

National Quality Improvement Conference

**Say 'No' to TEARS...
'Yes' to CARE**

Thiri Mya San
Low Meow Sim Serene
Benjamin Tay Kai Yang
Mok You Cheng Jason
Evelyn Wee Si Min

Claudia Goh Hui Shan
Hazlin Bte Saini
Law Kui Xuan
Siti Sulaiha Bte Mohd Yusof

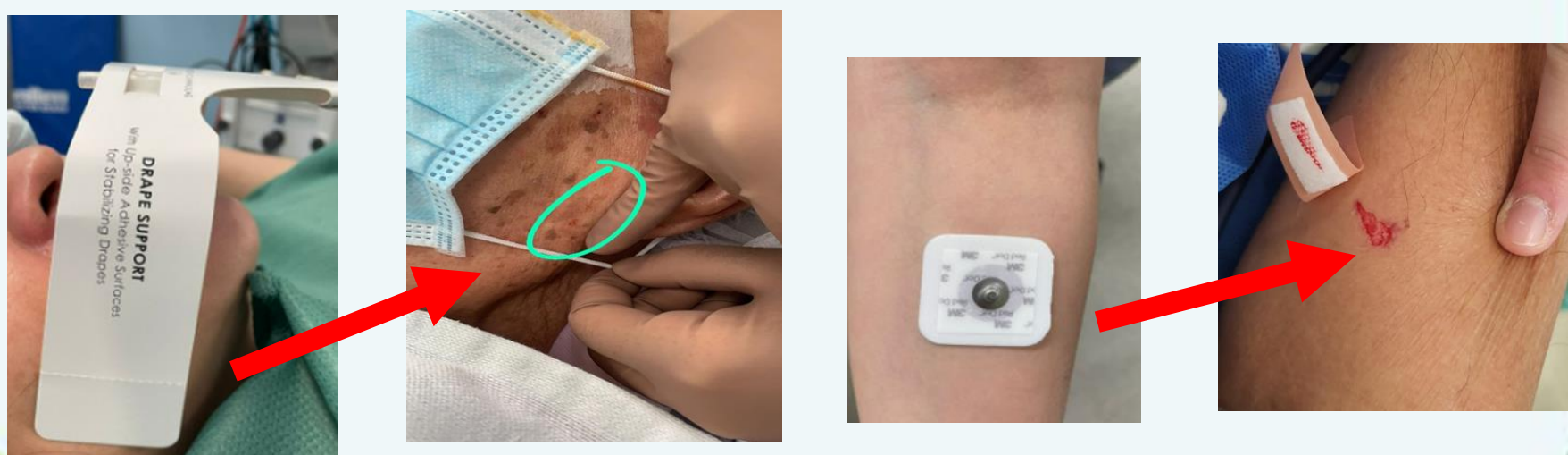


Singapore National Eye Centre
<Thiri.mya.san@snecc.com.sg>

Problem Statement

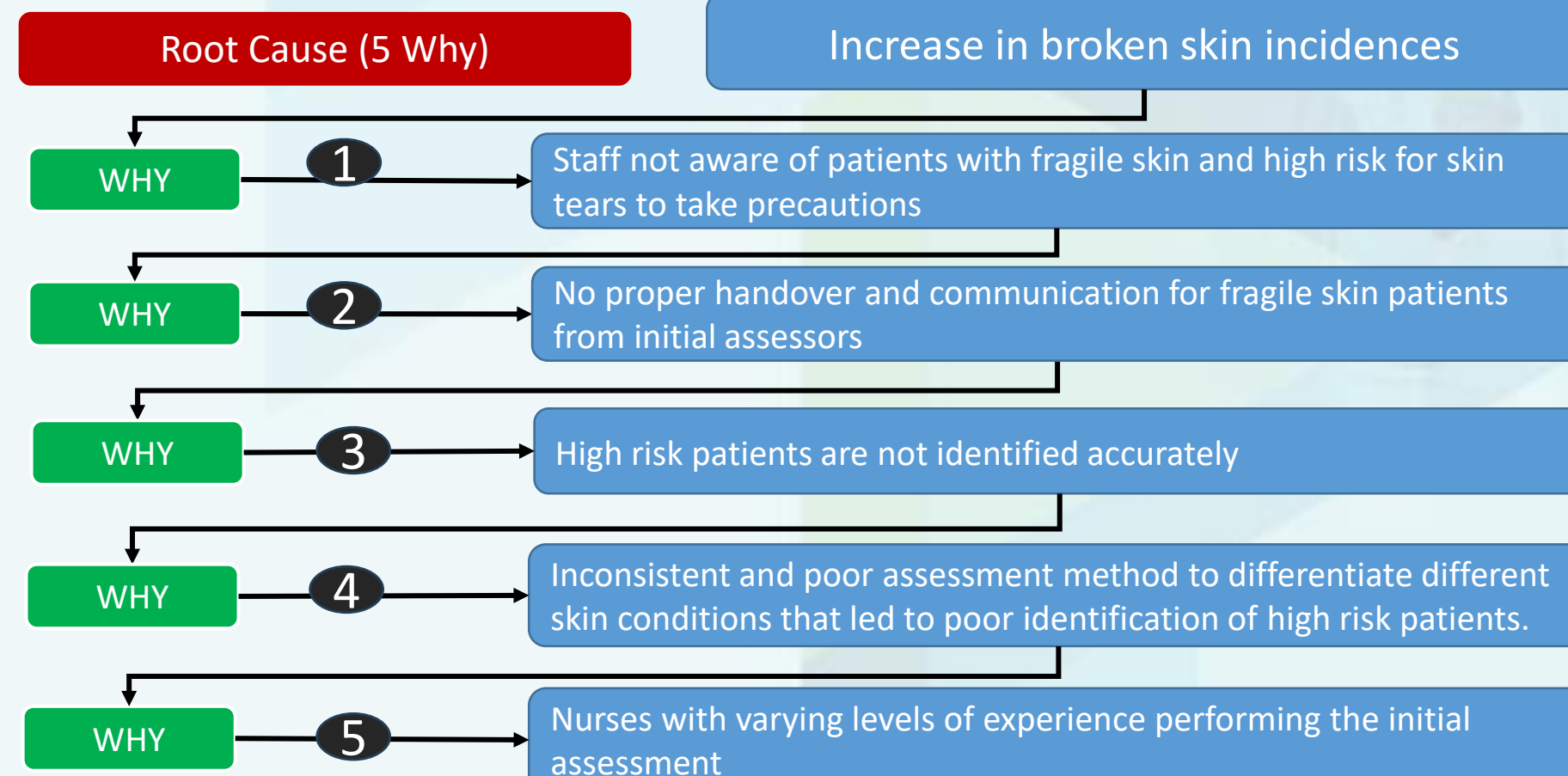
The majority of patients undergoing eye surgery are elderly patients with weaker skin integrity. During patients' surgical journey, the risk of sustaining skin tears in these patients is significant when healthcare staff rush.

The number of broken skins suddenly increased/spiked in 2022, going from 0 to 5 in a period of 4 months.

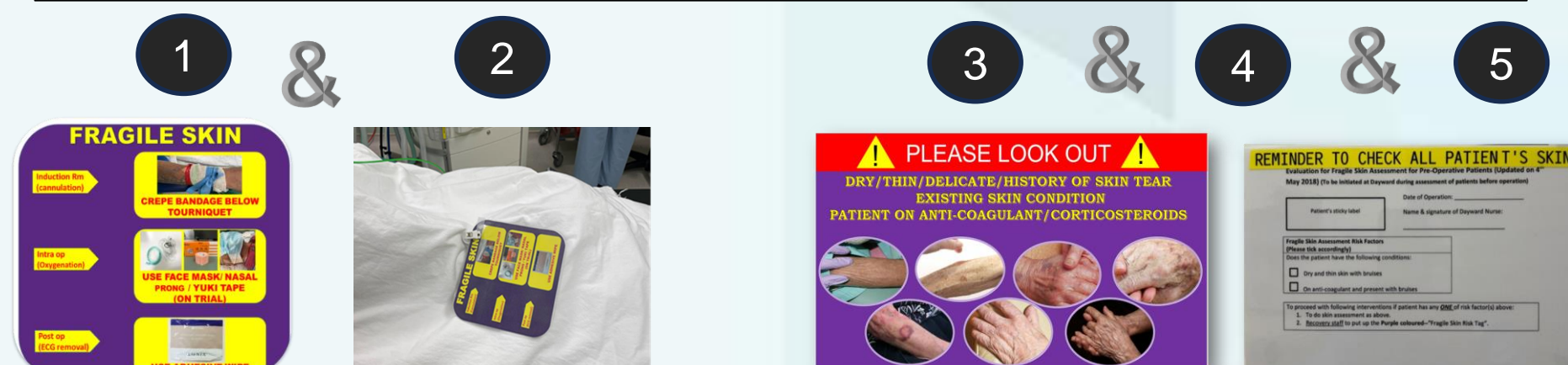


Potential Solutions

Methodology



Countermeasures developed based on every "why"



Purple tag:

- Non-verbal communication tool clipped-on to alert staff at all contact points of high risk patients
- Includes recommended precautionary actions to take when performing high risk actions

Standardised assessment questions and pictorial guide of fragile skins to bridge the gap in experience and accurately identify high risk patients.

Project Aim

Eliminate all un-intended skin tears incidences amongst risk prone patients undergoing ophthalmic surgery in SNEC within 4 months post implementation

Implementation of enhanced workflow by creating visual cues based on specific identification and targeted preventive actions for these patients.

Lessons Learnt

Challenge 1: Deciding a location to place the tag in a "hard to miss" spot to alert ALL perioperative staff

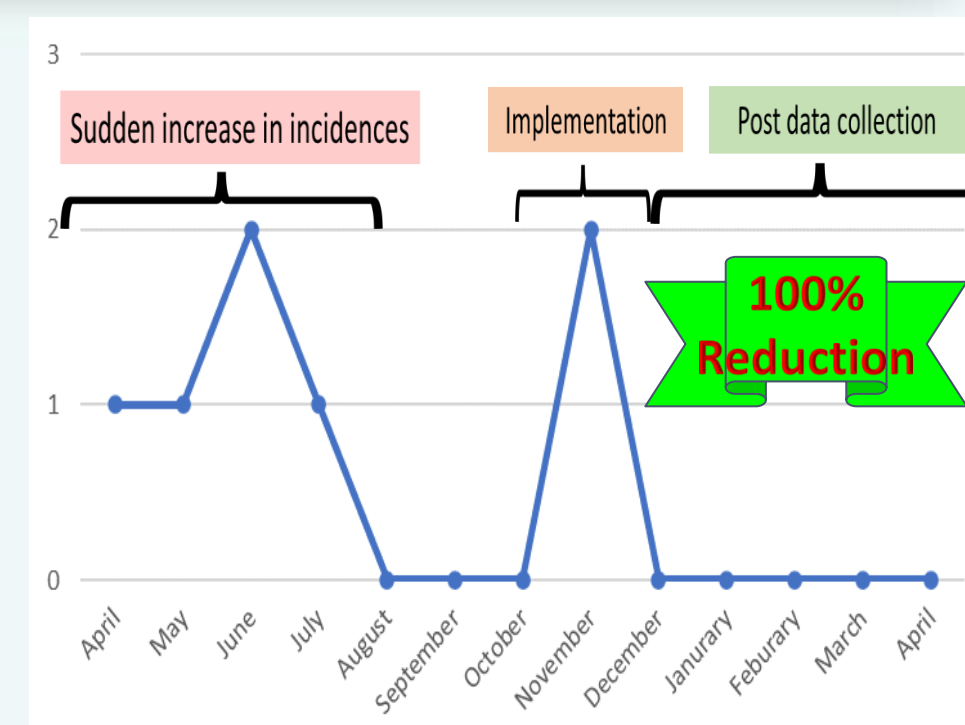
Solution: Attaching it on the patient's blanket

Rationale: Trigger staff to notice the tag when flipping the blanket to check identification wrist tag



Outcomes & Impacts

- All broken skin data were tracked and recorded since April 2022.
- Incidences of broken skin were **reduced and sustained from 5 to 0**



Staff Feedback

- ❖ 96% feels that purple tag helps in identifying high risk patients
- ❖ 98% feels that information is easily understandable
- ❖ 88% feels that information on purple tag prompts preventive actions

Conclusion

The project enabled the surgical team to provide the patients with the highest-quality care they deserved during surgery without sustaining unintentional skin tears.

Possible adaptation to other settings

- This project can translate to other forms of assessment for initiation and prompting of prevention actions, such as fall precaution.
- Using a standardised assessment tool with a pictorial guide can enhance the current tool with the addition of high alert tag to be placed on the patients to prompt prevention actions.