optimizing Eye Drops Usage in Clinic Subarajeswari, Tay LZ, Cindy Singapore National Eye Centre, Singapore	195
PSQEF093 Effective Visual Cue in Managing Walk-in Patients Santhi, T. Anita, Siti Saharah, Adam Singapore National Eye Centre, Singapore	197
PSQEF094 Process Improvement In Managing Clinic Resource Changes in OAS Leonard, Jacqueline, Hua ML, Karen, Sim CB Singapore National Eye Centre, Singapore	199
PSQIN001 REG@ZOOM Sashikumar, Eunice, Ding Na, Douglas, Andrea, Lim SL, Magdalene, Eunice, Lim ZY, Huang W, Wong HY, Daryl, Rajesvari, Nurfaezah KK Women's and Children's Hospital, Singapore	201
PSQIN002 Improving the Change of Caregiver Workflow in Paediatric Business-As-Usual (BAU) Wards Ang MQ, Valerie, Sengalrayan, She W, Farzana, Sheila, Belinda, Lau GM, Tey YW, Espino, Sally KK Women's and Children's Hospital, Singapore	203
PSQIN003 DigiSign (Digital Signature) Implementation Eunice, Douglas, Magdalene, Eunice, Daryl, Wilson, Wong HY, Loh SC, Jen, Velez, Sherni KK Women's and Children's Hospital, Singapore	205
PSQIN004 Project ANA - Automated Non-approved Abbreviation Monitoring Teddy, Goh BK, Galvin, Mark, Esther, Mary, Elisee, Terrence, Jeslyn KK Women's and Children's Hospital, Singapore	207
PSQIN005 Innovating Staff Rosters to Enhance Nurses' Satisfaction Chin SL, Priscilla, Sivaswami, Priya, Ren Z, Hong Z, Tan HL KK Women's and Children's Hospital, Singapore	209

Patient Safety & Quality Projects	Page
PSQIN006 Efficacy of an Autonomous Commode to Improve Productivity, and Enhance safety for Patients and Healthcare Providers in National Cancer Centre Singapore Ho LS, Jane, Mabel, Daniel, Oh HC, Tan U-X, Yuen C, Franklin, Hsu PP National Cancer Centre Singapore, Singapore	211
PSQIN007 AskNDCS: A Round-the-clock Dental Triaging & Appointment Booking Chatbot Ricky, Wu S, Xu J, Evelyn, Michelle, Bien, Koh CG, Phang ZY, Qian Li, William Koh TY, Yang J National Dental Centre Singapore, Singapore	213
PSQIN008 Protective Headgear for Neurosurgical Patients Following Cranial Surgery Benjamin, Trevor, David National Neuroscience Institute, Singapore	215
PSQIN009 Al Augmented Smart Mirror to Ensure Proper Donning and Doffing of Personal Protective Equipment (PPE) Lee LC, Bushra, Esther, Fazila, Hui SM, Raden Nurheryany, Nur Liyana, Beverly, Daniel, Tan KY, Anantham, Ang SY Singapore General Hospital, Singapore	217
PSQIN010 The Use of Virtual Reality Software Holoeyes in the Teaching of Vertebroplasty: A Post User Experience Survey Farhan, Alfred, Matthew, Claire, Alexander, Mark, Sum Singapore General Hospital, Singapore	219
PSQIN011 Reducing the Extent of Bair Hugger Damage in Interventional Radiology Centre (IRC) Liu Jian, Wu XF, Chai Leen, Abdul Syafiq, Hasinah Pharvin, Yang MW Singapore General Hospital, Singapore	221
PSQIN012 digiFUM Tan PY, Jason, Felicia, Qin Yan, Adora, Grace, Daniel, Ranice, Leong MQ Singapore General Hospital, Singapore	223
PSQIN013 Innovative Diagnostic Hearing Test adopted for Patients with Hearing Loss Referred from Project Silver Screen Chew YY, Leem PS, Wong JW, Low HX, Low WT, Joni Singapore General Hospital, Singapore	225
PSQIN014 Transitional Care for Newborns in Transition - A QI Initiative Vina, Yeo Kee C, Tay YY, Mary Grace, Selin, Yeo CL, Khong KC, Audrey, Delphine, Dante, Imelda Singapore General Hospital, Singapore	227
PSQIN015 Digitization of the Beginner Slide Set: A Quality Improvement Project in Anatomical Pathology Lavisha, Gwee YY, Lai YNg, Heng SY, Bryan, Leow WQ Singapore General Hospital, Singapore	229
PSQIN016 Designing a Compact Trolley for Efficient and Safe Mobilisation of Patients in the Intensive Care Unit Harminder, Deborah, Irene, Vimal, Sewa DW, Patricia, Fazila Singapore General Hospital, Singapore	231
PSQIN017 'Palm Open-ers' Wu X, Toh LS, Teh K, Esther, Tan WX, Joanne, Tricia, Merlin Singapore General Hospital, Singapore	233
PSQIN018 New Model of Care - Virtual Ward for Continuty and Remote Patient Care Juweita, Rachel, Tang WH, Joanne Goh SL, Jerry, Liu Y, Lei X, Wang L, Yang Y, Rick, Susan, Ang KA, Chua KC, Lee CE, Franklin, Tan TC, Joleen, Michelle, Low LL Singapore Health Services Pte Ltd, Singapore	235
PSQIN019 Transform Workflow Processes via WhatsApp Communication Channel Puah KL, Andrew, Pang HN, Chua KC, Joanna, Rajashulakshana, Lee JK, Hairil Rizal, Susan, Tiffany, Ivan, Poonam Vas, Jerry, Ng KL, Goh ZW, Reanne, Michelle, Franklin, Rick, Liu Y, Lei X Yang Y, Tan TC, Debbie, Lim EX Singapore Health Services Pte Ltd, Singapore	237
PSIN020 Ace it like a Pro! (PRO-Ace) Lucas, Ho SA, Chee CY, Gwenda SingHealth Polyclinics, Singapore	239
PSQIN021 Enhance Early Discharge Rate by Implementing Inpatient Medication Delivery Service Teng JL, Angelina, Yip WL, Alicia, Koh PY, Gormit, Geh BY, Wong MW Sengkang General Hospital, Singapore	241
PSQIN022 Repair Damaged Hospital Linen to Save Cost, Reduce Waste and Reduce Impact to Environment by Applying Embroidery Method on the Linen Connie, Yoon F, Joey, Sharlene Sengkang General Hospital, Singapore	243

Patient Safety & Quality Projects	Page
PSQIN023 Optimizing Storage Space Through Usage of Vacuum Bags to Store Bulky Linen! Connie, Joey, Sharlene Sengkang General Hospital, Singapore	245
PSQIN024 Increasing Teleconsultation Utilisation for Preoperative Anaesthesia Evaluation in the COVID-19 Pandemic Era Chai JX, Lim WY, Sharon, Malvine, Samantha, Kevin, Lathiga, Goh S, Duran, Ahmad, Alex, Goh XQ, Kelvin, Tan YH, Benita, Hamid Razak, Phua CQ Sengkang General Hospital, Singapore	247
PSQIN025 Digital Transformation of Ophthalmic Education through E-studio Shirley, Qwek CM, Rhonda Heidi, Chung ST, Lim SL, Anshu, Ian Y, Thiyagarajan Singapore National Eye Centre, Singapore	249
PSQIN026 Lessen Wait Time for Wait Time Data Alan, Chue CY Singapore National Eye Centre, Singapore	251
PSQIN027 VirtuaL Assistant for pre & post Surgery CAIIs (LISA) Loh HP, Louis, Haslina Hamzah, Ho YY, Rose Singapore National Eye Centre, Singapore	253
SingHealth Duke-NUS Quality & Innovation Day Event 2023	
Poster Excellence Award 2023 Recipients	255



Patient Safety & Quality Archives 2023

In conjunction with SingHealth Duke-NUS Quality & Innovation Day

- CONTENT ON Y -

Patient Safety & Quality Archives 2023 Volume 4 Number 2

SingHealth Duke-NUS Institute for Patient Safety & Quality







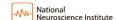


















SingHealth Duke-NUS Quality & Innovation Day 2023

The annual event with more than 800 participants, aims to celebrate the quality improvement efforts of SingHealth Institutions and to inspire us to look past the challenges, in our drive towards building high-reliability healthcare organisations for our patients, staff and visitors.

The curated programme keeps us up-to-date on innovative methods, processes and tools in improvement through sharing and learning with fellow colleagues and invited speakers from healthcare and beyond.

The event also gathers global community of learning inter-professionally in patient safety & quality, where members of the Global Action for Leaders & Learning Organizations on Patient Safety (GALLOPS) are invited to participate in this annual event that brings both local and global community to learn best practices together.



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

Offical QID Event Webpage www.singhealthdukenus.com.sg/ ipsq/shqid



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

PSQEF Efficiency

• PSQIN Innovation

PSQJAW Joy At Work

PSQPO Patient OutcomesPSQPS Patient Safety

• PSQEST ESTHER Projects

PSQGSQ Group Service Quality

Patient Safety & Quality Archives (PSQA) 2023

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

Editor: Prof Tan Kok Hian

Associate Editors: Dr Loh Huey Peng

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

The Patient Safety & Quality Archives are published annually.

Editorial

Inriving Beyond Covid-19 with Agility for Patient Safety & Quality	268
Patient Safety & Quality Projects	Page
PSQJAW001 Joy Troopers 365 Dorcas, Eva, Nicole, Faith, Camilia, Sakhardande, David, Saini, Goh SN Changi General Hospital, Singapore	269
PSQJAW002 'Bundle of Joy' at Caring General Hospital: Initiative to Improve Staff Overall Well-being Wong KC, Nuri, Pearlyn, Maxim Changi General Hospital, Singapore	271
PSQJAW003 Promoting a Joyful and Motivating Nursing Team in Special Care Nursery Elaine, Lim BL, Chiew LC, Aminah, Chan SH, Kelly KK Women's and Children's Hospital, Singapore	273
PSQJAW004 ReSPARK Joy: Nurse-Led Mindfulness Series to Enhance Person-Centred Nursing Zeng W, Chua LK, Fong MK, Zainab, Amy National Heart Centre Singapore, Singapore	275
PSQJAW005 To Improve Consent Forms Availability in Same Day Admissions (SDA) Centre from 55% to 80% within 6 Months Chen G, Anne, Lee SS, Rashidah Begum, Khamisah, Jessy, Elisabeth, Irene Singapore General Hospital, Singapore	277
PSQJAW006 Individual-Related Factors on Burnout Experience of Nurses during the COVID-19 Pandemic Fazila, Tracy, Melvin, HK Tan, Irene Singapore General Hospital, Singapore	279
PSQJAW007 Haematology Nurses' Perceptions of Psychosocial Factors: A Descriptive Cross-sectional Survey at a Singapore Tertiary Hospital SL Tan, Phillip, H Zhou, HJ Thian Singapore General Hospital, Singapore	281
PSQJAW008 Better With You Tai JY, Koh HR, Hilagavathi Singapore General Hospital, Singapore	283
PSQJAW009 Fun, Fit and Fabulous Ng SY, Chua PS, Gladys, Elizabeth, Wendy, Fion Singapore General Hospital, Singapore	285
PSQJAW010 Feel Good to Do Good Christina, Teo CH, Joyce, Joey, Sim CB, Amelia, Chua SL Singapore Health Services Pte Ltd, Singapore	287
PSQJAW011 jOUy-Full@Outram Nurhasnieza, Dai Z, Liang X, Amirun, Easter, Chong BY SingHealth Polyclinics, Singapore	289
PSQJAW012 WE-CARE for Junior Doctors in Sengkang General Hospital Pek JH, Hamid Rahmatullah, Mayank, Chua HW, Iris, Thomas, Christina, Agnes Sengkang General Hospital, Singapore	291
PSQJAW013 Improving Muscle Strength and Flexibility with the eLearning Program for Perioperative Nurses Ye B, Adwin, Koh XL, Annette, Mitchell, Ng SP, Ng SF, Cheah MW Sengkang General Hospital, Singapore	293
PSQJAW014 Job Re-designing for Better Work-life Harmony & Satisfaction Ace, Goh HJ, Alicia, Guo Yan, Ong WS Singapore National Eye Centre, Singapore	295
PSQJAW015 Our Peer Mentoring Programme to Foster Joy At Work Daren, Salizawaty, Catherine Singapore National Eye Control Singapore	297

Patient Safety & Quality Projects	Page
PSQPO001 Improving CPAP Trial Compliance in OSA Patients Lim W, Marnie, Nur Alfizah, Yvonne, Tan PC, Mok Y, Wong HS Changi General Hospital, Singapore	299
PSQPO002 EAGLEcare: Reducing Healthcare Utilization for Nursing Home Residents at the End of Life Kai YY, Mon HT, Ivan, Foong LN, Shaun, Jesslyn, Ruth, Joanne, Christopher Changi General Hospital, Singapore	301
PSQPO003 Continuing Sustainable Early Interventions for Post Discharge Patients with Acute Myocardial Infarction (AMI) Evelyn, Cao Y, Dawn, Foong MM, Teo YL, Huang Y, Nur Adawiyah, Ang TB, Winnie, Tan JJ, Liew BW Changi General Hospital, Singapore	303
PSQPO004 Continuing Workflow to Encourage Oral Fluid Intake Among Elderly Patients Mohammad Najib, Teo PW, Syarifah, Janet, Bote, Ng EY, Siti, Lim H, Anna, Lim SC Changi General Hospital, Singapore	305
PSQPO005 A Redesign of the Process of Denosumab Injection at Geriatric Medicine Clinic to Reduce Patient's Journey Wesley, Tan LW, Cindy, Pauline, Stephanie, Jenny, Evelyn Changi General Hospital, Singapore	307
PSQPO006 Fulfilling Last Wishes – Improving the Terminal Discharge Process Rasidah, Neo YL, Wang L, Sie LZ, Goh HJ, Mohamed Yazid, Hasnah, Wong YP Changi General Hospital, Singapore	309
PSQPO007 To Standardise Skin Documentation Practice and Enhance Family Education on Skin Conditions by Adopting "Wound Album" Eng KW, Ma CY, Qin Jing, Lim JY, Lau YX, Natalie Changi General Hospital, Singapore	311
PSQPO008 Improving Psychosocial Health of Adolescents with Diabetes (I-PAD) Joyce, Amos, XF Tan, PK Lim, Angela, Lois, Rashida KK Women's and Children's Hospital, Singapore	313
PSQPO009 To Improve Total Antenatal Breastfeeding Counselling Attendance with Hybrid Model of Teaching Sharon, Cynthia, Zaiton, Hoon SJ, Shakira, Seah HL, Jeslyn KK Women's and Children's Hospital, Singapore	315
PSQPO010 Patient Experience Bundle Wong KL, Quek MZ, Selene, Huang C, Lim SS, Dalbiro, Poh II, Sandy, Ma Angela, Ansamma, Loh ST, Kathrisse, Zhao X, Wai PL, Wong ST, Thilagamangai KK Women's and Children's Hospital, Singapore	317
PSQPO011 Improving Pain Management in the Children's Emergency for a Better Patient Experience Nur Suryanti, Tham LP, Dhurkka, Lim SL, Lim ZY, Huang W, Indra, Zhang R, Htoo Nandar, Jeslyn KK Women's and Children's Hospital, Singapore	319
PSQPO012 The Resilience for Children and Adolescents with Psychosomatic Symptoms (RECAP) Programme - A Brief Intervention for Psychosomatic Symptoms Nicole, Shivaram, Yik CM, Candace, Liyana, Flora, Jintana, Vicknesan KK Women's and Children's Hospital, Singapore	321
PSQPO013 Does Blood Test have Potential to Determine if Febrile Paediatric Patients Presenting with Respiratory Symptoms at Children's Emergency require CXR? Reena, Chong SL, Tang PH KK Women's and Children's Hospital, Singapore	323
PSQPO014 Improving Outcomes in Inpatient Palliative Care Patients Ng XH, Victoria, Toy WQ, Stella, Nuraishah, Esther, Gillian National Cancer Centre Singapore, Singapore	325
PSQPO015 To Reduce Incidence of Surgical Site Infection on Sternal Wound Post Open Heart Surgery in Higher Risk Patients Gillian, Wirdawati, Laurie, Siti Khairunnisa, Yap YP, Jacqueline, Philip, Chua KC National Heart Centre Singapore, Singapore	327
PSQPO016 To Improve Effectiveness of Continuous Enteral Feeding Management Tan SY, Janet, Tan TE, Dahliana, Gillian, Xiao Bing, Hidayatul' Alia, Hii YW, Jasmine, Yeoh LS National Heart Centre Singapore, Singapore	329
PSQPO017 Setting up of Antigen Rapid Test Centre at Neuroscience Outpatient Clinic Lee KL, Janis, Amy, Grace, Kelvin, Goh JJ National Neuroscience Institute, Singapore	331

Patient Safety & Quality Projects	Page
PSQPO018 Design Rehabilitation Program for Elderly Patients with COVID Fola, Lim ZL, Hsu PW, Muhammad Irsyad SingHealth Community Hospitals, Singapore	333
PSQPO019 Quality Communication with the Hearing Impaired Elderly Patients L Ye, G Lee, Ke HL, Derrick, Josephine, Magdalene Singapore General Hospital, Singapore	335
PSQPO020 Reducing Rate of Blood Transfusion for Patients Undergoing Orthopaedic Surgery at SGH Ou YY, Ang AL, Elisabeth, Darren, Pang HN, John, Tien SL, Ngoo Y, Bryan, Hairil Rizal, Teo LM, Eileen Singapore General Hospital, Singapore	337
PSQPO021 EZYWRAP, Don't Need To Wrap Tan CK, Jazreel, Jee Anita, Luo C, Amanda, Tan SY, Nur Ilham Singapore General Hospital, Singapore	339
PSQPO022 Increasing Proportion of Angioplasty Procedures Done as Day Surgery for SGH Patients with Dialysis Access Dysfunction to 65.0% within 12 Months Tan RY, Zhuang KD, Yap HY, Chin DZ, Elisabeth, Koh Y, Tricia, Ulina Santoso, Chua XN, Raymond, Khema, Lim EK, Hairil Rizal, Chong TT, Tay KH, Tan CS Singapore General Hospital, Singapore	341
PSQPO023 Screening for Frailty in Hospitalized Older Adults: Reliability and Feasibility of the Frailty Assessment Measure (FAM) Lim SH, Malhotra, Ostbye, Fazila, Ang SY Singapore General Hospital, Singapore	343
PSQPO024 Redefining Frailty with Resilience and Self-efficacy in Older Adults and Caregivers in the Acute Care Context Lim SH, Ostbye, Fazila Singapore General Hospital, Singapore	345
PSQPO025 A Descriptive Study on Socio-economic and Environmental Factors Associated with Community-acquired Pressure Injuries Fazila, Nanthakumahrie, Beverly, Nurliyana, Ivyi, Ang SY Singapore General Hospital, Singapore	347
PSQPO026 Effectiveness of Mindfulness-based Interventions Delivered via Technology Versus Therapist Among Patients on Peritoneal Dialysis Aw MY, Stacey, Chan YH, Kinjal, Htay Htay, Nurliyana, Wu SY, Marjorie, Fazila Singapore General Hospital, Singapore	349
PSQPO027 Eliminate Diaper Rash in New-borns Audrey, Tay YY, Imelda, Kavitha, Ngu WA, Teh WY, Tay YY, Poon WB Singapore General Hospital, Singapore	351
PSQPO028 To Improve the Percentage of Patients Undergoing Laparoscopic Cholecystectomy having Post-operative Length of Stay <= 1 Day within 12 Months from 70.6% to 80.6% Elisabeth, Ho TY, Liang L, Ulina, Chua XN, Raymond, Khema, Koh Y, Heiser, Dr Lim EK, Hairil Rizal, Chan CY Singapore General Hospital, Singapore	353
PSQPO029 Increasing the Rate of ACP Discussions Among Patients Aged 60 years and Older Admitted for Hip Fractures to Orthopaedics Department within a 4-month Period Angela, Foo WT, Shandy, Huang X Singapore General Hospital, Singapore	355
PSQPS030 Caregivers' Knowledge, Perceptions, Attitudes, and Care Needs Relating to Oral Care for Post- stroke Patients in the Community Yan X, Low LL, Ostbye, Mah WS, Chen L, Wee SL, Fazila, Lim SH Singapore General Hospital, Singapore	357
PSQPO031 Lived Experiences of Adolescents and Young Adults (AYA) with Newly-diagnosed Acute Leukemia Undergoing Chemotherapy in Singapore: An Exploratory Qualitative Study Cheryl, Rachel, Jordan, Fazila, Jazreel, Lim SH Singapore General Hospital, Singapore	359
PSQPO032 Understanding the Attitudes and Perceptions of Self-management in Patients with Venous Leg Ulcers: A Qualitative Study Chloe, Chong T, Fazila, Tan WX, Sahara, Chua JY, Claire Singapore General Hospital, Singapore	361
PSQPO033 Attack on Polypharmacy! Jamie, Huang X, Shim YT, Amanda, Yeang SH, Dennis Singapore General Hospital, Singapore	363

Patient Safety & Quality Projects	Page
PSQPO034 Curb Cutting Back to Breastfeeding (B2B)" – Improving Exclusive Breastfeeding Rates for Newborns through "Targeted Universalism" Cheryl, Teoh KW, Srabani, Selina, Yang LY, Wai Yen, Liow H, Tay YY, Toh SP, Loh KT, Jackie, Zubaidah, Celene, Ulina, Therese, Dennis, Priyantha Singapore General Hospital, Singapore	365
PSQPO035 To Increase the COVID-19 Vaccination Take-up Rate for IBD Patients in SGH COLD by 80% in 4 Months Loy KL, Lincoln, Webber, Lim TG, Nor Aisha, Zheng M, Wong NH Singapore General Hospital, Singapore	367
PSQPO036 To Facilitate Communication between Patient and Family During the "No Visitors" Period Amidst the Covid-19 Pandemic within Seven Months in Ward 11B / 11C Nur 'Azzah, Khairun, Zhang Bo, Buvaneswari, Masziahton Singapore General Hospital, Singapore	369
PSQPO37 Happy Feet – Improving Diabetic Foot Screening Rate in Bedok Polyclinic Lu XP, Nur Shadrina, Lim ZY, Tan ZE, Tan YQ, Hashinah, Ong BM SingHealth Polyclinics, Singapore	371
PSQPO038 Fight the Pressure - Improving Blood Pressure (BP) Control Among Cardiovascular Disease (CVD) Patients in Bedok Polyclinic Audrie, Evelyn, Teresa, Lin K, Tricia, Rachel, Lee PR SingHealth Polyclinics, Singapore	373
PSQPO039 Improving Emotional and Mental Well-being of Postnatal Mothers in Primary Care Setting Nur Dalilah, Joanna, Idayu, Wang W SingHealth Polyclinics, Singapore	375
PSQPO040 Reduce Overall Time Taken for IV Iron Infusion Process to Less than 120 minutes in Outpatient Setting Norlina, Li N, Nuruljannah, Lee HS Sengkang General Hospital, Singapore	377
PSQPO041 To Adhere 1-minute Mouthwash Gargle for all Dental Patients Fadhlina, Choo PJ, Roszalita, Rezaba Sengkang General Hospital, Singapore	379
PSQPO042 Project Goal Digger - Improving outcomes of Speech Therapy Alexis, Elysia, Rebecca Sengkang General Hospital, Singapore	381
PSQPO043 Successful Implementation of a Nurse-driven Delirium Care Management Protocol to Reduce Falls, Physical Restraint Use and Pressure Injury Acquisition Among the Hospitalised Older Adults Zhang D, Cai H, Tan KB, Sharifah, Elizabeth, Shandy, Chen LJ, Diana, Choo KB, Ong CW Sengkang General Hospital, Singapore	383
PSQPO044 Nerve Block Team in the Emergency Department Pek JH, Jonathan, Victor, Kaliannan, Koh SH, Lee C, Liu H, Suraidah, Chan KP Sengkang General Hospital, Singapore	385
PSQPO045 Continuity of Care - From Inpatient to Outpatient Speech Therapy Referrals Jessica, Cheah LT, Bethea, Jenny Sengkang General Hospital, Singapore	387
PSQPO046 Improving Self-efficacy in Pain Management of Patients with Chronic Pain Adeline, Lim JH, Jeslyn, Rahimah, Jane Sengkang General Hospital, Singapore	389
PSQPO047 No Rush, Less Pain, You Gain Choo PJ, Norzakiah, He JT, Gurmet Kaur, Sheng Nan, Mogana, Nurulatikah, Lim FS Sengkang General Hospital, Singapore	391
PSQPO048 Proactive Patient Engagement: Optimising Patients' Waiting Experience Through Education Lee YF, Hua ML, Aloysius, Sim CB, Catherine, Jean, Tan BH, Alice, Lee TX, Tina, Jayant, Serene Singapore National Eye Centre, Singapore	393
PSQPS001 MRI Pictorial and Visual Aid Screening Tool Ashikin, Ng SB, Nur Farah Amirah, Karimah, Santhi Changi General Hospital, Singapore	395
PSQPS002 Orphan Results / Reports Maragatham, Wood JW, Ei Hnin, Hoo SP, Noor Ashraf, Jolene, Tsai KT, Foo SG, Lee LL Venkataraman Changi General Hospital, Singapore	397

Patient Safety & Quality Projects	Page
PSQPS003 Customised FP Holder Wang Y, Marlini, Hu Wei, Stuart, Tan XY, Zin Mar, Rajimol Changi General Hospital, Singapore	399
PSQPS004 PEEP Saver: Protect the Poor Lungs! Cui H, Lim W, Ong HX, Santiago, Toh XL, Palacio Changi General Hospital, Singapore	401
PSQPS005 Keep Me Safe Halijah Bee, Ei Hnin, Irene, You C, Maggie Changi General Hospital, Singapore	403
PSQPS006 Reducing Incidence of Torn Wrapper of Instrument Set Yvonne, Sherly, Prajitha Changi General Hospital, Singapore	405
PSQPS007 Spreading the Best Practices: Covid-19 vaccination – Communication, Safety, Efficiency and Teamwork Experience Poon BH, How CH, Christopher, Chan LT, Tan Ho YJ, Ratnasari Changi General Hospital, Singapore	407
PSQPS008 Infection Control Enhancements to Reduce CLABSI Infections in Peripherally Inserted Central Catheters in Non-ICU Settings Li J, Wu T, Maria, Foo S, Chai H, Harminder, Suhailah, Philomena, Tan SY, Tan TY Changi General Hospital, Singapore	409
PSQPS009 Implementation of Multifaceted Approach to Improve Hand Hygiene Compliance in Surgical High Dependence Unit (SHDU) Ma C, Qin J, Lim JY, Cynclaire, Thet, Wu T, Adrian Changi General Hospital, Singapore	411
PSQPS010 New Workflow Positive Oral Contrast for CT Scan Fazlina, Wee JC, Hidalgo, Huang Q, Chen X, Alexander, Kaneswary, Gabriel Changi General Hospital, Singapore	413
PSQPS011 Trachy to Home Lim HY, Tay SE, OccenaMa, Nurdilah, Divya, Syaiful, Dinie, Zhao L, Catherine, Xiao Q Changi General Hospital, Singapore	415
PSQPS012 Utilising Virtual Learning Space for Increasing and Reinforcing Safety Awareness Among Hospital Pharmacy Staff Alexander, Myat, Elaine, Foo M \W, Nur Nazirah Changi General Hospital, Singapore	417
PSQPS013 Mitigating Medication Restocking Errors in VSRS and ASRS Machines Sheryn, Renuga, Oh SK Changi General Hospital, Singapore	419
PSQPS014 KKH BMS MSF Baby Alert Raja, Subaitha, Jean, Sharon, Teo CC, Julie, Eunice, Douglas, Magdalene, Eunice, Daryl, Wong HY, Vimalla, Marvis, Mak WL, Eileen, Brandon, Muhammad Taha KK Women's and Children's Hospital, Singapore	421
PSQPS015 Reducing Labelling Errors in Histopathology Specimens in KKH: "Endometrial ↔ Endocervical" Yash Bhanji, Felicia, Wong WS, Joyce, Yeo YC, Fadhillah, Suzanna, Jessie, Pang NL, Alvin, Tan KT KK Women's and Children's Hospital, Singapore	423
PSQPS016 Administering Suicide and Self Harm Screening in Women's Service Lu E, Priscilla, Poon NY, Julie, Lee JY, Alvin, Chia SN, Jeslyn KK Women's and Children's Hospital, Singapore	425
PSQPS017 Clean or Dirty? Coreen, Hong Z, Sumathi, Roslinah KK Women's and Children's Hospital, Singapore	427
PSQPS018 Digitalized Portable Oxygen Cylinder Teo PL, Priscilla, Lau GM, Wong ST, Jeany, Rena, Lynn, Wong PK KK Women's and Children's Hospital, Singapore	429
PSQPS019 Control of Clostridioides Difficile Infection in a Paediatric Oncology Unit Liao Hui, Tan CB, Ang L, Lim SH, Tarvender, Soh SY, Yelen, Thoon KC, Yung CF KK Women's and Children's Hospital, Singapore	431

Patient Safety & Quality Projects	Page
PSQPS020 Neonatal PETS- A Quality Improvement Initiative for Perioperative Handover Tan YY, Ng WD, Teddy, Rajammal, Hartini, Jane, Alvin, Quek BH, Kong JY KK Women's and Children's Hospital, Singapore	433
PSQPS021 Reduce Number of Drug-Related Problems (DRPs) Incidents Among High-risk Elderly Patients receiving Chemotherapy by 50% and DRPs Requiring Interventions by 80% over 9 months Tanujaa, Olive, Lita, Ivy, Tan YH, Gina, Alex, Leonard, Xie Y, Sabrina, Ravindran National Cancer Centre Singapore, Singapore	435
PSQPS022 Minimizing Risk of Patient Head Injury in Cardiac Catheterization Laboratory Tina, Juraihah, Sharity, Naw Julia, Paul, Sylvia, Felix, Lay SY, Jacqueline National Heart Centre Singapore, Singapore	437
PSQPS023 Say No to Incomplete Cranial Suture/Staples Removal Lee KK, Zhou L, Emily, Tan BL, Ng SG, Lee CL, Jensen, Benjamin, Fatin Syairah, Steven, Amy, Laguitao National Neuroscience Institute, Singapore	439
PSQPS024 Hey! Look At Me Before You Order An MRI Eileen, Oh H, Chua WL, Cycilia, V. Jeevitha National Neuroscience Institute, Singapore	441
PSQPS025 To Prevent or Reduce Respiratory Devices Associated Pressure Injury in Inpatient Wards Liu X, Neo SM, Anwen, Faridah, Hari Priyaa, Sean, Nadhirah, Nora Azwaj, Jennifer Singapore General Hospital, Singapore	443
PSQPS026 To Improve Monthly Coding/documentation Accuracy Rate for MOH Lower Section Caesarean Section VDC Complication Indicator by 50% Within 6 Months Andy, Elisabeth, Faridah, Liang L, Ulina, Chee HL, Anne, Yong TT Singapore General Hospital, Singapore	445
PSQPS027 Evaluation of Care Outcomes of Patients Receiving Hyperkalaemia Treatment with Insulin in Acute Care Tertiary Hospital Emergency Department Siti Namira, Teh MM, Tan KH, Stephanie, Fazila, Ang SY, Lim SH Singapore General Hospital, Singapore	447
PSQPS028 Evaluation of Nurse Reported Missed Care in a Post-anaesthesia Care Unit Laura, Darshini, Lim SH Singapore General Hospital, Singapore	449
PSQPS029 Results Management: You Can't Get Different Results Doing Things The Same Way Png LH, Yu Y, Swati, Jeffrey, Nurayunis, Celest, Toh ST Singapore General Hospital, Singapore	451
PSQPS030 Using Patient Education to Increase Nurses' Awareness in Safekeeping Patients' Dentures in DIM Wards within 6 months Nur Faridah, Alvina, Sri Sukarti, Tamilchelvi, Masziahton, Choo SF, Dinah Singapore General Hospital, Singapore	453
PSQPS031 To Achieve 80% Compliance to National Early Warning Score (NEWS) Response Plans within 4 Months Lim WT, Hartini, Yee Y, Than ZO, Rachel, Lee CW, Lu H, Daniel, Tharmmambal Singapore General Hospital, Singapore	455
PSQPS032 Safe and Efficient Administration of Childhood Subcutaneous in Sengkang Polyclinic Stella, Kala, Yeo XY, Ng PY, Frida, Ang LP, Deng S SingHealth Polyclinics, Singapore	457
PSQPS033 Improving the Rate of Medication Error for Patient Post TBCU Review at Bukit Merah Polyclinic Nur Hazwinah, Herwanny, Christine, Angeline SingHealth Polyclinics, Singapore	459
PSQPS034 Timely and Effective Management of Patients Requiring Emergency and First Aid Care in Eunos Polyclinic Jamaliah, Deng S, Gao N, Shermine, Anika, Zurina, Nur Syahidah, Samantha, Nur Dyana, Chia PK, Foo LL SingHealth Polyclinics, Singapore	461
PSQPS035 Tailored and Targeted Counselling for SHP Patients Newly Started on Chronic Oral Medications Ian, Rachel, Joanne, Felicia, Nur Atika, Goh BK, Tang WP, Goh CC, Bandy, Chua KR SingHealth Polyclinics, Singapore	463

Patient Safety & Quality Projects	Page
PSQPS036 Implementation of Bin Code Location to Reduce Pharmacy Near Misses in Bedok Polyclinic Toh LM, Sy LC, Sarah SingHealth Polyclinics, Singapore	465
PSQPS037 To Develop Standard Recipes of Barium Thickened Fluids that meet Guidelines Melisa, Chia AA, Tan PS, Tay PS, Jenny, Rick, Aneliese Sengkang General Hospital, Singapore	467
PSQPS038 The ART of Inhalers – Administering the Right Technique Toh HP, Tan KH, Evin, Joan, Jade, Ong PP, Liew CI, Tan HY, Cai H Sengkang General Hospital, Singapore	469
PSQPS039 No More Initial Scrubbing for Needleless Connector Sharon, Tan CY, Xu D, Norfaizah, Terrence, Pan F, Angela Sengkang General Hospital, Singapore	471
PSQPS040 Zero Needle Stick Injury(NSI) with Safety Insulin Pen Needle Sharon, Xu D, Tham YL, Nur Kalimallah, Siti Ruhayu, Tan HM Sengkang General Hospital, Singapore	473
PSQPS041 A Designated Operating Theatre Code Blue Responder and Enhanced Workflows Reduces Response Time and Improves Patient Safety in Sengkang General Hospital's Operating Theatre Complex Lim WY, Sharon, Ng SP, Wong WC, Foo FJ Sengkang General Hospital, Singapore	475
PSQPS042 Prevention is Better Than Cure: Reducing Wrong Drug and Wrong Strength Dispensing Errors at SKH Outpatient Pharmacy Lim CC, Claire, Ng XH, Lee SY Sengkang General Hospital, Singapore	477
PSQPS043 Spray Spray Lint Away Lim SM, Yeo LS, Wilson, Eugene Singapore National Eye Centre, Singapore	479
PSQPS044 Target Zero Harm in Refractive Operating Theatre Tan SH, Leonard, Mohd Rosman, T Anita, Veronica Singapore National Eye Centre, Singapore	481
PSQEST01 Accepting. Coping. Experience. (A.C.E) Wit Parkinson's Disease Goh RH, Amanda, Lim EC, Faith, Betty Xu Yi, Lim SF, Prakash, Seow YT, Kalsom, Cheng FT National Heart Centre Singapore, Singapore, National Neuroscience Institute, Singapore, Singapore General Hospital, Singapore, Singapore Health Services Pte Ltd, Singapore	483
PSQEST02 Hello Neighbour! Muhd Afif, Jenny, Loh SP, Lim WY, Tan JB, William Monfort Care, Republic Polytechnic, Sengkang General Hospital, Singapore, Singapore Health Services Pte Ltd, Singapore	484
PSQEST03 It Starts From Home Serene, Jane, Deborah, Ngo LY, Luke, Teo SC, Joy Sengkang General Hospital, Singapore, Singapore Association for Mental Health, Singapore General Hospital, Singapore, Singapore Health Services Pte Ltd, Singapore	485
PSQEST04 Be Confident, Be Idependent! ! Improve Physical Performance of Community-Dwelling Older Male Adults by 25% Within 3 Months Jovin, Cheong YL, Jill, Fu YW, Josephine, Lim YW, Julian, Eunice, XY, Lim SF, Low LL Eleanor, William Singapore General Hospital, Singapore	486
PSQEST05 Creating Awareness to Relieve Esther (CARE) Yong SW, Lim H, Hanidah, Nang, Nurazlina, Liu LC, Lim SC Changi General Hospital, Singapore	487
PSQEST06 Reducing Application of Body Vest in Managing Esther with Dementia Marianah, Azizah, Heng KY, Elizabeth, Magdalene, Teo SC, Ng Gaik Nai Singapore General Hospital, SingHealth	488
PSQEST07 My Foot Matters! Esthers with Diabetes to Stay and Live Well in the Community Peng CY, Theophila, Nadiah, Melvin, Cui X, Roskalrinna, Xu Y, Gavin, Lim SF, Kalsom, Eleanor, Seow YT Singapore General Hospital, Singapore, Singapore Health Services Pte Ltd, Singapore	489
PSQEST08 Designing a Resource Platform for Esthers Camilia, Faith, Yeo ST, Cheryl Changi General Hospital, Singapore	490
PSQEST09 Mind Your Mind Aria, Lim YW, Valencia, Tay LH, RenF, Ng XL, Nur Fadillah, Low LL, Lim SF, Rachel, Xu Y, Jean, Eunice, Neo SM Singapore Constal Hospital, Singapore	491

Patient Safety & Quality Projects	Page
PSQEST10 Home Sweet Home: An Improved Process For Discharge of Medically Complex Children Zeng Y, Khoo SM, Julie, Julia, Teo CC, Seow YT KK Women's and Children's Hospital, Singapore, Singapore Health Services Pte Ltd	492
PSQEST11 My Footprints - Person-Centered Care Approach to Identify & Meet the Needs of Nursing Home Residents (ESTHER) Martin, Shelby, Rachel, Jenny, Pauline, Yong LM, Andy, Teo SC Methodist Welfare Services, Singapore General Hospital, Singapore, Singapore Health Services Pte Ltd	493
PSQEST12 Ready, Steady, Radiotherapy! Increasing Preparedness of ESTHERs in Managing Radiation-Related Oral Health Side Effects After Radiotherapy for Head and Neck Cancer Martin, Shelby, Rachel, Jenny, Pauline, Yong LM, Andy, Teo SC National Dental Centre Singapore, Singapore, Singapore General Hospital, Singapore	494
PSQEST13 Improving Chronic Pain Patients' Self-efficacy in Pain Management and Reduce Emergency Department Visits Rachel, Elizabeth, Jane, Shirley, Sew CN, Grace, Diana, Khee GY, William Singapore Health Services Pte Ltd	495
PSQEST14 3S Soft & Smooth Skin - To Improve Esthers' Skin Moisture Level from 23% to 35% within 2 months Esther, Adora, Shi Fong, Guo X, Magdalene, Teo SC, Ng GN Singapore General Hospital, Singapore, Singapore Health Services Pte Ltd	496
PSQGSQ01 The Development, Delivery and Evaluation of the CHEER Programme Yeoh TT, Mun S, Narayanaswamy S, Jiang B, Fan J, Kiman K, Chew L SingHealth Academy College of Allied Health, SingHealth, Group Allied Health, SingHealth	497
PSQGSQ02 SCH Social Prescribing - A New Care Model and Competency for Health and Social Integration Lee KH, Adeline, Clara, Joanne, Noelle, Wan XY, Sing Qing, Chua CY, Choel, Daniella D, Diana, Jackson, Kwek PK SingHealth Community Hospital, Singapore	498
SingHealth Duke-NUS Quality & Innovation Day Event 2023	
Poster Excellence Award 2023 Recipients	499

Poster Excellence Award 2023 Recipients

Patient Safety & Quality Projects	Page
PSQEF007 Streamlining the Assistive Technology Fund (ATF) Subsidy Application Process for Hearing Aid Goh CC, Savitha, Daren, Deng J, Hazel Changi General Hospital, Singapore	25
PSQEF014 Project S.T.O.P (Stop The Over-ordering of Platelets): Initiatives to Reduce Platelet Wastages for Pediatric Open-heart Surgeries Zhong Xi, Angela, Nakao, Heng ML, Amelia, Ng YL, Joyce KK Women's and Children's Hospital, Singapore	39
PSQEF015 Automating Children's Emergency (CE) Home Recovery Programme (HRP) Assessment and Reports Sashikumar, Junaida, Zaw, Mark, Goh BK, Michael, Amos, Tan XF, John, Serene, Irene KK Women's and Children's Hospital, Singapore	41
PSQEF027 (Head) Ready, Steady, Go - Reducing Procedure Time for Speech Videofluoroscopy Selena, Gerald, Jasmine, Shermaine, Jeslyn KK Women's and Children's Hospital, Singapore	65
PSQEF054 Transforming Charging of Services and Treatments Rendered in Inpatient Wards Teo CC, Patricia, Annabelle, Jeremy, Jonathan, Zubaidah, Satyaki, Esther, Gormit, Khoo KB, Wong VT, Franklin, Debbie, Lim WM, June, Tracy, Ng GNi, Lee CE, Jasper Singapore Health Services Pte Ltd, Singapore	119
PSQEF072 Amazing Makeover of Bed Status Dashboard Sharon, Fong WM, Zhang WJ, Chan SM, Brandon Sengkang General Hospital, Singapore	155
PSQEF077 Decreasing Patient Waiting Times for SKH Anaesthesia Pre-operative Evaluation Clinic Lim WY, Sharon, Leong KM, Denise, Pua SK, Goh XQ Sengkang General Hospital, Singapore	165
PSQEF087 Transformational Model of care in an Ophthalmic Ambulatory Centre - Patient Care (PC) Model Loh HP, Jim, Belinda, Santhi, Daren, Catherine Singapore National Eye Centre, Singapore	185
PSQEF088 EySEE: A New Mobile Phone Based Application for Self-Assessment of Visual Acuity Serene, Lim MC, Rose, Louis, Haslina, Eugenia, Cedric, Chua XY, Kelly, Kelvin, Gavin Singapore National Eye Centre, Singapore	187
PSQIN008 Protective Headgear for Neurosurgical Patients Following Cranial Surgery Benjamin, Trevor, David National Neuroscience Institute, Singapore	215
PSQIN016 Designing a Compact Trolley for Efficient and Safe Mobilisation of Patients in the Intensive Care Unit Harminder, Deborah, Irene, Vimal, Sewa DW, Patricia, Fazila Singapore General Hospital, Singapore	231
PSQIN018 New Model of Care - Virtual Ward for Continuty and Remote Patient Care Juweita, Rachel, Tang WH, Joanne Goh SL, Jerry, Liu Y, Lei X, Wang L, Yang Y, Rick, Susan, Ang KA, Chua KC, Lee CE, Franklin, Tan TC, Joleen, Michelle, Low LL Singapore Health Services Pte Ltd, Singapore	235
PSQIN022 Repair Damaged Hospital Linen to Save Cost, Reduce Waste and Reduce Impact to Environment by Applying Embroidery Method on the Linen Connie, Yoon F, Joey, Sharlene Sengkang General Hospital, Singapore	243
PSQIN027 VirtuaL Assistant for pre & post Surgery CAIIs (LISA) Loh HP, Louis, Haslina Hamzah, Ho YY, Rose Singapore National Eye Centre, Singapore	253
PSQJAW005 To Improve Consent Forms Availability in Same Day Admissions (SDA) Centre from 55% to 80% within 6 Months Chen G, Anne, Lee SS, Rashidah Begum, Khamisah, Jessy, Elisabeth, Irene Singapore General Hospital, Singapore	277

Poster Excellence Award 2023 Recipients

Patient Safety & Quality Projects	Page
PSQJAW015 Our Peer Mentoring Programme to Foster Joy At Work Daren, Salizawaty, Catherine Singapore National Eye Centre, Singapore	297
PSQPO007 To Standardise Skin Documentation Practice and Enhance Family Education on Skin Conditions by Adopting "Wound Album" Eng KW, Ma CY, Qin Jing, Lim JY, Lau YX, Natalie Changi General Hospital, Singapore	311
PSQPO016 To Improve Effectiveness of Continuous Enteral Feeding Management Tan SY, Janet, Tan TE, Dahliana, Gillian, Xiao Bing, Hidayatul' Alia, Hii YW, Jasmine, Yeoh LS National Heart Centre Singapore, Singapore	329
PSQPO047 No Rush, Less Pain, You Gain Choo PJ, Norzakiah, He JT, Gurmet Kaur, Sheng Nan, Mogana, Nurulatikah, Lim FS Sengkang General Hospital, Singapore	391
PSQEST07 My Foot Matters! Esthers with Diabetes to Stay and Live Well in the Community Peng CY, Theophila, Nadiah, Melvin, Cui X, Roskalrinna, Xu Y, Gavin, Lim SF, Kalsom, Eleanor, Seow YT Singapore General Hospital, Singapore, Singapore Health Services Pte Ltd, Singapore	489
Patient Safety & Quality Archives Volume 4 Number 1 (Pages 1 - 256):	
https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2023 N1.pdf	
Patient Safety & Quality Archives Volume 4 Number 2 (Pages 257 - 498):	
https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2023_N2.pdf	

Patient Safety & Quality Archives Website:

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