

Patient Safety & Quality Archives 2021

In conjunction with SingHealth Duke-NUS Quality & Innovation Day

- CONTENT ONLY -

Patient Safety & Quality Archives 2021 Volume 2 Number 1

SingHealth Duke-NUS Institute for Patient Safety & Quality























PATIENTS AT THE HEW RT OF ALL WE DO."



SingHealth Duke-NUS Quality & Innovation Day 2021

The annual event with more than 700 participants aims at bringing together healthcare thought leaders, clinicians, researchers, educators and students, 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 2021 provides an opportunity to showcase Quality Improvement projects across the Cluster.



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

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



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

• PSQEF Efficiency & Process

• PSQIN Innovation

PSQPO Patient OutcomesPSQPS Patient SafetyPSQEST Esther Projects

PSQCOVID COVID-19 Projects

Patient Safety & Quality Archives 2021

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

Assistant Editors: Ms Teo Shao Chu

Ms Tang Joo Ying

Mr Keith Heng Swee Kok

Editorial Executives: Mr Lim Yong Kang

Mr Lucas Ng Wee Kee

Ms Low Yan Yin

Patient Safety & Quality Archives Website:

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

PSQA E-mail:

ipsq@singhealth.com.sq

The Patient Safety & Quality Archives are published annually.

| Editorial | Page |
|--|------|
| Patient Safety & Quality Archives – Resource for Patient Safety & Quality Activists | 1 |
| Patient Safety & Quality Projects | |
| PSQEF001 Total Knee Replacement (TKR) Value Value-Driven Care Project: Sustaining the Percentage of TKR patients with Length of Stay (LOS) ≤5days Jasmin R, Wang P, Aw YWS, Goh PH, Tan S, Chong HC, Koh P, Quek LH, Won D, Sum P, Semeniano G, Lim FM, Lau A Changi General Hospital, Singapore | 2 |
| PSQEF002 Achieving High Accuracy in Blood Products Ordering With Technology Enhancements Lim E, Lam J, Heng ML KK Women's and Children's Hospital, Singapore | 4 |
| PSQEF003 Early Identification of High Risk Patient in Acute Hospital Somadi M, Towle RM, Devi S, Supari S, Hussain ZB, Mustapha NZ Singapore General Hospital, Singapore | 6 |
| PSQEF004 Reducing Patients' Waiting Time for Uroflow Tests Choo PJ, Jiang C, Gan G, Ng YT, Chua D, Zhang X Sengkang General Hospital, Singapore | 8 |
| PSQEF005 Reduce CT Procedure Time for NCCS Patients by 20% within 6 months Babar N, Thng CH, Lee TB, Chew LL, Mah J, Ong A, Mah SM, Teo HS, Lampitoc EAS, Chin YL, Chin ZY, Wong A, Chin FK, Huang I, Zhao D National Cancer Centre Singapore, Singapore | 10 |
| PSQEF006 To Reduce the Time Spent on Ordering Hearing Devices at the SGH Centre for Hearing and Ear Implants from 9 minutes to 4.5 minutes (by 50%) within 6 months Tan Y, Melissa, Tan A Singapore General Hospital, Singapore | 12 |
| PSQEF007 Go Green, Go Paperless Seah E, Bivi A, Nandini, Linli, Shairanie, Vaishali, Huda N KK Women's and Children's Hospital, Singapore | 14 |
| PSQEF008 Expediting Transfers from SGH Oncology Ward to Assisi Inpatient Hospice Tan YY, Wong YY, Lo TJ, Chiew CF, Soh S, Peh TY, Soh GB, Ong EK, Liang L, Tan PJ, Subhi E, Xu ZZ National Cancer Centre Singapore, Singapore | 16 |
| PSQEF009 Enhancing Workflow Efficiency in Pre-operative List Preparation Phua YL, Elizabeth, Ong CT, Soh LL, Foo LL, Mok YC, Jason Singapore National Eye Centre, Singapore | 18 |
| PSQEF010 "Pop and Squeeze" Model for Healthy Patients with Abscesses for Elective Drainage Chew MH, Teo LM, Chau KC, Annathurai A, Ng SP, Wong WC, Ng A, Chua HW Sengkang General Hospital, Singapore | 20 |
| PSQEF011 "Train-the-Trainer Manual" on Child Nutrition Education for Parents Tan J, Yusoff Z, Chen Y, Tan C, Lim SC, Teng SH SingHealth Polyclinics, Singapore | 22 |
| PSQEF012 Continuing Optimization of Medicine Storage Space in A&E Pharmacy Front Drawers Chong I, Foo JH, Flores ML, Xie Y, Tan LW, Teo M Changi General Hospital, Singapore | 24 |
| PSQEF013 Re-designing Discharge Medicine Counselling for Obstetrics Patients Wu P, Jabrular RB, Divia KD, Xu M KK Women's and Children's Hospital, Singapore | 26 |
| PSQEF014 The Implementation of Disposable Consumable Tray in High Dependency Unit to Reduce Frequency of Nurses Making Multiple Trips to The Consumable Store Devi A, Saini N, Tay R, Ja'Afar SS Sengkang General Hospital, Singapore | 28 |
| PSQEF015 Paperless - A Change for Excellence Kee A, Rahim AM, Zulkifli AA, Zakaria D, Chew L, Koay BE, Li A Singapore General Hospital, Singapore | 30 |

| Patient Safety & Quality Projects | Page |
|--|------|
| PSQEF016 To Reduce the Rate of Breakage of Perio Probe During the CSSD Sterilisation Process Kaur J, Senin M, Gwen KCK, Lee AG, Koh LE National Dental Centre Singapore, Singapore | 32 |
| PSQEF017 To Improve and Reduce Insufficient Stock Situations in Sengkang General Hospital Outpatient Pharmacy Halili R, Tori D, Marian, Win PPT, Chew S KK Women's and Children's Hospital, Singapore | 34 |
| PSQEF018 Improved Urine Specimen Collection Workflow Choo PJ, Khoo E, Jiang C, Liu Y, Muhaban HK, Palat AS, Lee MK, Siti M, Zhang X Sengkang General Hospital, Singapore | 36 |
| PSQEF019 Waste Less! Go Green! Lim G, Gill VK, Ng J, Shen J Singapore General Hospital, Singapore | 38 |
| PSQEF020 Improving Patient's Specimen Turn-Around Time (TAT) at the Biochemistry Section with Plasma Separator Tube (PST) Lau J, Toh AH, Lim S, Gonzaga G, Aw TC, Hoo SP Changi General Hospital, Singapore | 40 |
| PSQEF021 Wait No More Lim CC, Anbalagan JC, Chia A, Woon JY Sengkang General Hospital, Singapore | 42 |
| PSQEF022 Go! Go! Home Visit! Mak S, Razali MR, Neo SM, Sivagnanam U, Lim ES, Bartholomeusz CW, Lee XQ Singapore General Hospital, Singapore | 44 |
| PSQEF023 Enhanced Communication on Collection of Prescriptions & Referrals at Urgent O&G Centre, KK Hospital Wong J, Ang F, Nurulain, Barudin, Ding N, Chua MG, Tungul R KK Women's and Children's Hospital, Singapore | 46 |
| PSQEF024 Ensuring Timely Access to Care for Patients with Rheumatological Conditions in Northeast Region of Singapore Ho K, Lam M, Goh XQ, Tan YH, Roslan NE, Ng EL, Talif NS, Rohan N, Angkodjojo S Sengkang General Hospital, Singapore | 48 |
| PSQEF025 To Reduce Disorganization in Linen Trolley Returns and Improve Work Process in Obtaining and Handling "Odd" Size Pyjamas in Inpatient Wards Mohan S, Zolkapli N, Tay KL, Chang C, Hamzah N Singapore General Hospital, Singapore | 50 |
| PSQEF026 Reducing Nurses' Workload with the Use of Educational Video Angie, Clarine, Mohanaa, Kek C, Tan T, Chung A Singapore National Eye Center, Singapore | 52 |
| PSQEF027 The Implementation of Grab and Go Procedural Boxes to Allow More Time for Clinical Care of Patients in ICU and HDU Quek Y, Chiang S, Devi A, Saini N, Ramos RL, Tay R Sengkang General Hospital, Singapore | 54 |
| PSQEF028 Reengineering Interventional Nephrology Suite Model Foo M, Gan S, Ng M, Rahman R, Tan RY, Pang SC, Rahman M, Chan E, Omar MF, Sng EL, Lim L, Teo XX, Tan CS Singapore General Hospital, Singapore | 56 |
| PSQEF029 Medication Order at Clinic Tan LS, Ngan IS, Lee SH, Pang H, Wong A, Lim XW, Pang S, Wong E, Low S, Wardah S Changi General Hospital, Singapore | 58 |
| PSQEF030 To Improve The Experience of ID Residents Chong CY, Kam KQ, Nadua K, Thoon KC, Li J, Yung CF, Tan N KK Women's and Children's Hospital, Singapore | 60 |
| PSQEF031 30% Time Reduction in Product Recall Processes with Dental Clinic Instrument Traceability Tan M, Lim TL, Tang GF, Tan D, Woo J, Ng MJ, Rahman F, Lim D Sengkang General Hospital, Singapore | 62 |
| PSQEF032 Communication Writing Board in SKH Intensive Care Unit Ward 13/23 Tay R, Tan YF, Rahman NR, Teh SY, Ho Z, Tan SC Sengkang General Hospital, Singapore | 64 |

| Patient Safety & Quality Projects | Page |
|---|------|
| PSQEF033 Streamlining Dialysis Machine Repair Processes to Reduce Machine Downtime at SGH Renal Dialysis Centre Liu P, Atan A, Seow L, Teo YC, Yang B, Arshad MK, Gan S, Choong L, Phang S, Tan HK, Wong LY, Heng D Singapore General Hospital, Singapore | 66 |
| PSQEF034 Using Electronic Health Intelligence System (eHIntS) to Assign Doctors for Medical Report Writing Oh S, Chew C, Lee WJ KK Women's and Children's Hospital, Singapore | 68 |
| PSQEF035 Improving the Management of Odd Batch Medications (OBM) Pang S, Ng S, Oh SK, Wardah S Changi General Hospital, Singapore | 70 |
| PSQEF036 Travel-less, See-more Chow WS, Lim M, Tang D, Kheng JH, Towle RM Singapore General Hospital, Singapore | 72 |
| PSQEF037 Use of Portable Weighing Scale for Strict Intake-output Measurement Leong YJ, Samsuddin AQ, Guo B, Chan HF Sengkang General Hospital, Singapore | 74 |
| PSQEF038 Cut Abandon Call Rate for Better Caller Experience Singh BM, Ibrahim AM, Mansor WRW, Matraby J, Irawan F KK Women's and Children's Hospital, Singapore | 76 |
| PSQEF039 Reduction in Daily Washing of Equipment Trolleys Teo J, Kaur J, Kok G, Senin M, Koh LE National Dental Centre Singapore, Singapore | 78 |
| PSQEF040 Day Surgery Ward Patients Undergoing Cataract Surgery – The Way Forward Gobindram A, Mohamad N, Sharil SK, Htwe T, Tan KG, Osman N Changi General Hospital, Singapore | 80 |
| PSQEF041 Ensuring Psychiatry Patients Access to Timely and Value Care Arshad NH, Kwok V, Wong S Sengkang General Hospital, Singapore | 82 |
| PSQEF042 To Streamline on Community Resources Tay PY, Tay PF, Yue J, Yeo SS, Tan QE Sengkang General Hospital, Singapore | 84 |
| PSQEF043 Paediatric Orthopaedic Surgery Telemedicine Initiative Trial – POST IT 100 Chew D, Ong LL, Neo I, Cha E, Mahadev A, Wong K KK Women's and Children's Hospital, Singapore | 86 |
| PSQEF044 Find The Prescription (Rx) Kok HQ, Tan HA, Chan S Sengkang General Hospital, Singapore | 88 |
| PSQEF045 To Reduce Waiting Time for Non-fasting Patient Coming for Fasting Test by 75% within a Month Yusoff N, Hashim RH, Zhao J | 90 |
| PSQEF046 To Reduce Time Taken in Submission of Carbapenemase Producing Carbapenam-resistant Enterobacteriacae (CP- CRE) Positive Laboratory Reports from Singapore General Hospital (SGH) to Ang Mo Kio-Thye Hua Kwan Hospital (AMK-THKH) by 90% in Three Months Razaki MR, Chew SL, Kheng JH, Yong D, Wang L Singapore General Hospital, Singapore | 92 |
| PSQEF047 Off-site Access For Contacting Patients - A TigerConnect Project Patel L, Tan D, Wong D KK Women's and Children's Hospital, Singapore | 94 |
| PSQEF048 Improving OT Equipment PM Works Leveraging on RTLS Ng SF, Tuahhaini NA, Ramachandran SAV, Lee W Sengkang General Hospital, Singapore | 96 |
| PSQEF049 Streamlining Non-patient Task Loads Toh A, Yip WL, Foo WY, Devi K, Chong PJ, Choy J, Chin KW, Jumat MA, Bau W Sengkang General Hospital, Singapore | 98 |

| Patient Safety & Quality Projects | Page |
|--|------|
| PSQEF050 Exploration of Alternative Forms of information Transmission Other Than Faxing Heng J, Quek BS, Ayre TC, Tan JT, Heng D, Yeo SQ, Kwan XL Singapore General Hospital, Singapore | 100 |
| PSQEF051 Improving Energy Management in Taxi Stand, KKH Tan J, Shwe YW, Gui KA, Batcha, Liang A KK Women's and Children's Hospital, Singapore | 102 |
| PSQEF052 To Enhance the Monitoring of Continuous Bladder Washout (CBWO) Olaes MS, Khaw CT, Pilar RAD, Jiang C, Perdit RVT, Lee LS, Gonzalves MVDC Sengkang General Hospital, Singapore | 104 |
| PSQEF053 To Redesign and Optimise the Peritoneal Dialysis (PD) Program Workflow So As to Provide Better Patient Care, While Ensuring Staff Efficiency and Satisfaction Jayaballa M, Ng M, Lim L, Kok SF, Chan KW, Wu SY, Htay H Singapore General Hospital, Singapore | 106 |
| PSQEF054 CCTV Video Analytics Gha MS, Teo LT, Idris N KK Women's and Children's Hospital, Singapore | 108 |
| PSQEF055 Eliminating Inappropriate Carotid Ultrasound Requests Received By SGH NDU Kumar SS, Cheng N National Neuroscience Institute, Singapore | 110 |
| PSQEF056 E-Alert Notification for Downgrading of Paeds Onco Cases Loh SC, Chitra, Koilaselvey, Nasrin, Lee J, Florenda A KK Women's and Children's Hospital, Singapore | 112 |
| PSQEF057 Venous Thromboembolism Prevention in Patients with Acute Stroke Ng WM, Silva DA, Angelina E, Cristobal AR, Kamal NS, Bazuri NW, Antonino NP, Sia A, Zhou L, Nordin N, Kamaron EA, Ahmad MAA Singapore General Hospital, Singapore | 114 |
| PSQIN001 Reducing Outpatient MRI Appointment No-show Rate Through Artificial Intelligence Predictive Analytics Lee LL, Koh TT, Chang PC, Foo SG, Chong LR, Tham L Changi General Hospital, Singapore | 116 |
| PSQIN002 Improving the Voice Assessment Protocol: Minimising Subjectivity in Auditory-Perceptual Evaluation Chia TH KK Women's and Children's Hospital, Singapore | 118 |
| PSQIN003 Towards Zero Waste in Pharmacy: Challenges and Opportunities in Singapore Looi LY, Leow JL, Chew L, Lee YX National Cancer Centre Singapore, Singapore | 120 |
| PSQIN004 Standardization of Student Orientation Cheah LL, Chong K, Kutty-Ragumaran KR, Wang K, Catherine R, Tan SH, Jayakumar JV Singapore General Hospital, Singapore | 122 |
| PSQIN005 Ensuring Hospital Equipment Availability During Mass Casualty Situations Through Use of Real Time Location System Tan D, Lee MS, Er ZT, Tan WS, Kuek I Sengkang General Hospital, Singapore | 124 |
| PSQIN006 Give IV Bolus Morphine Overdose a Brake Leong E, Sim GG, Chen V, Ng Y Changi General Hospital, Singapore | 126 |
| PSQIN007 Urgent Pediatric Advice Line - Pediatric triage bot Lim ZY, Tan J, Ho J, Chang S, Wong A, Goh F, Tan SW, Sudipta RC, Lim C KK Women's and Children's Hospital, Singapore | 128 |
| PSQIN008 Medication Waste Management: Challenges and Opportunities in Singapore Ng P, Sim QH, Chung WL, Chew L, Leow JL National Cancer Centre Singapore, Singapore | 130 |
| PSQIN009 The Use of Vital Signs Wearables to Detect Early Deterioration Fang A, Ang SY, Phua GC, Amin A, Chan YJ, Wang YY, Fan EM Singapore General Hospital, Singapore | 132 |
| PSQIN010 Project Enhance (Empower NH to Improve Standards of Care) Jumat K, Ngo HJ, Yang Y, See R, Yeo G, Ng W, Lim S, Lee J Sengkang General Hospital, Singapore | 134 |

| Patient Safety & Quality Projects | Page | |
|---|------|--|
| PSQIN011 A Pilot Study to Determine the Efficiency of an Algorithm-Based Calculation of Periodic Automatic Replacement (PAR) Level in Managing Medication Inventory in Hospital Pharmacy Tan LW, Carle H, Kamal N, Phua WK Changi General Hospital, Singapore | 136 | |
| PSQIN012 Mental Health Screening Tools in Children's Emergency: Youth Well-being Screening & Suicide Risk Screening Ang A, Ang SH, Ganapathy S, Marimuttu VJ, Chen J, Teo L, Lim XY, Lee JH KK Women's and Children's Hospital, Singapore | 138 | |
| PSQIN013 Evaluating the Effect of a Bedside Activity Chair on Functional Decline in Hospitalized Older Adults Ang SY, Agus NL, Bakar AF, Seow J, Ong HK, Hsiang CC, Thilarajah S, Louis JK, Lim C, Rajasegeran DD Singapore General Hospital, Singapore | 140 | |
| PSQIN014 Faster, Better & Safer Registration for New Patients Goh L, Yeo E, Lye A, Chong G, Low G, Li R, Ang J, Yadavally S, Loke CY SingHealth Polyclinics, Singapore | 142 | |
| PSQIN015 Saving Nursing Administrative Work and Improving Patient Care via an Improved Electronic Patient Information Board (ePIB) with Timely Updated Clinical Information Ng E, Goh D, Ong CW Sengkang General Hospital, Singapore | 144 | |
| PSQIN016 Enhancing Active Nursing Education through Gamification Tan O, Zhang X, Zhong Y, Chua P KK Women's and Children's Hospital, Singapore | 146 | |
| PSQIN017 Improving Effectiveness and Efficiency of Nurses Documentation During Night Shift Hassan Z, Hussein I, Seville MJP, Wan J, Manohar P, Liew D, Said NS National Heart Centre Singapore, Singapore | 148 | |
| PSQIN018 Simple Communication Chart in CT/MRI Kaur G, Sheng N, Zamali GMN Sengkang General Hospital, Singapore | 150 | |
| PSQIN019 Kaizen Board Chong HM, Wong D, Lee G KK Women's and Children's Hospital, Singapore | 152 | |
| PSQIN020 "Fit Feet, Safe It!" Fong MK, Devi PS, Teo S, Moey P, Low ML, Tan AM SingHealth Polyclinics, Singapore | 154 | |
| PSQIN021 Prolonging Linen Lifespan Through Embroidery Wong C, Vijayan, Chia MN, Sim R Sengkang General Hospital, Singapore | 156 | |
| SingHealth Duke-NUS Quality Innovation Day Event 2021 | | |
| Poster Excellence Award 2021 Winners | 158 | |

Patient Safety & Quality Archives Volume 2 Number 1

https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2021_N1.pdf

Poster Excellence Award 2021 Winners



| Patient Safety & Quality Projects | Page |
|--|------|
| PSQEF028 Reengineering Interventional Nephrology Suite Model Foo M, Gan S, Ng M, Rahman R, Tan RY, Pang SC, Rahman M, Chan E, Omar MF, Sng EL, Lim L, Teo XX, Tan CS Singapore General Hospital, Singapore | 56 |
| PSQEF055 Eliminating Inappropriate Carotid Ultrasound Requests Received By SGH NDU Kumar SS, Cheng N National Neuroscience Institute, Singapore | 110 |
| PSQIN010 Project Enhance (Empower NH to Improve Standards of Care) Jumat K, Ngo HJ, Yang Y, See R, Yeo G, Ng W, Lim S, Lee J Sengkang General Hospital, Singapore | 134 |
| PSQIN017 Improving Effectiveness and Efficiency of Nurses Documentation During Night Shift Hassan Z, Hussein I, Seville MJP, Wan J, Manohar P, Liew D, Said NS National Heart Centre Singapore, Singapore | 148 |

PSQPO001 To Improve the Timeliness of Recognition of Stroke Symptoms

Zhang N, Jasmine, Sivaraj D Changi General Hospital, Singapore

PSQPO003 Enhancing Patient Safety Culture in National Cancer Centre Singapore (NCCS)

Phua C, Ong A, Givanandam N, Lim G, Tan T National Cancer Centre Singapore, Singapore

PSQPO013 Increase Organ Donation Rates in SGH

Yap M, Seah A, Vadivel P, Raj P, Goh J, Teo SY Singapore General Hospital, Singapore

PSQPO018 APN-led Exit Round in Gynaecological and Gynae-oncology Wards

Huang F, Zhong Y, Wei N, Chua P, Wu Y, Zhang X, Eng J, Kee HM, Xu X, Chua MT, Leng SS KK Women's and Children's Hospital, Singapore

PSQPS002 WE CARE – Building a Safe to Speak Up Culture

Thilagamangai, Ng GN, Miao Y, Lim SS, Quek MZ, Dagatan MLB, Teo PL, Singh D, Niu YL, Huang C, Ang RE, Devi S, Allen JC, Wong KL KK Women's and Children's Hospital, Singapore

PSQEST02 Collaborative Community Virtual Pain Clinic for mobility impaired to Enhance Access to Care and Quality of Pain Management for Improved Outcomes & Reduced Admissions

Khee GY, Yap W, Lin XF, Sew CN, Lee R, Lim S, Tan KH, Poopalalingam R, George JM Singapore General Hospital, Singapore

Patient Safety & Quality Archives Volume 2 Number 2

https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2021 N2.pdf

Patient Safety & Quality Archives Volume 2 Number 3

https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2021 N3.pdf

Patient Safety & Quality Archives Website:

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



The Patient Safety & Quality Archives 2021 Volume 2 Number 1 is published in electronic form only by SingHealth Duke-NUS Institute for Patient Safety & Quality.

Version: 00080321



Patient Safety & Quality **Archives** 2021

In conjunction with SingHealth Duke-NUS Quality & Innovation Day

- CONTENT ONLY -

Patient Safety & Quality Archives 2021 Volume 2 Number 2

SingHealth Duke-NUS Institute for Patient Safety & Quality

























PATIENTS AT THE HEW RT OF ALL WE DO."

SingHealth Duke-NUS Quality & Innovation Day 2021

The annual event with more than 700 participants aims at bringing together healthcare thought leaders, clinicians, researchers, educators and students, 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 2021 provides an opportunity to showcase Quality Improvement projects across the Cluster.



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

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



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

• PSQEF Efficiency & Process

• PSQIN Innovation

PSQPO Patient OutcomesPSQPS Patient SafetyPSQEST Esther Projects

PSQCOVID COVID-19 Projects

Patient Safety & Quality Archives 2021

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

Assistant Editors: Ms Teo Shao Chu

Ms Tang Joo Ying

Mr Keith Heng Swee Kok

Editorial Executives: Mr Lim Yong Kang

Mr Lucas Ng Wee Kee

Ms Low Yan Yin

Patient Safety & Quality Archives Website:

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

PSQA E-mail:

ipsq@singhealth.com.sq

The Patient Safety & Quality Archives are published annually.

| Patient Safety & Quality Projects | Page |
|---|------|
| PSQPO001 To Improve the Timeliness of Recognition of Stroke Symptoms Zhang N, Jasmine, Sivaraj D Changi General Hospital, Singapore | 160 |
| PSQPO002 KKH SCN Renovation ProjectRenovation Project Hooi R, Salvee T, Heng K, Chua MC, Chan MY, Chiew LC, Alim A, Ong Z, Goh A KK Women's and Children's Hospital, Singapore | 162 |
| PSQPO003 Enhancing Patient Safety Culture in National Cancer Centre Singapore (NCCS) Phua C, Ong A, Givanandam N, Lim G, Tan T National Cancer Centre Singapore, Singapore | 164 |
| PSQPO004 Express Lane for Total Knee Replacement Patients Satorre L, Sabapathy M, Tan YH, Tan C, Leong P SingHealth Community Hospital, Singapore | 166 |
| PSQPO005 100% of Patients Admitted to DIM Acute Medical Ward (AMW) with Heart Failure (HF) Will Receive HF Education Prior to Discharge From Hospital Over Next 6 Months Loo KN, Thian AL, Lee J, Chan TW, Galang LD, Woong N, Lee CN Singapore General Hospital, Singapore | 168 |
| PSQPO006 Sustaining Nursing-Led Vaccination Protocol to Improve Pneumococcal and Influenza Vaccination Rates in Renal Medicine Clinic Chionh CY, Tan Ho YJ, Zhang W, Yang KC, Abdullah N, George RL, Galacio E, Poh CB Changi General Hospital, Singapore | 170 |
| PSQPO007 Tutelage of Patient Property Seah E, Pan J, Rafidah, Lim ST, Loo M, Kohilavani, Ganesan V KK Women's and Children's Hospital, Singapore | 172 |
| PSQPO008 Spot On! Farzilah, Dewi S, Rita, Begum A, Mangalam National Dental Centre Singapore, Singapore | 174 |
| PSQPO009 ESTHER Initiative in Increasing Patient Mobility in DIM Ward Ye L, Chew E, Low WH, Song N, Wong A Singapore General Hospital, Singapore | 176 |
| PSQPO010 Improving Diabetic Foot Screening Rate in Sengkang Polyclinic Teo CW, Chang ZY, Ang LP, Guo A, Aau WK, Quek KW SingHealth Polyclinics, Singapore | 178 |
| PSQPO011 Continuity of Care in APN-led Clinic- Evaluation of Parent's/ Caregiver's Satisfaction on Care Provision Lee MY, Khoo SM, Lim C, Periakaruppan P, Tan O, Liam J, Anh PTN, Lim J, Zeng Y KK Women's and Children's Hospital, Singapore | 180 |
| PSQPO012 Helpful Hearts Chandok GS, Anbalakan K, Chew KM, Lim ST, Bang D National Heart Centre Singapore | 182 |
| PSQPO013 Increase Organ Donation Rates in SGH Yap M, Seah A, Vadivel P, Raj P, Goh J, Teo SY Singapore General Hospital, Singapore | 184 |
| PSQPO014 Achieving Wait Time Reduction in Orthopaedic Treatment Area, Medical Centre Samantha, Vanitha, Dianah, Honeysha Sengkang General Hospital, Singapore | 186 |
| PSQPO015 To Increase the Rate of Pre-Term Infants (<1.8kg) on Mother's Own Milk Yuen PL, Lo BC, Ng S, Galan GCL, Choo W, Pang C, Krishnan H, Krishnan S, Wong R, Wang X, Chan S, Jayagobi PA KK Women's and Children's Hospital, Singapore | 188 |
| PSQPO016 Reducing Readmission of Malignant Glioma Patients Through Outpatient Education and Providing Avenue for Phone Consult Lin X, Tham CK, Low D, Goh JJ, Zhou L National Neuroscience Institute, Singapore | 190 |
| PSQPO017 To Reduce Average Colonoscopy Patient Wait Time for OTM Scope Listing at CDLD Listing 27 to Less Than 5 minutes Panneerselvan PAA, Kaur P, Sundari, Solaippan V, Wong NH, Tan LK Singapore General Hospital, Singapore | 192 |

| Patient Safety & Quality Projects | Page |
|--|------|
| PSQPO018 APN-led Exit Round in Gynaecological and Gynae-oncology Wards Huang F, Zhong Y, Wei N, Chua P, Wu Y, Zhang X, Eng J, Kee HM, Xu X, Chua MT, Leng SS KK Women's and Children's Hospital, Singapore | 194 |
| PSQPO019 Hip Arthroscopy: Home in a Day Poh SY, Tan J, Wong S, Ong A, Hussin N, Joseph LV Singapore General Hospital, Singapore | 196 |
| PSQPO020 To Improve Confidence of Reporting and Reporting Quality of Radiology Residents by at Least 30% Over a Six Month Period Cheng L, Tang C, Ooi G Singapore General Hospital, Singapore | 198 |
| PSQPO021 Improving Patient Adherence to Dysphagia Recommendations in the Outpatient Setting Loke G, How B, Cheng S, To TTT, Foong J Sengkang General Hospital, Singapore | 200 |
| PSQPO022 Newly Designed Osteoporotic Vertebral Fracture Management Protocol Reduces Length of Stay By 41% Ling JM, Yeo V, Yasoda SS, Lee J, Tan V, Abdul JNL, Chong P, Vannara R, Ang E National Neuroscience Institute, Singapore | 202 |
| PSQPO023 Improvement in DAS28 Documentation in Rheumatoid Arthritis Patients Chew LC, Leung K, Ng CT, Yoong J, Yaakub A, Yee SL, Noviani M, Hong C Singapore General Hospital, Singapore | 204 |
| PSQPO024 To Improve Uptake of Non-pharmacological Management by Idiopathic Pulmonary Fibrosis Patients in Interstitial Lung Disease Clinic Amin H, Abidin NZ, Lim GH, Lim SC, Low SY, Nor MM Singapore General Hospital, Singapore | 206 |
| PSQPO025 To Improve Medication Adherence with Individualized Pillbox Tay PY, Tan QE, Tay Pe, Yue J, Yeo SS Sengkang General Hospital, Singapore | 208 |
| PSQPO026 Reporting Lowest Incidence of Severe IVH. Outcome of a Severe Intraventricular Hemorrhage Prevention Bundle in very low Birth Weight Infants Alim A, Sharifa, Agarwal A, Nirmal, Maria, Feng JF, Aminah, Lo BC, Rajadurai VS, Ibrahim T KK Women's and Children's Hospital, Singapore | 210 |
| PSQPO027 Giving OTAGO a GO: Reduce the Fear of Falling by Conducting Physiotherapy OTAGO Exercise for ESTHER(s) with CFS 3-4 within the Duration of 8 Weeks Jegathisan Y, Loo M, Lim SQ, Wong LL, Koh CS, Nadhirah M Singapore General Hospital, Singapore | 212 |
| PSQPO028 Improving Consistency of Diet Textures and Improving Patient Safety Chia AA, Tay PS, Chia PL, Koh C Sengkang General Hospital, Singapore | 214 |
| PSQPO029 Just Check It! Peng CY, Tan TG, Hassan H, Tan I, Xu Y, Lim SF, Norzaini N Singapore General Hospital, Singapore | 216 |
| PSQPO030 Improving Enrolment Rate for Asthma Telecare (TLC-ART) in Sengkang Polyclinic Choo J, Tan G, Poon Z, Amir Z, Sim S, Phua YP, Chan E SingHealth Polyclinics, Singapore | 218 |
| PSQPO031 Stop The Spread, Get Flu Jab! Loo WT, Ang J, Jamil N, Jin PH, Ong LJ, Xu Yi, Lim SF, Koh F Singapore General Hospital, Singapore | 220 |
| PSQPO032 To Increase Parental Care Involvement of Premature Infants in Neonatal ICU Seet A, Bharadwaj S, Imelda LE, Ker E, Tay YY, Seto D, Yuan H, Yuan, Foo R, Ismail B, Poon WB, Teh WY Singapore General Hospital, Singapore | 222 |
| PSQPS001 Barcode Assisted Medication Preparation (BAMP) Goh Ch, Tan P, Tan M, Hassan MS, Ramany M, Liew A, Ng Y Changi General Hospital, Singapore | 224 |
| PSQPS002 WE CARE – Building a Safe to Speak Up Culture Thilagamangai, Ng GN, Miao Y, Lim SS, Quek MZ, Dagatan MLB, Teo PL, Singh D, Niu YL, Huang C, Ang RE, Devi S, Allen JC, Wong KL KK Women's and Children's Hospital, Singapore | 226 |

| Patient Safety & Quality Projects | Page |
|--|------|
| PSQPS003 To Improve The Score in How Nurses Can Explain Things in a Way That Patients Could Understand from a Rating of 80% to 83% within 6 Months by Adopting SMILE Framework as a Standard of Communication See D, Arumugam T, Goh CK, Guo J, Teow GE, Loh CS, Tan M, Zhang C, Ho LS National Cancer Centre Singapore, Singapore | 228 |
| PSQPS004 Assessing Root Cause Analysis Recommendations for Effectiveness and Sustainability to Improve Quality of Root Cause Analysis Conducted Gopal V, Lokman NS, Ching CK National Heart Centre Singapore, Singapore | 230 |
| PSQPS005 To Promote Early Safety Awareness of Clinical Incidents Among Inpatient DIM Ward Nurses With an Outcome Measurement in Reduction Fall and Medication Errors by 20 % within 6 Month Osman H, Yuan LX, Sinnapan T, Sulaiman NA, Ng M, Ali N Singapore General Hospital, Singapore | 232 |
| PSQPS006 Peripheral but Not Invisible Yu LF, Fong LQ, Espiritu MGR, Aziz N, Montiague J, Illagen J, Lijie, Foo SY, Yeo QM, Ho Y, Ang WB, Teoh N, Alias Z Changi General Hospital, Singapore | 234 |
| PSQPS007 Multimodal Interventions to Improve and Sustain Hand Hygiene in Hospital Wards: Pilot to | 236 |
| Spread Catahan MA, Lim SH, Jais T, Kaur G, Yin S, Korne D, Vallejos J, Kathirvel R, Halili R, Chua V, Thoon KC, Chong CY KK Women's and Children's Hospital, Singapore | |
| PSQPS008 Elimination of Medication Errors and Near Misses Resulting from Deviation from Official Chemotherapy Ordering Platform Guo J, Si P, Hong Y, Ong A, Chan J National Cancer Centre Singapore, Singapore | 238 |
| PSQPS009 To Improve Arm Alert for Patient with Restricted Extremities Lim JH, Wong J, Kan FM, Chan MY, Feng J, Liu X, Mahdi NF, Loh F Singapore General Hospital, Singapore | 240 |
| PSQPS010 Enhancing Patient Safety by Reducing Potential Prescription Error in Bukit Merah Polyclinic Chai JY, Letchimy D, Chua L, Chau WC SingHealth Polyclinics, Singapore | 242 |
| PSQPS011 Spread of Hand Hygiene Change Package Hospital Wide Tang MM, Poulose V, Punithavathi, Chandran R, Tan SY Changi General Hospital, Singapore | 244 |
| PSQPS012 Introducing a Theatre Team Brief in KKH Yap TL, Wan S, Gerinimo VMU, Bueno RM, Alonzo JMJ, Lim S, Ibrahim H, Go MJA, Rai R KK Women's and Children's Hospital, Singapore | 246 |
| PSQPS013 To Develop Protocol for Patients with Implanted Permanent Pacemaker Undergoing Nerve Conduction Studies in Neurodiagnostic Lab Kamal KV, Ng PS, Tay LB, Li M National Neuroscience Institute, Singapore | 248 |
| PSQPS014 Reducing High Return Rates of Unused Loose Instruments from Major Operating Theatre (MOT) to Sterile Supply Unit (SSU-SGH) Chang PS, Too SM, Lim G, Chia CS, Yong P, Salmorin VP, Lai KM, Lim B, Ang YT Singapore General Hospital, Singapore | 250 |
| PSQPS015 Eye Popping for Hepatitis B 10 & 20 Chong BY, Fong MK, Lee HK, Tan AM, Pitchay J SingHealth Polyclinics, Singapore | 252 |
| PSQPS016 Enhancement of Work Process and Workflow for Patients' Special Request from Appointment Services to Internal Medicine Clinic Goh ML, Ratnasari, Zou X, Wong L, Ang WB, Tan V, Sriranganathan MK Changi General Hospital, Singapore | 254 |
| PSQPS017 Reducing Specimen Errors in the Department of Paediatric Chong SL, Huang P, Velasco JA, Khin MY, Vikram V, Seow C, Ong T, Loo SL, Cruz LR, Navata MT KK Women's and Children's Hospital, Singapore | 256 |
| PSQPS018 Prevention of Intra-dialysis Hypotension for Haemodialysis Patients in a Tertiary Hospital Choong L, Lee A, Ng M, Rahman R, Gan S, Suhail S, Teh SP, Ekanayaka E, Adnan A, Tan HK Singapore General Hospital, Singapore | 258 |

| Patient Safety & Quality Projects | Page |
|---|------|
| PSQPS019 Improving Work Process by Providing Clear Instruction on Door Signage During Pentamidine Nebulization Treatment Chee LF, Kang M, Kahar R Sengkang General Hospital, Singapore | 260 |
| PSQPS020 Handshake Stewardship: An ASP strategy for Improving Stewardship Intervention Acceptance Rate Gerard DS, Ho D, Seah J, Ow YPE, Shafi H Changi General Hospital, Singapore | 262 |
| PSQPS021 Antivirus Scanning of USB Storage Devices Low SH, Wu J, Watt V, Magenderen I, Tan CT KK Women's and Children's Hospital, Singapore | 264 |
| PSQPS022 Prediction of Risk of Injury Associated with Patient Fall Teo KY, Zhang D, Velayutham H, Tay AL, Lee LW, Wong YM, Lim SH, Crescini RS, Seow JP Singapore General Hospital, Singapore | 266 |
| PSQPS023 To Increase Awareness of Nurses in Identifying Patients with AVF/AVG in Ward 54D within 3 months Liew YS, Sinnappan T, Guo X, Ling A Singapore General Hospital, Singapore | 268 |
| PSQPS024 Shortening Wait Times and Implementing Faster Triage for Lung Nodules (SWIFT) Sieow N, Lee WC, Koh P, Puan Yn, Loh S, Koh J, Chew WM Changi General Hospital, Singapore | 270 |
| PSQPS025 The Use of Mepilex Border Heel Dressing to Reduce the Incidence of Facial Skin Injuries Sustained During Surgery in the Prone Position Shitalkumar, Fu J, Koh E, Ng KM, Lim R, Li N, Chan YW Singapore General Hospital, Singapore | 272 |
| PSQPS026 Medical Emergency Triaging in Dental Clinic Ooi T, Goh M, Jaw MH, Anandarajan R SingHealth Polyclinics, Singapore | 274 |
| PSQPS027 Improved Urine Specimen Collection Workflow Ho VK, Gare P, Tan SC, ZQ, Qiu L Sengkang General Hospital, Singapore | 276 |
| PSQPS028 5th Vital Sign Refocused: An Improved Approach to Pain Assessment, Documentation and Reassessment Sadali SS, Haron SR, Safie SR Singapore General Hospital, Singapore | 278 |
| PSQPS029 Proper Sharps Disposal Johar N, Kang HG, Kurup L, Li N, Kamali R Sengkang General Hospital, Singapore | 280 |
| PSQPS030 For MSW/SWA to be More Equipped and Confident in Hygiene Preparedness When Conducting Home Visit/Escort Lau WL, Tan KK Sengkang General Hospital, Singapore | 282 |
| PSQPS031 OT to ICU Handover Checklist Hua R, Goh J, Wong J, Ng SY, Chia P Singapore General Hospital, Singapore | 284 |
| PSQPS032 KIT- Start the Teaching Gunasegaran N, Chan YL, Zhang X, Pi G, Er BH Singapore General Hospital, Singapore | 286 |
| PSQEST01 Reducing Specimen Errors in the Department of Paediatric Chong SL, Huang P, Velasco JA, Khin MY, Vikram V, Seow C, Ong T, Loo SL, Cruz LR, Navata MT KK Women's and Children's Hospital, Singapore | 288 |
| PSQEST02 Collaborative Community Virtual Pain Clinic for mobility impaired to Enhance Access to Care and Quality of Pain Management for Improved Outcomes & Reduced Admissions Khee GY, Yap W, Lin XF, Sew CN, Lee R, Lim S, Tan KH, Poopalalingam R, George JM Singapore General Hospital, Singapore | 289 |
| PSQEST03 Partnering Community Nurses & Pharmacists in Medication Management in the Community (COMED) | 290 |

Lim S, Gan R, Hwang YK, Khee GY, Seow YT, Wong T², Quan P¹, Hoo W¹, Teo M² ¹SATA CommHealth, ²Singapore General Hospital, Singapore

| Patient Safety & Quality Projects | Page |
|---|------|
| PSQEST04 Increasing Readiness to Employment for Stroke Survivors Ng TW, Cheng P, Woon C, Sew S, Lim J, Masri M, Lye L Tan Tock Seng Hospital, Singapore | 291 |
| PSQEST05 To Increase Awareness Level of ESTHERs in Fall Management at Home from 22% to 50% within 6 Months Ng M³, Teo SC², Luay J³, Ho J1, Xu Y³, Lim SF³, Wang E³, Lim SL¹, Tan I³, Ong LJ³ | 292 |
| **NTUC Health, *SingHealth, *Singapore General Hospital, Singapore PSQEST06 Improving Geriatric and Special Care Dental Esthers * Confidence Level in Managing Their Oral Health | 293 |
| Seow YT, Lui JN, Wu S, Yang J, Wee C National Dental Centre, Singapore PSQEST07 Empowering ESTHERs in Self Management of COPD in the Community with the Use of a | 294 |
| COPD ePlan Lau C, Kee MN, Yap J, Gan P, Low BG, Huang Z Changi General Hospital, Singapore | |
| PSQEST08 "Pills on time" kit: Empower Parkinson's Disease Patients in Managing Medication at Out of Home Setting Sim A, Tan AP, Goh RH, Chotphoksap U, Wang K, Koh M Singapore General Hospital, Singapore | 295 |
| PSQEST09 Empowering Esthers to Self-Monitor their Health in the Community Lau C, Idrus D, Karim NK, Noor'ain N, Quek KT, Kannan S Neighbours for Active Living, Changi General Hospital, Singapore | 296 |
| PSQEST10 Improving Esther's Satisfaction Level from 16% to 70% in their Special Interest Group So as to Give Meaning and Fulfilment in Their Lives Over 6 Months Woon C, Ng TW, How S, Ng D, Cheah C Fei Yue Community Services, Singapore | 297 |
| PSQEST11 "Help Me Remain and Cope at Home, Please" Seow YT, Wong YY, Chin E, Tan E, Goei E Bright Vision Hospital, Singapore | 298 |
| PSQEST12 Increasing the Acceptance Rate of Elderly Esthers using Walking Aids to Reduce Falls Ng TW, Woon C¹, Mohan KR², Tan G², Kong B¹, Kok D¹¹Sunlove Home, ²Tan Tock Seng Hospital, Singapore | 299 |
| PSQEST13 A Qualitative Study of Esthers Confidence Level in Caring for Seniors Woon C, Ng TW, Chien D, Chow CS, Tan J, Tan S Care Corner Singapore Ltd, Singapore | 300 |
| PSQEST14 To Build Esthers 'Capability from 70% to 90% in 6 Months Woon C, Teo SC, Khor BH¹, Ong C², Ridzuan NS¹, Tong J² ¹Thye Hua Kwan Hospital,²Tan Tock Seng Hospital, Singapore | 301 |
| PSQEST15 Increasing Esthers 'Confidence in Managing Activities of Daily Living (ADLs) at Home Yap W, Ng SY, Ng M, Ayre TC, Cheung LNM, Leong MY Singapore General Hospital, Singapore | 302 |
| PSQEST16 Improving Patient Wayfinding in the Geriatric and Special Care Dentistry Clinic at National Dental Centre Singapore Lui JN, See TYL, Kong RL, Noordin NL, Nasir F, Chia S, Woo W, Ong S National Dental Centre Singapore | 303 |
| PSQEST17 Empowering Improvement in Patient's Participation Collectively Low L, Ng W, Tan A, Yeap S, Guna D, Cheng S, Goh BW, Kamala N Sunlove Home, Sing Health Community Hospital, Seng Kang General Hospital Singapore | 304 |
| PSQEST18 Empowering ESTHERs in the Community Hospital - Patient Goal Card Low L, Ong P, Chee D, Lim CY,Ho PS SengKang General Hospital Singapore | 305 |
| PSQEST19 Giving OTAGO a GO Chew E, Lim E, Jegathisan Y, Loo M, Lim SQ, Wong LL, Koh CS, Nadhirah M Kreta Ayer Senior Activity Centre, Singapore General Hospital Singapore | 306 |
| | |

Patient Safety & Quality Archives Volume 2 Number 2

 $\underline{https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2021_N2.pdf}$

Poster Excellence Award 2021 Winners

Patient Safety & Quality Projects

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



Page

PSQEF028 Reengineering Interventional Nephrology Suite Model Foo M, Gan S, Ng M, Rahman R, Tan RY, Pang SC, Rahman M, Chan E, Omar MF, Sng EL, Lim L, Teo XX, Tan CS Singapore General Hospital, Singapore PSQEF055 Eliminating Inappropriate Carotid Ultrasound Requests Received By SGH NDU Kumar SS, Cheng N National Neuroscience Institute, Singapore **PSQIN010** Project Enhance (Empower NH to Improve Standards of Care) Jumat K, Ngo HJ, Yang Y, See R, Yeo G, Ng W, Lim S, Lee J Sengkang General Hospital, Singapore PSQIN017 Improving Effectiveness and Efficiency of Nurses Documentation During Night Shift Hassan Z, Hussein I, Seville MJP, Wan J, Manohar P, Liew D, Said NS National Heart Centre Singapore, Singapore **PSQPO001** To Improve the Timeliness of Recognition of Stroke Symptoms 160 Zhang N, Jasmine, Sivaraj D Changi General Hospital, Singapore PSQPO003 Enhancing Patient Safety Culture in National Cancer Centre Singapore (NCCS) 164 Phua C, Ong A, Givanandam N, Lim G, Tan T National Cancer Centre Singapore, Singapore **PSQPO013** Increase Organ Donation Rates in SGH 184 Yap M, Seah A, Vadivel P, Raj P, Goh J, Teo SY Singapore General Hospital, Singapore PSQPO018 APN-led Exit Round in Gynaecological and Gynae-oncology Wards 194 Huang F, Zhong Y, Wei N, Chua P, Wu Y, Zhang X, Eng J, Kee HM, Xu X, Chua MT, Leng SS KK Women's and Children's Hospital, Singapore 226 PSQPS002 WE CARE – Building a Safe to Speak Up Culture Thilagamangai, Ng GN, Miao Y, Lim SS, Quek MZ, Dagatan MLB, Teo PL, Singh D, Niu YL, Huang C, Ang RE, Devi S, Allen JC, Wong KL KK Women's and Children's Hospital, Singapore PSQEST02 Collaborative Community Virtual Pain Clinic for mobility impaired to Enhance Access to Care 289 and Quality of Pain Management for Improved Outcomes & Reduced Admissions Khee GY, Yap W, Lin XF, Sew CN, Lee R, Lim S, Tan KH, Poopalalingam R, George JM Singapore General Hospital, Singapore Patient Safety & Quality Archives Volume 2 Number 3 https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2021 N3.pdf Patient Safety & Quality Archives Volume 2 Number 1 https://www.singhealthdukenus.com.sg/ipsg/Documents/PSQA/PSQA2021 N1.pdf Patient Safety & Quality Archives Website:



The Patient Safety & Quality Archives 2021 Volume 2 Number 2 is published in electronic form only by SingHealth Duke-NUS Institute for Patient Safety & Quality.

Version: 00080321



Patient Safety & Quality Archives 2021: COVID-19 Category

In conjunction with SingHealth Duke-NUS Quality & Innovation Day

- CONTENT ONLY -

Patient Safety & Quality Archives 2021 Volume 2 Number 3

SingHealth Duke-NUS Institute for Patient Safety & Quality























DETIRINTS AT THE HEW RT OF ALL WE DO."



SingHealth Duke-NUS Quality & Innovation Day 2021

The annual event with more than 700 participants aims at bringing together healthcare thought leaders, clinicians, researchers, educators and students, 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 2021 provides an opportunity to showcase Quality Improvement projects across the Cluster.



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

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



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

• PSQEF Efficiency & Process

• PSQIN Innovation

PSQPO Patient OutcomesPSQPS Patient SafetyPSQEST Esther Projects

PSQCOVID COVID-19 Projects

Patient Safety & Quality Archives 2021

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

Assistant Editors: Ms Teo Shao Chu

Ms Tang Joo Ying

Mr Keith Heng Swee Kok

Editorial Executives: Mr Lim Yong Kang

Mr Lucas Ng Wee Kee

Ms Low Yan Yin

Patient Safety & Quality Archives Website:

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

PSQA E-mail:

ipsq@singhealth.com.sq

The Patient Safety & Quality Archives are published annually.

| Editorial | Page |
|--|------|
| COVID-19 Pandemic Patient Safety & Quality Challenges | 309 |
| Patient Safety & Quality Projects | |
| PSQCOVID01 Hospital SASH Isolation Facility (HOSIF) Lim S, Choong PW, Lim SQ, Ng S, Hong ZG, Ismail L, Zeng ZH, Ho V, Changi General Hospital, Singapore | 310 |
| PSQCOVID02 Maintaining Resident Ultrasound Training with Self Ultrasound Liang M, Chen C, Tang PH KK Women's and Children's Hospital, Singapore | 312 |
| PSQCOVID03 Translation of English Medication Labels to Improve Patient Communication Hafiz M, Tan LY, Anbalagan JC, Saravanan J, Ashwini S, Farhana F, Chai E Sengkang General Hospital, Singapore | 314 |
| PSQCOVID04 Process-Oriented in Situ Simulation is a Valuable Tool to Rapidly Ensure Operating Theatre Preparedness for COVID-19 outbreak Chong SY, Wong LT, Teng CL, Fu J, Goh MM, Lie SA Singapore General Hospital, Singapore | 316 |
| PSQCOVID05 Where is the Pink Penta? Finding an Alternate Nebulised Pentamidine Facility during Covid-19 Chien J, Ratnasari, Chen XM, Zou XY, Lee CH, Wong LZ, Tan CL, Lucila N, Molina, Goh J, Rosario JC, Tan LC, Melonie KS Changi General Hospital, Singapore | 318 |
| PSQCOVID06 Managing the Unseen Patient Lin A, Chong J, Ang S, Razak F, Zackaria M, Ting D SingHealth Community Hospital, Singapore | 320 |
| PSQCOVID07 Registering Patients in Extended Screening Area (ESA) Isror H, Pereira BK, Jamalludin SS, Sharomsah SN, Shariff MD, Roselee NA, Ayyakannu R KK Women's and Children's Hospital, Singapore | 322 |
| PSQCOVID08 Use of Failure Mode and Effect Analysis (FMEA) to Reduce Risk of Errors in Medication Delivery Service in Outpatient Oncology Pharmacy Liow, Leow J, Ngo V, Chew L, Heng C National Cancer Centre Singapore, Singapore | 324 |
| PSQCOVID09 Continuous Process Improvement on Equipment Management during Pandemic / Crisis Wu CF, Ruzidah Siti, Tan YS, Neo B, Lian L Changi General Hospital, Singapore | 326 |
| PSQCOVID10 Maximising the Usage of Water-Repellant Gowns during Aerosol Generating Procedures (AGP) for Non-Infectious Cases in SGH MOT Lu R, Marhaini Z, Essa NA, Goh MM, Teng CL, Yeoh CJ, Elangovan T Singapore General Hospital, Singapore | 328 |
| PSQCOVID11 To Innovate a Communication Tool to Improve and Facilitate Work Process During HoSIF Operation Ng HC, Cristobal LI, Miranda I, Peralta EA, Soh EC, Goh S Changi General Hospital, Singapore | 330 |
| PSQCOVID12 Developing a Video Series for Remote Training in Youth Well-Being Screening and Suicide Risk Screening in KKH Children's Emergency during the COVID-19 Pandemic – A Pilot Study Ang A, Ong G, Tan OK, Yiew L, Kau JN, Kamil H, Poon NY, Gatot L, Kong C KK Women's and Children's Hospital, Singapore | 332 |
| PSQCOVID13 Through the Looking Glass Arlany L, Toh A, Loo TY, Ilzam NS, Sng LH Sengkang General Hospital, Singapore | 334 |
| PSQCOVID14 Triage to Reduce Infection Risk Amidst Global Emergency Cheah C, Tang EF, Wee E, Lee L, Tan S, Ng V Singapore General Hospital, Singapore | 336 |

| Patient Safety & Quality Projects | Page |
|---|------|
| PSQCOVID15 COVID-19 Situational Awareness Inflight Decision Support Tool Tan MF, Ng R, Ramanathan S, Ng S, Sridharan S, Goh SW, Alvin, Tan LT, Tan J, Lee J, Tong ZJ, Ong SS, Hussin S, Narayan V, Tan D Changi General Hospital, Singapore | 338 |
| PSQCOVID16 Entering the New Normal – Managing Organization Personas Pang NL, Tor SK, Tan G, Koh S, Loh M, Cha S KK Women's and Children's Hospital, Singapore | 340 |
| PSQCOVID17 Physiotherapy Follow-up After Cardiac Events: Video Consultation as an Alternative to Centre-Based Session Sng EL, Cheo PY, Mydin H National Heart Centre Singapore, Singapore | 342 |
| PSQCOVID18 "STREAM COVID-19" STreamlining REferral-to-Admission and Discharge Processes as a Multidisciplinary Team during COVID-19 Magheshwari RK, Tan C, Chin E, Lin XT, Wong A, Zhu A, Yujin SingHealth Community Hospital, Singapore | 344 |
| PSQCOVID19 Automation of Insurance Code Update for the Billing of COVID-19 Swab Tests Oh HC, Ismail L, Khamis S, Ng S, Ong M, Wong A, Tan MF, Sridharan S Changi General Hospital, Singapore | 346 |
| PSQCOVID20 Dental Survival Guide for Medical Doctor Lee C, Anandarajan R, Jaw MH, Tan G, Tamhane T SingHealth Polyclinics, Singapore | 348 |
| PSQCOVID21 2 shifts a day, put the virus away Er A, Lee WC, Chee HC, Ooi J Changi General Hospital, Singapore | 350 |
| PSQCOVID22 Minimizing Healthcare Workers' Exposure to COVID-19 Patients under Airborne Isolation Through the Use of a Wearable Vital Signs Monitoring Device Chew SY, Goh J, Ang Y, Phua GG, Esther M Singapore General Hospital, Singapore | 352 |
| PSQCOVID23 Pilot Implementation of Telemedicine Services for non-acute Paediatric Occupational Therapy Outpatients during COVID-19 Poon J, Soh SK, Sng J, Tan XH, Ho SJ, Ong LH KK Women's and Children's Hospital, Singapore | 354 |
| PSQCOVID24 Reducing Patient's Dwell-time in National Cancer Centre Singapore During the COVID-19 Pandemic Tham CK, Tan J, Lim G, Chew L, Chang YY, Lian SB, Arumugam T, Lee TB, Mah J, Kwek JW, Lim ST | 356 |
| National Cancer Centre Singapore, Singapore | |
| PSQCOVID25 Nurses Experience and Perception in Configuring Isolation General Ward to Isolation ICU: COVID Era Niang SM, Chia SK, Zhuo BX, Tan KH, Li XH Changi General Hospital, Singapore | 358 |
| PSQCOVID26 Role Expansion for Enrolled Nurses, Assisting in Breast Surgical Procedures Zain M, Oo CS, Lim JT, Tan V, Goh MM, Ng LH Singapore General Hospital, Singapore | 360 |
| PSQCOVID27 Infection Prevention Competency in Pandemic Resuscitation (IP-CPR) Jayachandran A, Ramadas S, Maghirang A, Ting SL, Labuanan R SingHealth Community Hospital, Singapore | 362 |
| PSQCOVID28 An Efficient Process Framework for Large Scale Serology Testing (COVID-19) Ong BC, Razak HR, Raj VT, Ong SK, Joshua TT, Ng A, Chew MH Sengkang General Hospital, Singapore | 364 |
| PSQCOVID29 MedsToHome Pang PS, Low S, Woo A, Kao C, Wong C, Alsagoff W Changi General Hospital, Singapore | 366 |
| PSQCOVID30 COVID-19 Thrice-Daily Dashboard Tan HW, Lim KH, Boo KX, Leow S Singapore General Hospital, Singapore | 368 |
| PSQCOVID31 Responding to the Call for Audio Translations Tanuja T, Han J, Tan G, Tse D, Anandarajan SingHealth Polyclinics, Singapore | 370 |

| Patient Safety & Quality Projects | Page |
|--|------|
| PSQCOVID32 Medication Order Via HealthBuddy You CK, Pang S, Tan LS, Sharifah W Changi General Hospital, Singapore | 372 |
| PSQCOVID33 Dormitory Registration Application Oh S, Chin S, Tay HH, Goh BK, Chuah M KK Women's and Children's Hospital, Singapore | 374 |
| PSQCOVID34 Understanding Patient Experience at Neuroscience Outpatient Clinic during COVID-19 Pandemic Faizal M, Saleh F,Azwa F, Krishnan G, Singh JK, Lee KL, Kamal V, Goh JJ National Neuroscience Institute, Singapore | 376 |
| PSQCOVID35 Digitalising Travel & Symptoms Declaration Form For Better Outcomes Gui G, Ong JY, Kwok MK Singapore General Hospital, Singapore | 378 |
| PSQCOVID36 To increase temperature taking and recording by staff in Staff Health Surveillance System rates to 100% during COVID-19 Chong LF, Quah SC, Tan S, Khosni S, Lee LH, Liow ZY, Tan AM, Tawi R SingHealth Polyclinics, Singapore | 380 |
| PSQCOVID37 85% Reduction in Time for Inventory Stocktaking by Going Paperless in Molecular Lab During COVID-19 Period Chow V, Zhao ZP Changi General Hospital, Singapore | 382 |
| PSQCOVID38 Outpatient AP Quota Tracker Application Oh S, Chin S, Tey YW, Murallon E, Chuah M KK Women's and Children's Hospital, Singapore | 384 |
| PSQCOVID39 Temperature Compliance Radar Ng R, Ng WQ, Ong W, Mohamed S, Tan J, Sarah T, Aishah S, Hussin B, Narayan V, Tan D Changi General Hospital, Singapore | 386 |
| PSQCOVID40 Enabling Communication for and with Migrant Worker Patients (MWPs) at BVH Tan YH, Lim LT, Goei E, Lee A, Wong N, Chin E SingHealth Community Hospital, Singapore | 388 |
| PSQCOVID41 Improving Staff Influenza vaccination rate by Decentralization Method in View of Covid-19 pandemic Wang S, Ng R, Benjamin GM, Ratnasari, Anandan S, Chan LT, Chen XM Changi General Hospital, Singapore | 390 |
| PSQCOVID42 Stemming the Rise in Antibiotic Use during COVID-19 pandemic Lim S, Lee W, Cherng B, Yii D, Chee HK, Lee LW, Liew YX, Lim JL, Loo LW, Koomanan N, Chua C, Chung J, Thien SY, Zhou Y Singapore General Hospital, Singapore | 392 |
| PSQCOVID43 From the frontline of COVID-19, How Prepared are we as Bbstetricians? Chua M, Lee J, Tan HK, Sulaiman S KK Women's and Children's Hospital, Singapore | 394 |
| PSQCOVID44 Video-Consultation in SingHealth Polyclinics (ViCON@SHP) Enabling Remote Doctor Consultations During the COVID-19 Pandemic Tan G, Moey P, Wong SH, Lim SF, Lai M, Foo L, Lim C, Chua C, Kang G SingHealth Polyclinics, Singapore | 396 |
| PSQCOVID45 In Situ Simulation in a Time of Pandemic Kuan K, Leong G, Goh Y, Tan CC, Goh J, Thng SY Changi General Hospital, Singapore | 398 |
| PSQCOVID46 Project TRACK (Triage Retail Pharmacy Workflow) Fong T, Chiang CS, Lee ZY, Mendoza J, Noor NN, Neo ZY Singapore General Hospital, Singapore | 400 |
| PSQCOVID47 Filling the Information Gap - A Local COVID-19 Test Repository Before its Time Koh XH, Salleh S, Lek A, Gao PP, Zaini F, Malek A, Tan K, Wu HK Changi General Hospital, Singapore | 402 |
| PSQCOVID48 To Increase Efficiency In Attending To Emergency Situation Using Portable Rapid Response Kit (PRRK) For Patient In Isolation Ward Hor F, Zhuo BX, Choong LC, Pua J, Wong SM, Amin NR, Cheng BB, Ong Mei Lin Changi General Hospital, Singapore | 404 |

| Patient Safety & Quality Projects | Page |
|--|------|
| PSQCOVID49 Telecommunication Enabled Medical Interactions (TEMI) Mathew P, Khine MA, Goh E, Tenzin P, Boo J, Chan C SingHealth Community Hospital, Singapore | 406 |
| PSQCOVID50 Safe Dispensing for Migrant Workers Goh BK, Lim C, Goh CC, Tang WP, Goh B, Khoo R SingHealth Polyclinics, Singapore | 408 |
| PSQCOVID51 Eliminating rework in COVID-19 swabs Thng Shin Ying, Choong Pei Wah, Mu Wei Ling Changi General Hospital, Singapore | 410 |
| PSQCOVID52 NNI Video Consultation for NSOC Chiew K, Lee KL, Neo S, Khoo DP, Liang YR National Neuroscience Institute, Singapore | 412 |
| PSQCOVID53 Implementation of Nurse Led Discharge: To Empower HoSIF Nurses and Improve Efficiency of Care in HoSIF Yahya N, Johari N, Tiu MC, S. Nalaini, Madrid RB, Lim M Changi General Hospital, Singapore | 414 |
| PSQCOVID54 Improving processing of COVID-19 Results from External Operations Chen SH, Ngan IS, Ng JH, Walia K, Kong HS, Vedanarayan SN, Teoh JK, Zheng SL, Chin LL Changi General Hospital, Singapore | 416 |
| PSQCOVID55 Fever or no fever? That is the question Thoon KC, Yelen, Sim CY, Mark CM, Ho S, Choo M, Goh BK, Yung CF, KK Women's and Children's Hospital, Singapore | 418 |
| PSQCOVID56 Improving Process of Swab/Serology Testing Ngan I S, Nasrullah M, Chang C Changi General Hospital, Singapore | 420 |
| PSQCOVID57 Safer Higher-value Secretion Management by a Multi-Disciplinary Team Collaboration (the SHS MDT Collaboration) Zhu YJ, Saw L, Maghirang AI, Susada CM, Suarez IP, Labuanan R SingHealth Community Hospital, Singapore | 422 |
| PSQCOVID58 Technology in a Time of Turmoil: Establishing a Videoconsultation Service for Outpatient Consultations During the COVID-19 Pandemic Amanda L, Yeo SK, Chang RF, Chan E, Quek C, Peng Yj, Omar F, Goh SY Singapore General Hospital, Singapore | 424 |
| PSQCOVID59 Optimising Specialist Outpatient Clinic using SmartViewTM with Safe Distancing Compass Narayan V, Oh HC, Koa A, Tan J, Tan LS, Pang HM, Ang I, Chin LL Changi General Hospital, Singapore | 426 |
| PSQCOVID60 CHAMPs Cares: A Compassionate and Responsive Engagement Support Initiative during COVID-19 Lee P, Wong K, Ang L, Koh SP, Tanuja, N KK Women's and Children's Hospital, Singapore | 428 |
| PSQCOVID61 Give me two minutes! J P Melonie, Diyana A, Vijayan D, Mangasi D C M, Darwisyah National Dental Centre Singapore, Singapore | 430 |
| PSQCOVID62 Improving Interdisciplinary Psychological Assessment in Migrant Workers (The IPAMS project) Yee G, Thei, N, Tan Y H, Goei E, Arriane G, Tanhueco A, Dalida J, Villar M, Labuanan R, Ch'ng M, Kavitha M SingHealth Community Hospital, Singapore | 432 |
| PSQCOVID63 Safe Video Patient Education in COVID-19 Pandemic Cao Y, Loh D, Huang YH, Yusoff A, Ang T B, Tan W Y, Liew E, Tan JJ, Foong M Changi General Hospital, Singapore | 434 |
| PSQCOVID64 Building the Epidemiological Curve of Covid Positive Patients in Tampines Dormitory J P Melonie, Diyana A, Vijayan D, Mangasi D C M, Darwisyah National Dental Centre Singapore, Singapore | 436 |
| PSQCOVID65 The Patient Safety Service Quality and Communication Improvements in a COVID-19 Facility (PSC-CIF) Project Yee G, Snin S, Passkeren L, Salleh S SingHealth Community Hospital, Singapore | 438 |

| Patient Safety & Quality Projects | Page |
|--|------|
| PSQCOVID66 To Engage Patients in Ward 53C With Family Members During The COVID-19 Pandemic Outbreak for Two Months Tamilchelvi S, Thu TN, Loh I W, Sulaiman S, Wong MY, Ng M, Chong P X Singapore General Hospital, Singapore | 440 |
| PSQCOVID67 Project TIME (To Immediately Minimise Exposure) Loh HP, Yap SG, S Prakaash, Yee K S, Tan HK, Chow WE, Chua XN, Heng D, Yeo SQ, Tan KH Singapore General Hospital, Singapore | 442 |
| SingHealth Duke-NUS Quality Innovation Day Event 2021 | |
| COVID-19 Poster Excellence Award 2021 Winners | 443 |

Patient Safety & Quality Archives Volume 2 Number 3

 $\underline{https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2021_N3.pdf}$

COVID-19 Poster Excellence Award 2021 Winners



| Patient Safety & Quality Projects | Page |
|--|------|
| PSQCOVID01 Hospital SASH Isolation Facility (HOSIF) Lim S, Choong PW, Lim SQ, Ng S, Hong ZG, Ismail L, Zeng ZH, Ho V, Changi General Hospital, Singapore | 310 |
| PSQCOVID16 Entering the New Normal – Managing Organization Personas Pang NL, Tor SK, Tan G, Koh S, Loh M, Cha S KK Women's and Children's Hospital, Singapore | 340 |
| PSQCOVID18 "STREAM COVID-19" STreamlining REferral-to-Admission and Discharge Processes as a Multidisciplinary Team during COVID-19 Magheshwari RK, Tan C, Chin E, Lin XT, Wong A, Zhu A, Yujin SingHealth Community Hospital, Singapore | 344 |
| PSQCOVID28 An Efficient Process Framework for Large Scale Serology Testing (COVID-19) Ong BC, Razak HR, Raj VT, Ong SK, Joshua TT, Ng A, Chew MH Sengkang General Hospital, Singapore | 364 |
| PSQCOVID35 Digitalising Travel & Symptoms Declaration Form For Better Outcomes Gui G, Ong JY, Kwok MK Singapore General Hospital, Singapore | 378 |
| PSQCOVID44 Video-Consultation in SingHealth Polyclinics (ViCON@SHP). Enabling Remote Doctor Consultations During the COVID-19 Pandemic Tan G, Moey P, Wong SH, Lim SF, Lai M, Foo L, Lim C, Chua C, Kang G SingHealth Polyclinics, Singapore | 396 |
| PSQCOVID46 Project TRACK (Triage Retail Pharmacy Workflow) Fong T, Chiang CS, Lee ZY, Mendoza J, Noor NN, Neo ZY Singapore General Hospital, Singapore | 400 |

Patient Safety & Quality Archives Volume 2 Number 1

https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2021_N1.pdf

Patient Safety & Quality Archives Volume 2 Number 2

https://www.singhealthdukenus.com.sg/ipsq/Documents/PSQA/PSQA2021_N2.pdf

Patient Safety & Quality Archives Website:

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



The Patient Safety & Quality Archives 2021 Volume 2 Number 3 is published in electronic form only by SingHealth Duke-NUS Institute for Patient Safety & Quality.

Version: 00080321