



This template can also be utilized for presenting in the categories of Innovation and Sustainability under Service Excellence

IHH Quality Summit 2024

To ensure all post-operative patients in Day Ward receive their meals within 30 minutes of informing the Food, Nutrition and Beverage Supervisor

Date



Problem Statement

32% of post-operative Day Ward (DW) patients did not receive their meals within 30 minutes of informing the Food, Nutrition and Beverage (FNB) Supervisor

Significance of the Issue

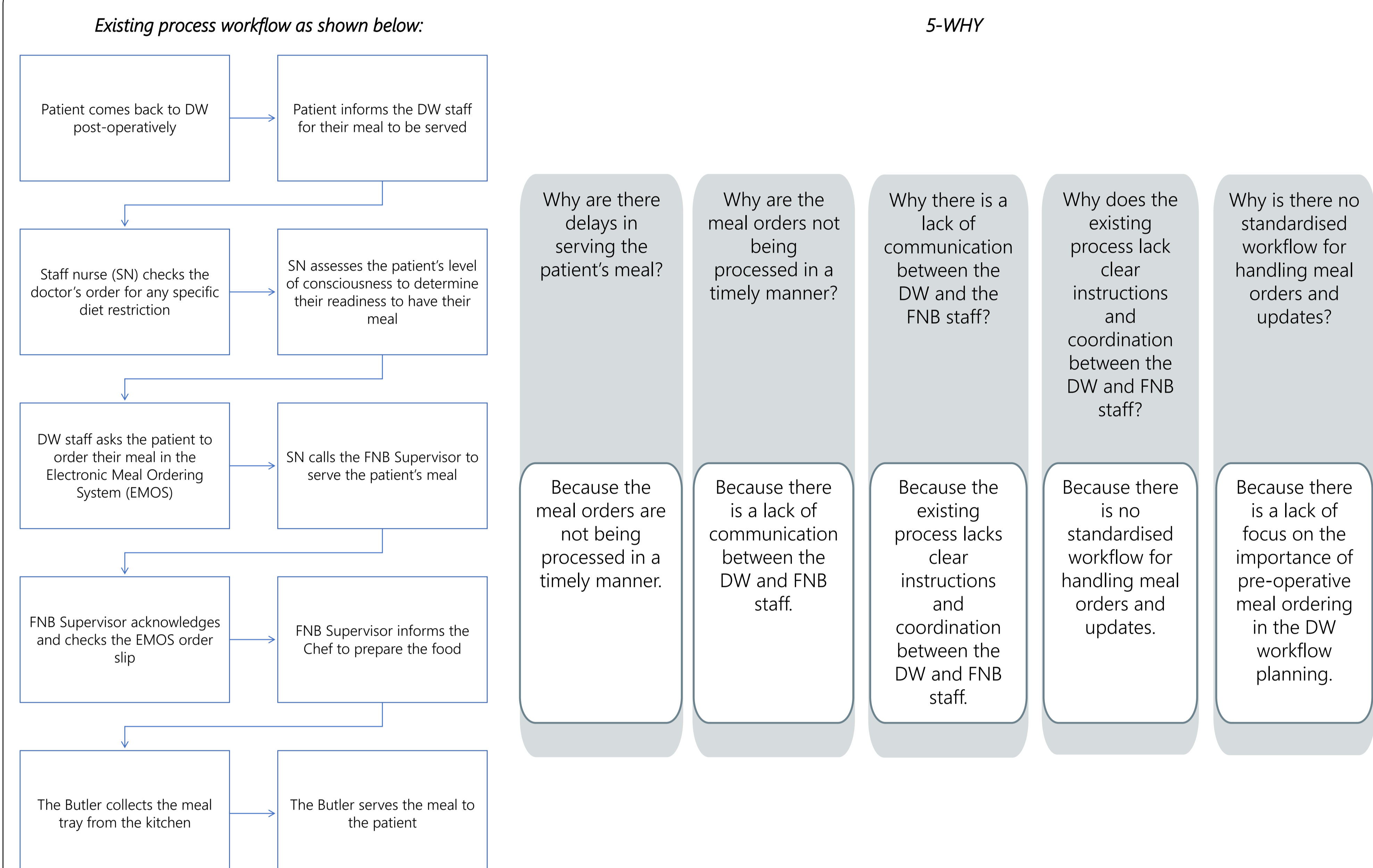
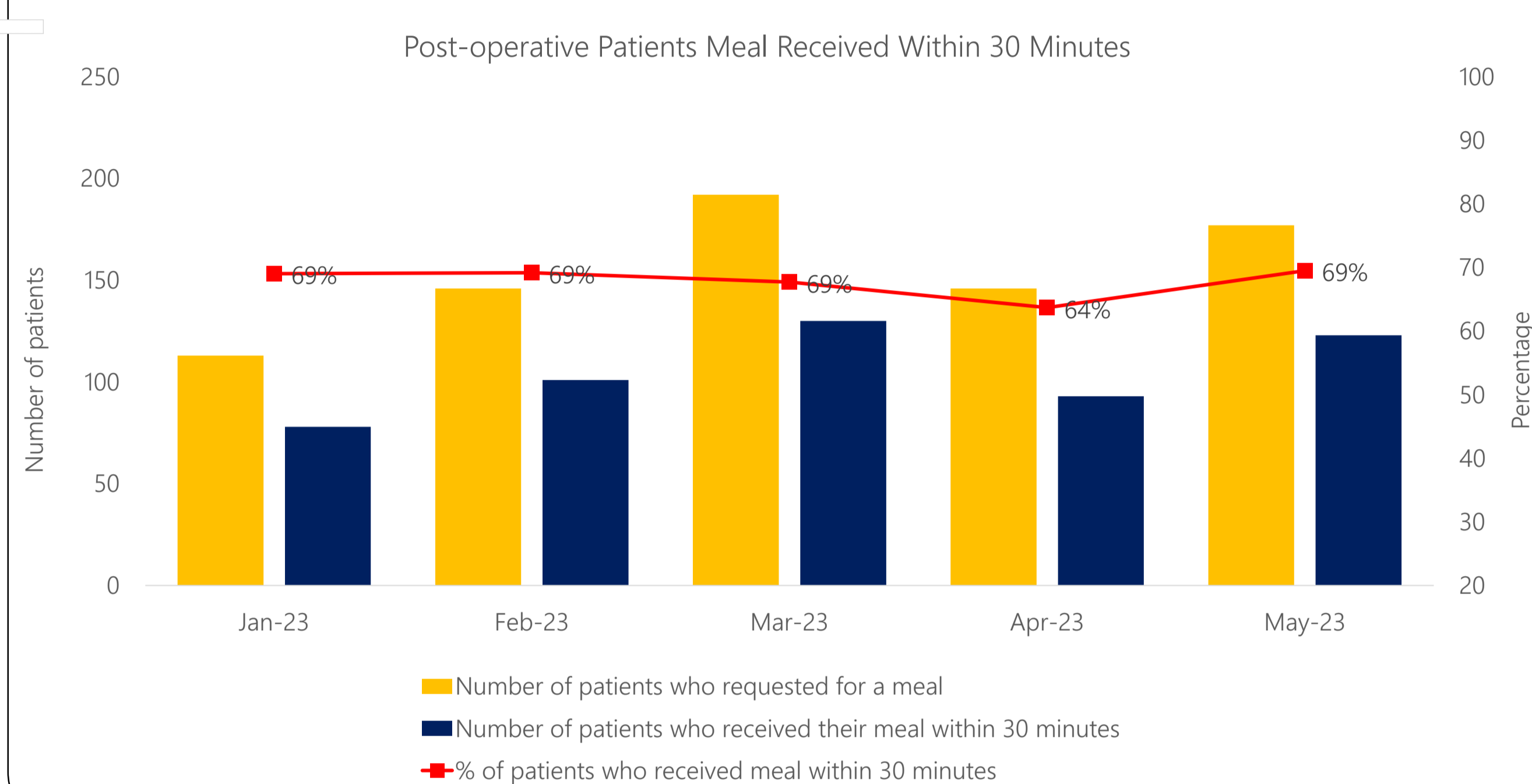
Prolonged fasting increases the risk of complications, such as hypoglycaemia and delayed recovery. When patients are already weakened by surgery, timely nourishment is crucial for the healing process. Delays can lead to patient discomfort, anxiety, and dissatisfaction.

Unintended Ramifications & Challenges

Occasional miscommunication on meal preparation and missed items in patient orders have surfaced during the change process, causing increased stress among FNB and DW team.

Pre-Intervention Landscape

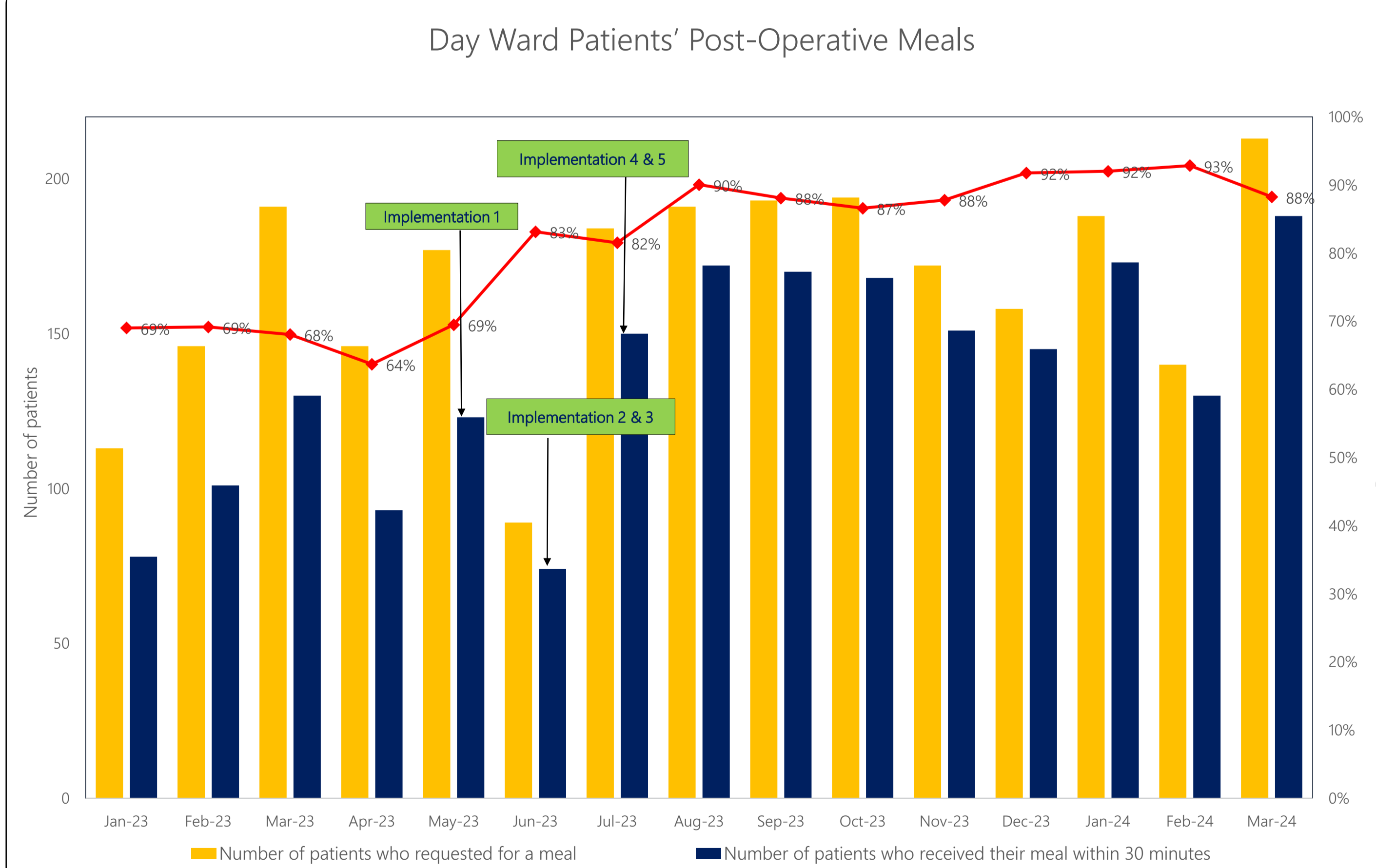
- Geographical location consideration: Parkway East Hospital, Singapore
- Time period analysis: 1st January 2023 – 31st August 2023
- Sample size impact assessment: 248 (32%) post-operative patients did not receive their meals within 30 minutes
- Population size impact assessment: N.A.
- Numerator: Number of patients who requested for a meal
- Denominator: Total number of patients in the Day Ward
- Target (state reference for benchmark): 100%
- Performance comparison with Benchmark standard: N.A.



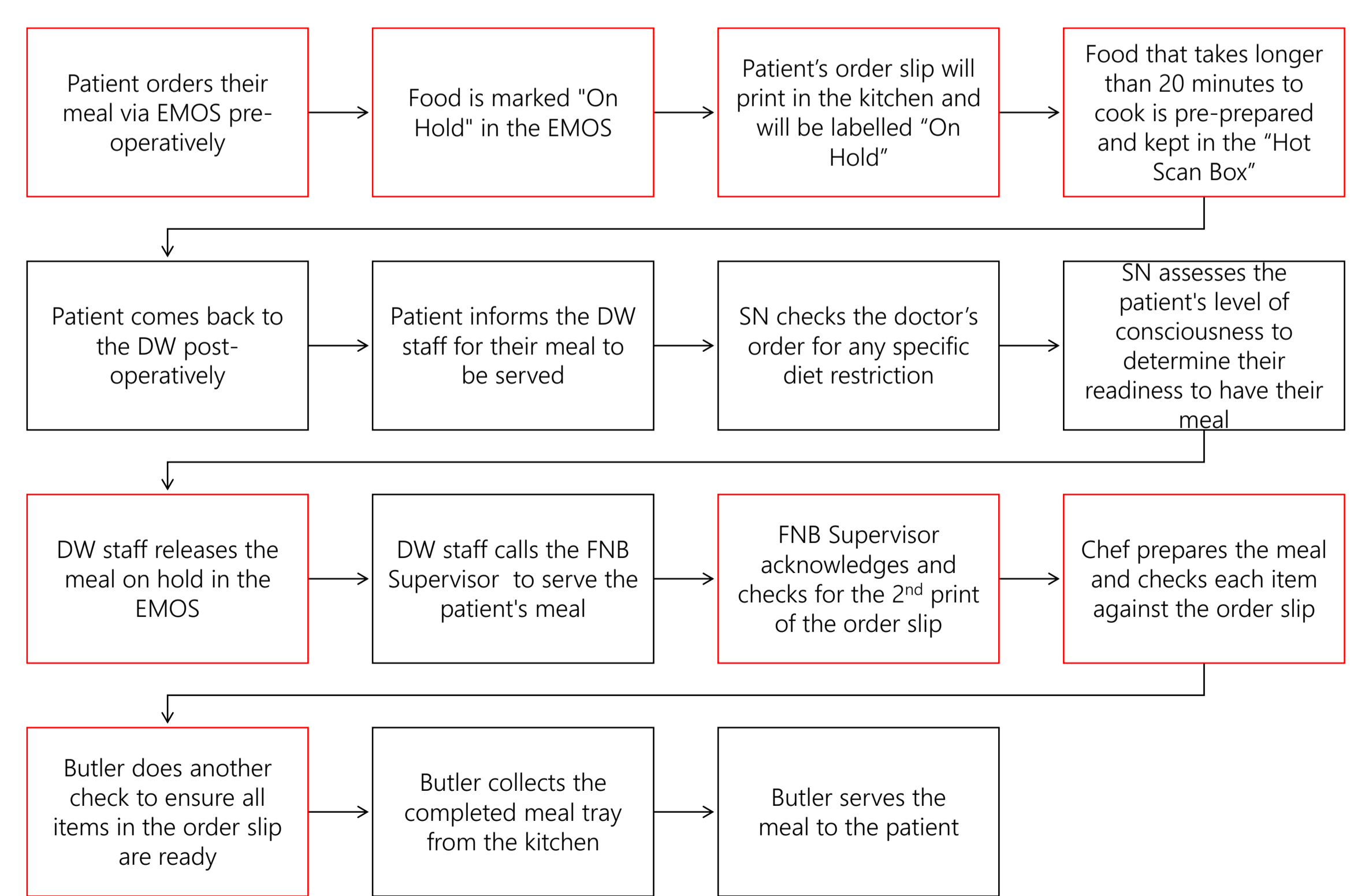
Intervention : PDSA Cycle		Cause-1	Cause-2	Cause-3	Cause-4	Cause-5
PLAN	Objectives/Motive for change	Ineffective communication	Lack of focus	Untimely meal preparation	Meal orders are not being processed in a timely manner	Current process does not outline clear roles and responsibilities of the DW and FNB staff
	Questions & Predictions	The team can facilitate a smooth flow of the patient's meal order.	Emphasis on the importance of pre operative meal ordering in the DW workflow planning.	Implementing a new workflow to guide the DW and FNB staff on ordering patient's meal pre-operatively.	The DW staff must release the meal from the EMOS and inform the FNB Supervisor to serve the patient's meal.	Roles and responsibilities will be discussed within the team.
DO	Data	There was an improvement of 5% (from 64% to 69%) after sharing the DW census list with the FNB staff.	There was an improvement of 14% (from 69% to 83%) after the patients order their meals pre-operatively	There was an improvement of 14% (from 69% to 83%) after the Chef is given ample time to prepare the food.	There was an improvement of 8% (from 82% to 90%) after timely release of meals in the EMOS.	There was an improvement of 8% (from 82% to 90%) after timely release of meals in the EMOS.
	Analysis	Enhanced team communication aids in smooth meal ordering for the patients.	The team has a better understanding on the importance of serving the patient's meal on time.	The Chef can efficiently prepare the food without sacrificing its quality.	The meals are served on time as there is clear documentation for the FNB staff to follow.	The team fully understands their roles and responsibility when it comes to patient's meal preparation an service.
STUDY	Compare Predictions	Occasional instances persists where the FNB team lacks efficient communication among themselves.	The team is aligned to ensure timely meal service.	Isolated incidents of meal not initially prepared and stored in the hot scan box; instead, only prepared when requested by the DW nurse.	The DW staff ensures that the patient's meal is released from the EMOS before calling the FNB Supervisor.	Both FNB and DW staff have a better understanding of their roles and are in sync with implementation of the new changes
	Summarize Learnings	Effective communication is a key factor in ensuring a smooth flow of patient's meal.	The team is able to collaborate effectively to ensure timely meal service.	Ordering the patient's meal pre-operatively gives the Chef enough time to prepare the meal.	Releasing the patient's meal from the EMOS ensures that the correct meal is served to the correct patient.	Clear roles and responsibilities ensure that the team is able to work together and serve the patient's meal on time.
ACT	Adopt, Adapt (or) Abandon	Adapt	Adapt	Adopt	Adopt	Adapt

Post-Intervention Landscape

- Geographical location consideration: Parkway East Hospital, Singapore
- Time period analysis: 1st January 2023 – 31st August 2023
- Sample size impact assessment: 50 (10%) post-operative patients did not receive their meal within 30 minutes
- Population size impact assessment: N.A.
- Numerator: Number of patients who requested for a meal
- Denominator: Total number of patients in the Day Ward
- Target (state reference for benchmark): 100%
- Performance comparison with Benchmark standards: N.A.



Integration of modifications within the existing process workflow as shown below:



Quantifiable Projected Yearly Benefits

The changes led to a significant improvement, with patient meals delivered within 30 minutes rising from 68% to 90%. This increased patient satisfaction, timely nutritional support, and expedited assessments and discharge. It also reduced staff workload, boosted morale, and enhanced team collaboration, resulting in better patient outcomes and operational efficiency.

Sustainability

- Communication and Coordination are Key: improving communication protocols and coordination among staff members involved in the meal delivery chain is crucial.
- Role Clarity and Training: adequate training is essential to ensure that staff members understand the importance of their roles and the impact of timely meal service on patient satisfaction and recovery.
- Process Streamlining: implementing defined and efficient procedures can improve the overall flow of meal-related activities.
- Logistical and Operational Efficiency: improving efficiency in the meal transfer process, including better coordination between departments, is essential for timely and smooth operations.
- Patient-Centric Focus: the project underscores the importance of timely meal service in enhancing patient satisfaction and experience.
- Feedback Mechanism: establish a feedback system that allows staff and patients to provide input on the meal service. Use this feedback to identify areas for improvement and address any concerns promptly.
- Continuous Improvement Culture: encourage staff at all levels to suggest and implement enhancements to existing processes.
- Communication Channels: regular meetings, check-ins, and collaboration platforms can facilitate effective communication and coordination.