

# National Quality Improvement Conference

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## I-leaflets

### Problem Statement

Patients have difficulties to remember verbal instructions provided for urgent medication collections after consultation in primary or community eye clinics (PEC / CEC). Problem exacerbates when patients are required to collect medications at pharmacies located at different locations outside of the clinics. A pre-intervention questionnaire was administered to 30 patients who required same day medication collection to test their understanding after receiving verbal instructions from staff. Pre-intervention understanding rate among patients was 77% (Figure 1).

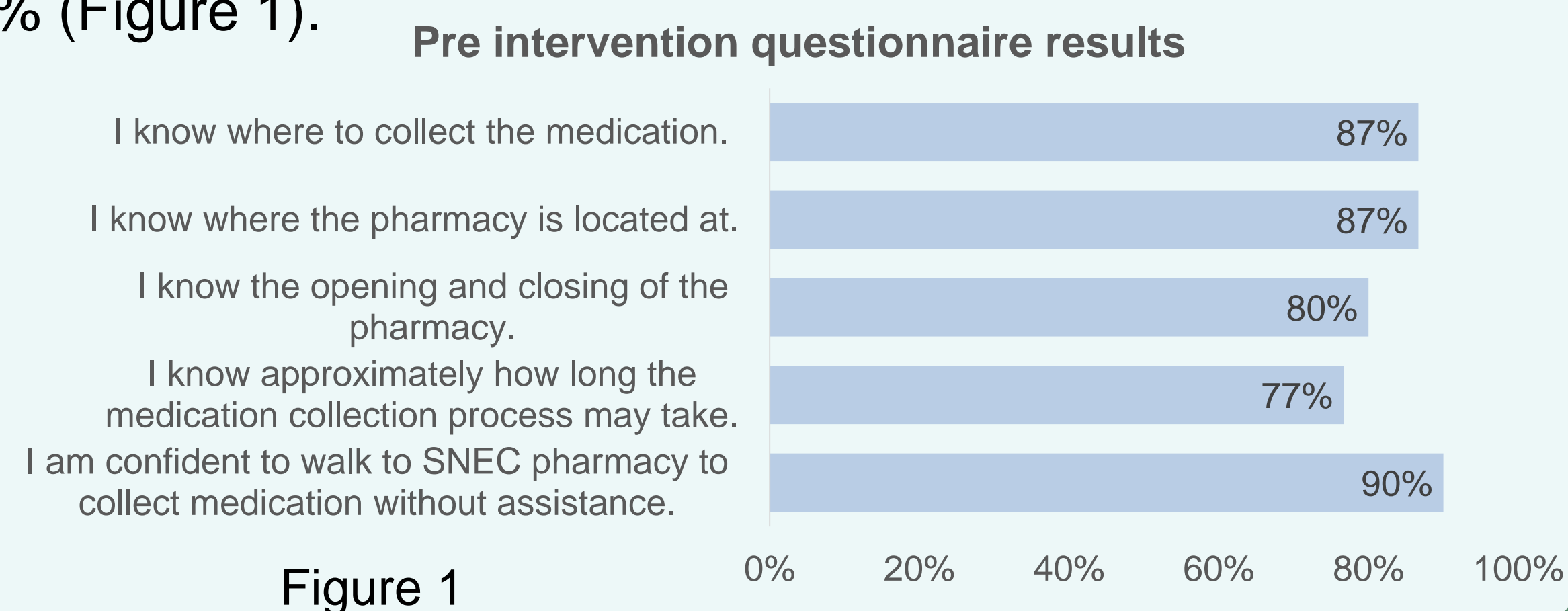


Figure 1

### Project Aim

Ensure all patients at SNEC satellite clinics in Outram (PEC @ National Heart Centre (NHCS) and CEC @ Health Promotion Board (HPB) who need urgent same day medication collection fully understand and remember instructions provided between October'22 to April'23.

### Lessons Learnt

As we carried out the process, language barrier was encountered for patients who do not understand English. With the map, it has enabled patients to identify landmark to help them to locate pharmacy.

Continued discussions and feedback from patients and fellow colleagues allowed practical and cost-effective interventions.

### Potential Solutions

We developed an information leaflet (I-Leaflet) to incorporate the change ideas. Development of the I-leaflet was carried out through several Plan-Do-Study-Act (PDSA) cycles (Figure 2).

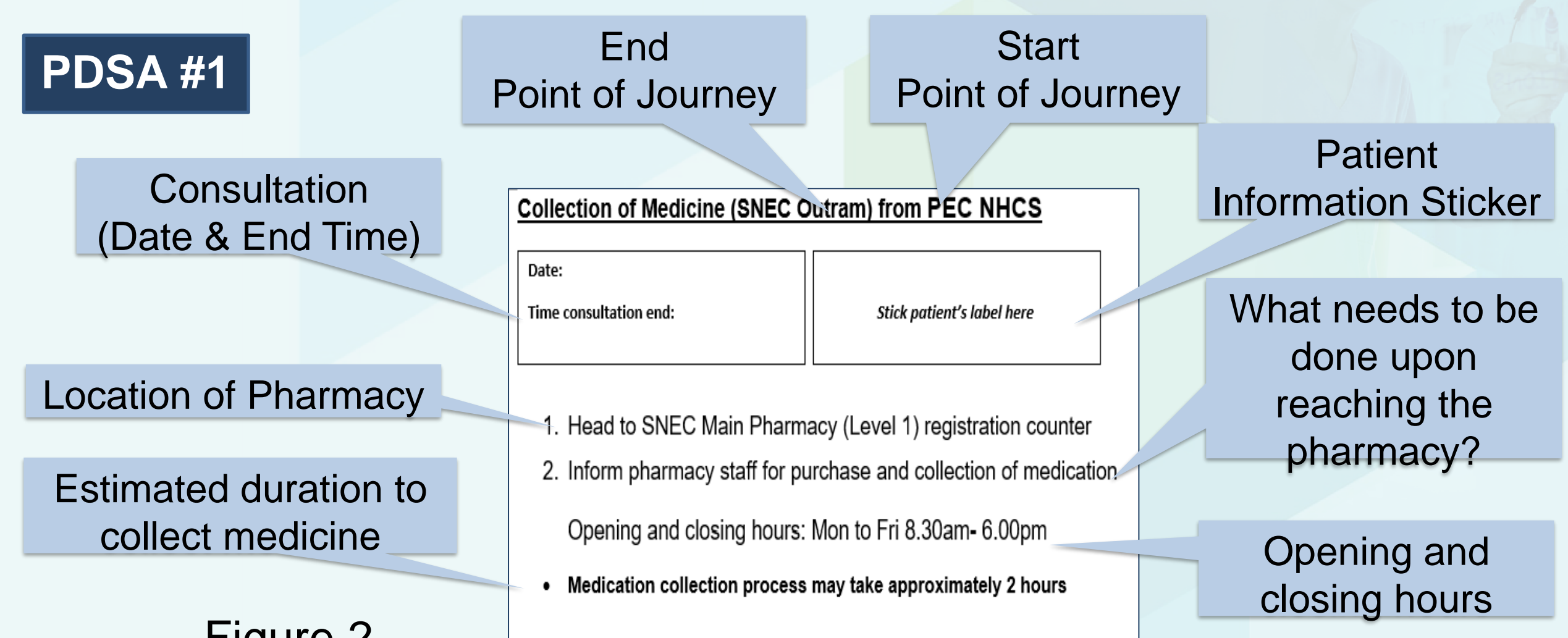
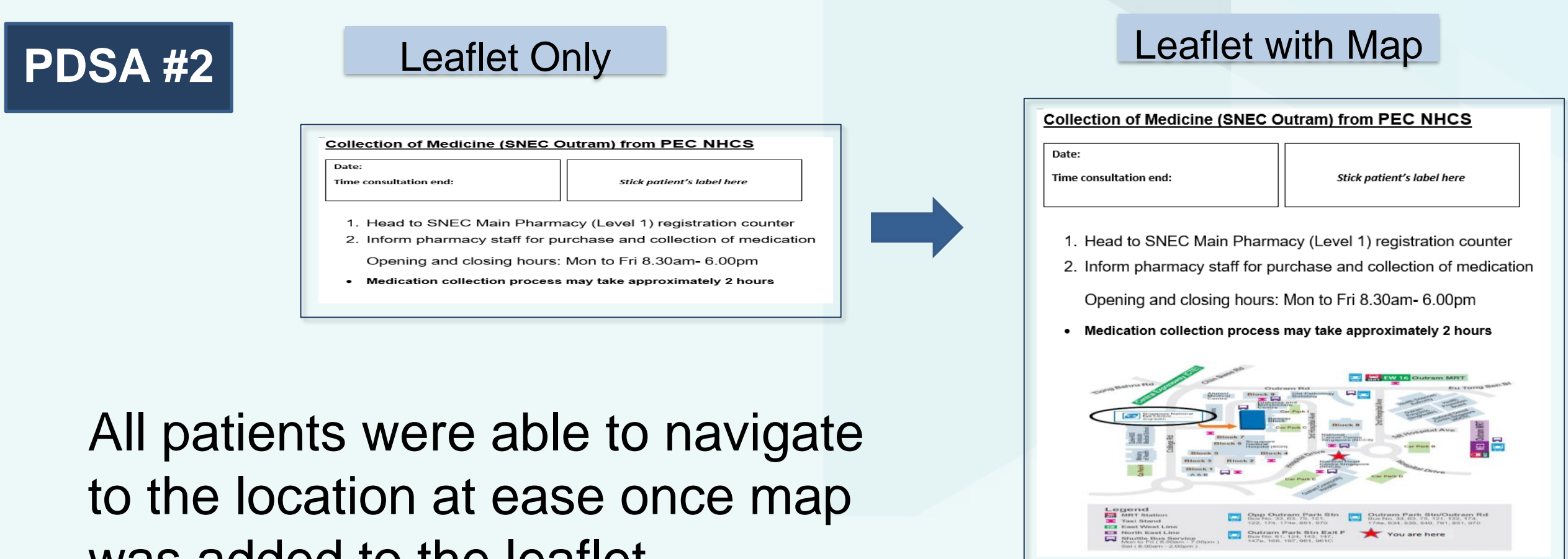


Figure 2

We printed the medicine collection information on paper (Figure 2) for patients' reference during medication collection, some patients are not able to understand directions to the location of pharmacy. We added map onto the leaflet.



All patients were able to navigate to the location at ease once map was added to the leaflet.

### Outcomes & Impacts

All patients were able to understand and remember the instructions for medicine collection and were confident to collection medication without assistance (Figure 3).

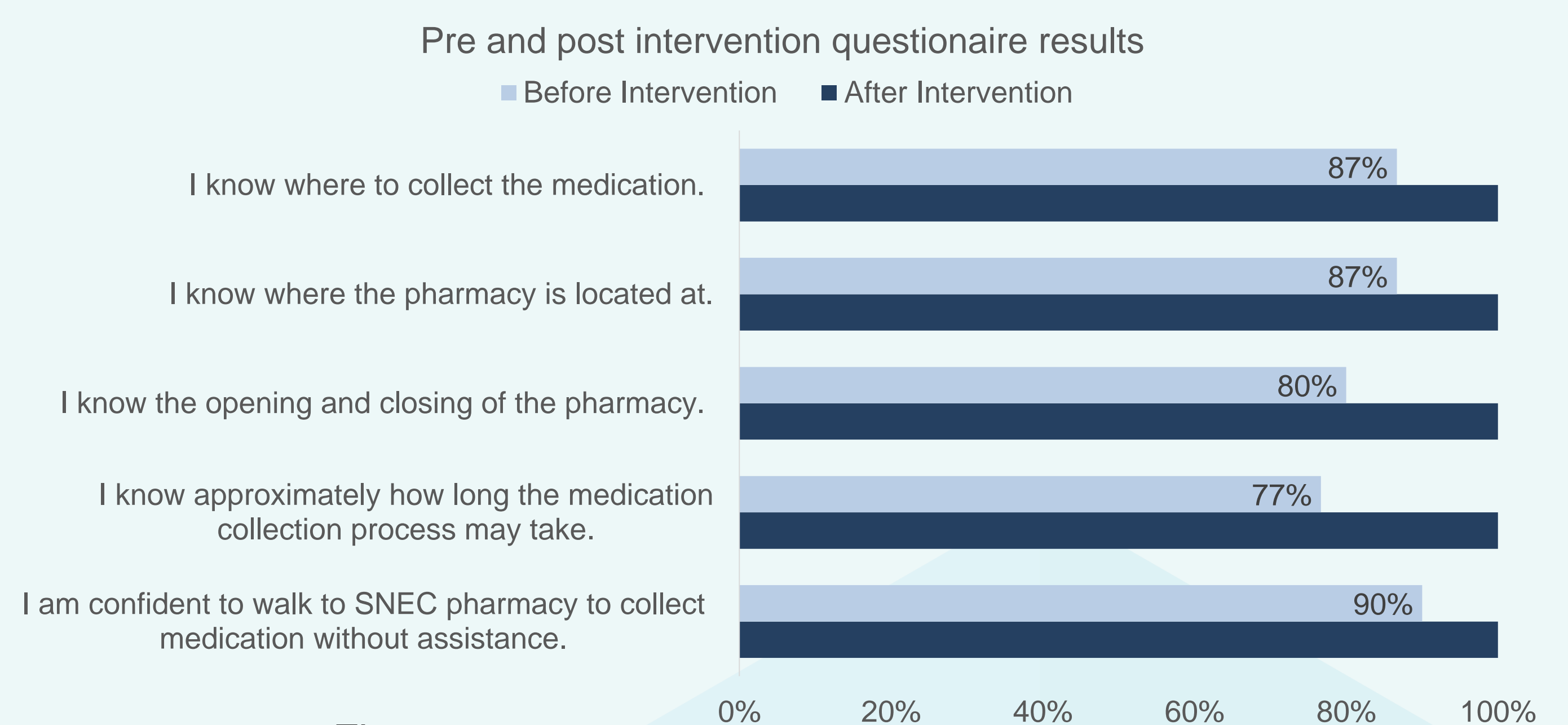


Figure 3

The I-leaflets has been adopted by CEC @ Punggol, where patients collect their medications at Seng Kang Hospital Main Pharmacy, and by fellow colleagues at Glaucoma Observation Clinic at NHCS for patients who required same day medication collection too.

In future, there are possibilities such as digitalization and wayfinding. This will save paper resources and be environmental friendly. We may consider collaboration with respective stakeholders in future to make wayfinding easier to patients.