

# National Quality Improvement Conference

## Enhancing Patient Safety Through Timely and Effective Results Acknowledgment

Gwendoline Tan, Teo Chiang Wen, Cheryl Tan, Chew Zhi Xin

gwendoline.tan.w.h  
@singhealthch.com.sg

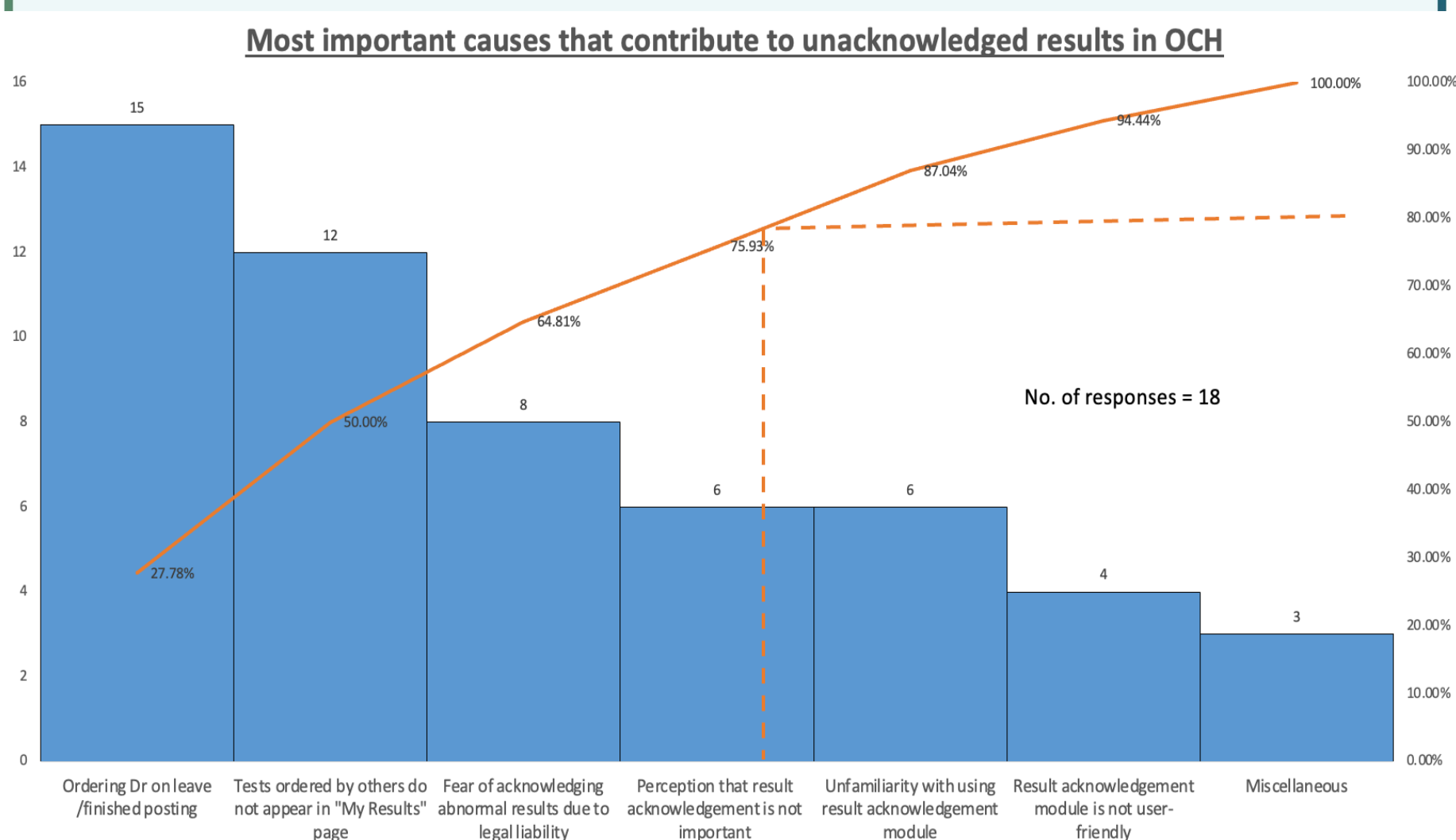


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### Problem Statement

When abnormal results are not recognised and acted upon promptly, patient safety issues arise. OCH had a rise in unacknowledged test results between 2020 to 2022.



### Project Aim

Our baseline data from October 2020 to May 2022 shows a monthly average of 20 results left unacknowledged over this 20-month period. As this affects patients' safety, our team aims to reduce the number of unacknowledged results from 25 to 0 within a 6-month period.

### Lessons Learnt

- A combination of process change (optimising the results acknowledgment module) and human behaviour change is needed for sustained improvement.
- Reminders were time-consuming and could be automated from the beginning for future QI initiatives.

### Potential Solutions

#### 1st PDSA – Result Acknowledgement Module (RAM) Training Session

Target: Lack of training, Poor awareness and Misperceptions in acknowledging results among doctors

- Effective use of RAM was incorporated into the 6-monthly SCM training for new doctors. Concerns and misperceptions were addressed
- Target: Prolonged absence of the ordering doctor (on leave or left department), Inadequate handover (post-call doctors), RAM not user friendly
- All doctors' RAM settings were individualised based on their ward location via the *User-Centric Filter Functions* on SCM. Doctors working in the same ward will be notified of any unacknowledged results

#### 2nd PDSA – Reminder prompts

Target: Doctors forget due to busy work schedule

- Eye-catching reminder posters were pasted at workstations to remind the doctors
- Reminder texts were sent in the doctors' group chat periodically to remind them to acknowledge results



#### 3rd PDSA- Automation of reminder texts

Target: Reinforce PDSA 2 to improve sustainability

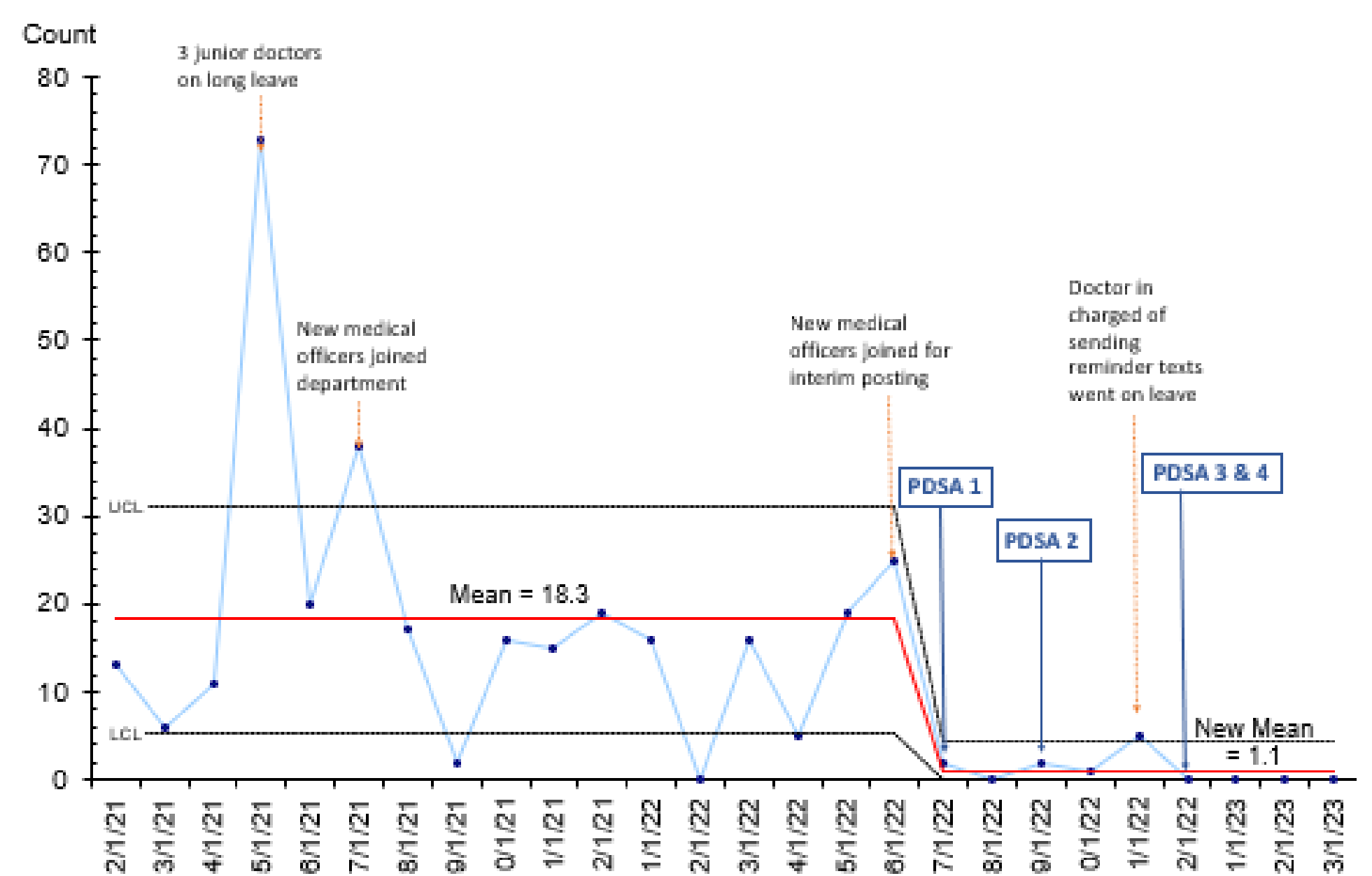
- Reminder texts were automated using Shortcuts on iOS as PDSA 2 was manually dependent

#### 4th PDSA – Positive reinforcement for behavioural change

- Starbucks gift cards were awarded to ward teams that acknowledged all results for 3 consecutive months

### Outcomes & Impacts

#### Number of Unacknowledged Results in OCH (Oct 2020 to Mar 2023)



The Shewhart chart demonstrated the success of our interventions, reducing the mean of unacknowledged results from 18.3 to an impressive 1.1. We achieved our project aim of acknowledging all results from December 2022 to March 2023 after conducting the different PDSA cycles.