

# National Quality Improvement Conference

To Standardise Photo-Filing Process and Patient/NOK Update Practices in High Dependency Wards to Improve Patient/NOK Experience and Satisfaction Levels

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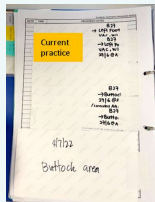


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## Problem Statement

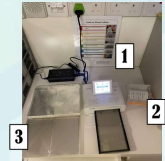
Four complaints of poor inpatient experience due to **deterioration of skin conditions** were filed in 2021. Each complaint took an **average of two weeks** for service recovery and wound healing. Deterioration of skin conditions led to longer length of stay, increased medical expenses, patient and family dissatisfaction and drop in staff morale. A root cause analysis highlighted **nurses' hesitance with skin updates** due to the **haphazard organisation of skin photographs** and **lack of time**.



## Potential Solutions

• Customised **4-insert album sheet** with skin description template to improve organisation of photographs and descriptions of skin conditions.

• Recommended **workstation layout** to facilitate filing of skin photographs by consolidating essential materials at a place to reduce time spent.



### Proposed Workflow

1. Take photograph of skin condition
2. Print photograph
3. Paste skin template onto back of photograph
4. Fill up skin template
5. Slot labelled skin photograph into album insert
6. File album insert into case file

• Provided **in-service talks** with emphasis on the new workflow with the implementation of the customised album sheet.

• Conducted **two-weekly audits** to assess nurses' compliance and experience of patients and family members



• Conducted **time motion studies** for filing and scanning of skin photographs.



## Project Aim

By December 2023,

1. Achieve **90% skin update rate** to patients and family members **within 24 hours** upon admission.
2. **Improve inpatient experience** with skin-related updates to **at least 80%**.
3. **Reduce skin-related complaints by 50%**

## Lessons Learnt



• Experienced staff tend to be **resistant to change**. Generating buy-in prior to implementation is crucial to improve adoption and compliance. **Tangible milestones with clear evidence** allow stakeholders to objectively appraise the change, **facilitating their acceptance**.



• Inpatient experience suffers when patient and family members **struggle with medical jargon**. The **use of layperson language** allays anxiety and improves understanding. Being deliberate in our choice of words **enhances communication and the inpatient experience**.

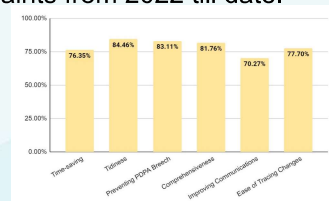
## Outcomes & Impacts

Time Period	Jun - Dec'22	Jan - Jun'23
Photo-filing Process	78.6%	93.3%
Prompt Updating	78.6%	96.7%
Patient Experience	71.4%	95.0%
NOK Experience	74.3%	96.7%

• Improvement in skin update rate and inpatient experience **beyond set target rates** of 90% and 80% respectively.

• **Zero** skin-related complaints from 2022 till date.

• Nurses also **prefer the new photo-filing process** due to various reasons especially with a **19.9% reduction** in time spent.



• Additionally, the Medical Records Office reported a **78.5% time-savings** for scanning skin photographs, greatly improving workplace efficiency.

• Amendments have been proposed to reflect the **new work process in the policy** - still pending approval.

• **Tenders have been submitted** for the production of the customised album sheet - pending evaluation.