

Improving Patient's Understanding of Same Emergency Care (SDEC) Processes

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Introduction

Each patient's journey is very personal and never the same . Some journey can just be a routine visits and procedures whilst other journeys can be very arduous and taxing, it can be mundane, or it can be a life changing visit. Every interaction with a patient during their hospital journey is an opportunity for a moment of truth, whether that be in person or via other channels of communication. It's not only about establishing accurate moments of truth, but also learn from them.

Areas Like SDEC are being developed to help the strain that Emergency Department are experiencing nationwide. SDEC aims to benefit both patients and the healthcare system by reducing waiting times and hospital admission making each patient's journey to SDEC less hassle and easy process.

Our Aim

Our project aims to improve patients' understanding of our services. Specifically, we aim to reduce the number of communication-related complaints on SDEC by 50% by October 2022

How we identified the problem

Based on some feedback and data, we measured the number of patient 's complaints regarding the lack of information given to them about SDEC process for the last year since SDEC have transitioned in 2020 from Ambulatory Care Services.

The Approach

Organization

We want to provide high quality and compassionate services consistently

Team

We deliver the best care to patients and that patients will have good experience whilst under



We want to be involved with we want to be informed



In coming up with a plan, the considered what mattered to everyone.

Our change ideas

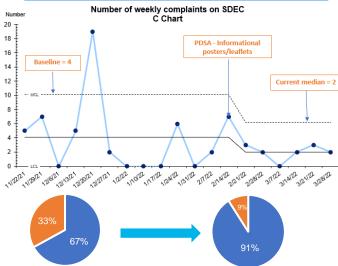
We seek to improve patients' understanding of the service by creating Info posters that patients can visually check around the unit to help them understand what SDEC processes, services and functions.





We also developed our leaflet and included important details like waiting times and our process.

Data Collection: Feedback Collection



67% of patients claim that they did not received enough information about SDEC before they were transferred 91% of patients transferred to SDEC found the posters and leaflets gave them enough information about the unit

The Impact

- Majority of the patients coming to SDEC found that the posters/leaflets provided enough information about the unit, our service, functions, and wait times.
- Staff have become more pro-active and engaging to patients and have been able to guide and remind patients of the SDEC process on their visits.
- The team learned from hearing feedbacks from patients and the surveys.

Leadership Learning

- I was able to harness ideas and build on the creativity of our team to develop change ideas
- I was able to have shared purpose with the team, brought out initiatives and creative ideas from them.
- Planning and implementing of the project was done with the team, hence limiting conflicts and hassle.



Actively engaging with the team and checking in about what matters to them when doing this projects and at work.

Next steps

- Ongoing collaborative work with communications team to set up video information loop for SDEC
- Organizing new set-up for the new SDEC built by September 2022
- Engagement with IT in developing QR code for SDEC that will be used by local CCGs in disseminating information about SDEC
- Work with IT in developing SDEC ENHT standalone website

Reference: https://silverlinecrm.com/blog/healthcare/provider/the-patient-engagement-journey-what-it-is-and-why-it-matters
Sandberg.Kelly C MD, MSc:Leadership in quality improvement, Volume 48, Issue 8, August 2018, Pages 206-210