

# YOUR GUIDE TO CATARACT SURGERY

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- SAFETY
- PRODUCTIVITY
- PATIENT EXPERIENCE
- QUALITY
- VALUE

## Define Problem, Set Aim

### Problem

- Patients were not able to understand the pre-cataract surgery instructions given by the listing nurse in Eye Clinic and commented that the documents given were too wordy, therefore patients did not fast accordingly for the surgery. Medications to omit or consume for surgery were not being followed accordingly. Hence surgeries were cancelled or postponed.
- This aggravated the frustration in patients and their next of kin as they had to revisit the hospital. It also brought inconvenience to the next of kin who had to make arrangements to bring elderly patients back to the hospital.

### Aim

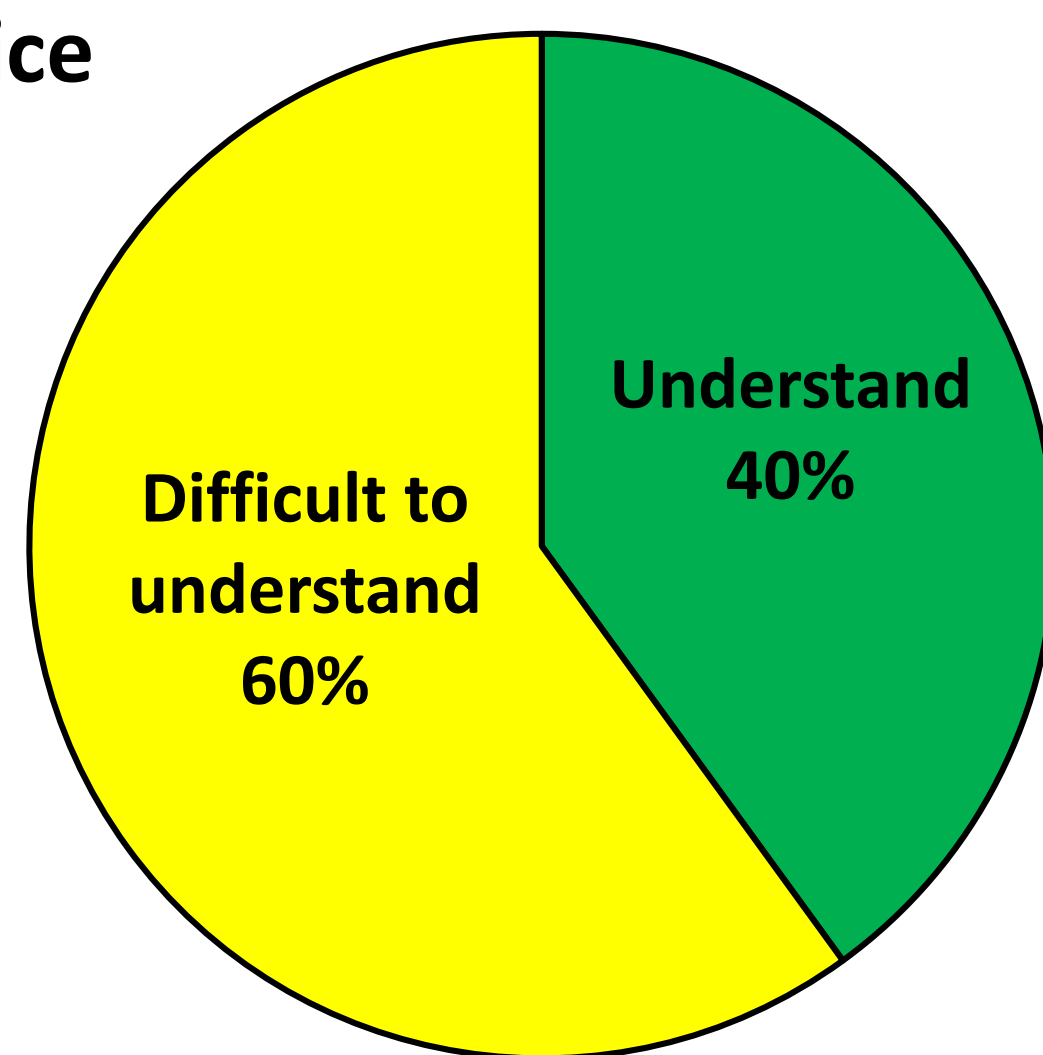
- To achieve at least 95% of the patients and next of kin to understand pre-surgery instructions by the end of November 2017.

## Establish Measures

### Before Improvement

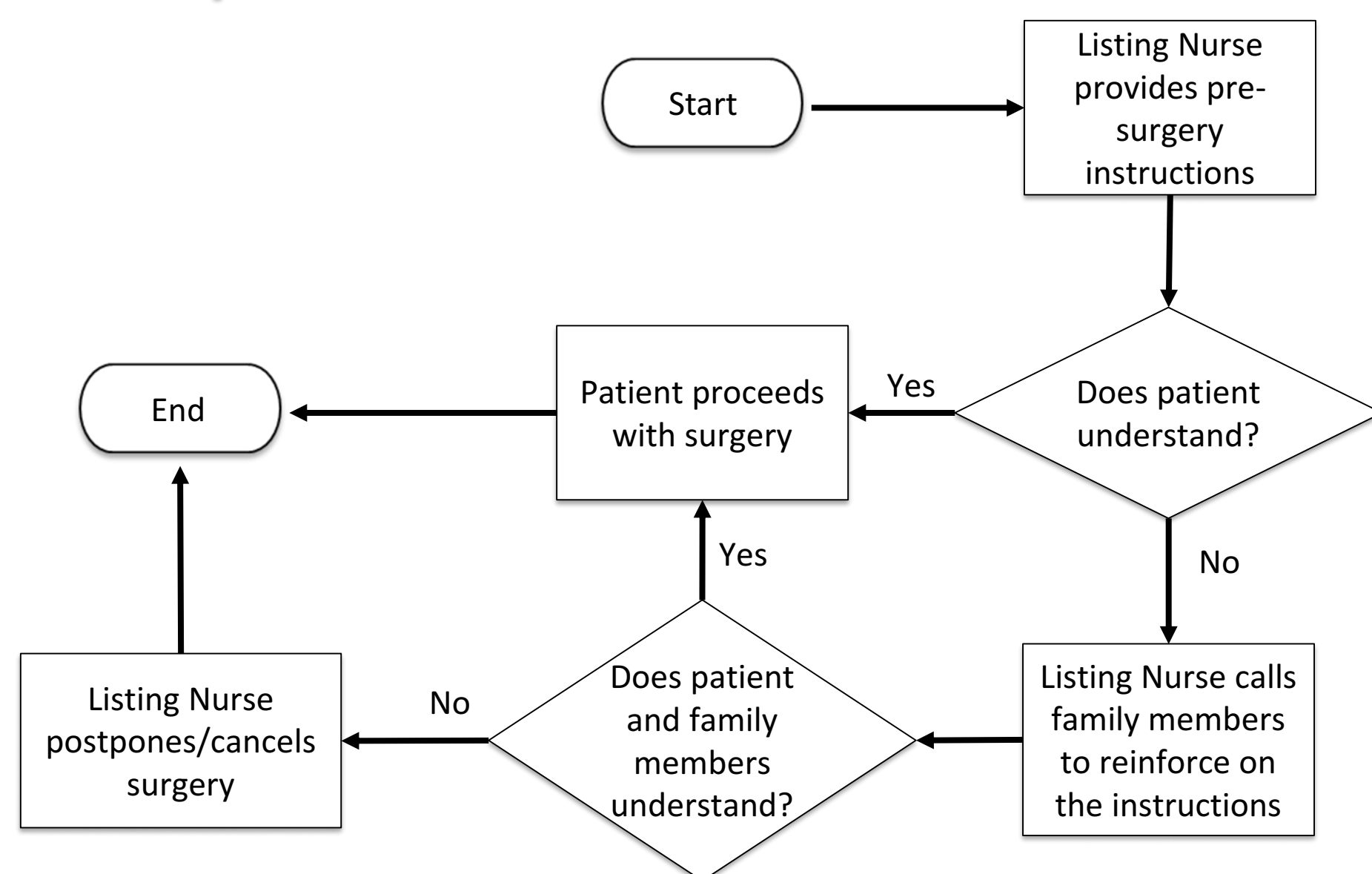
(Survey done using Pre-Op Education form)

#### Pre-Op Advice

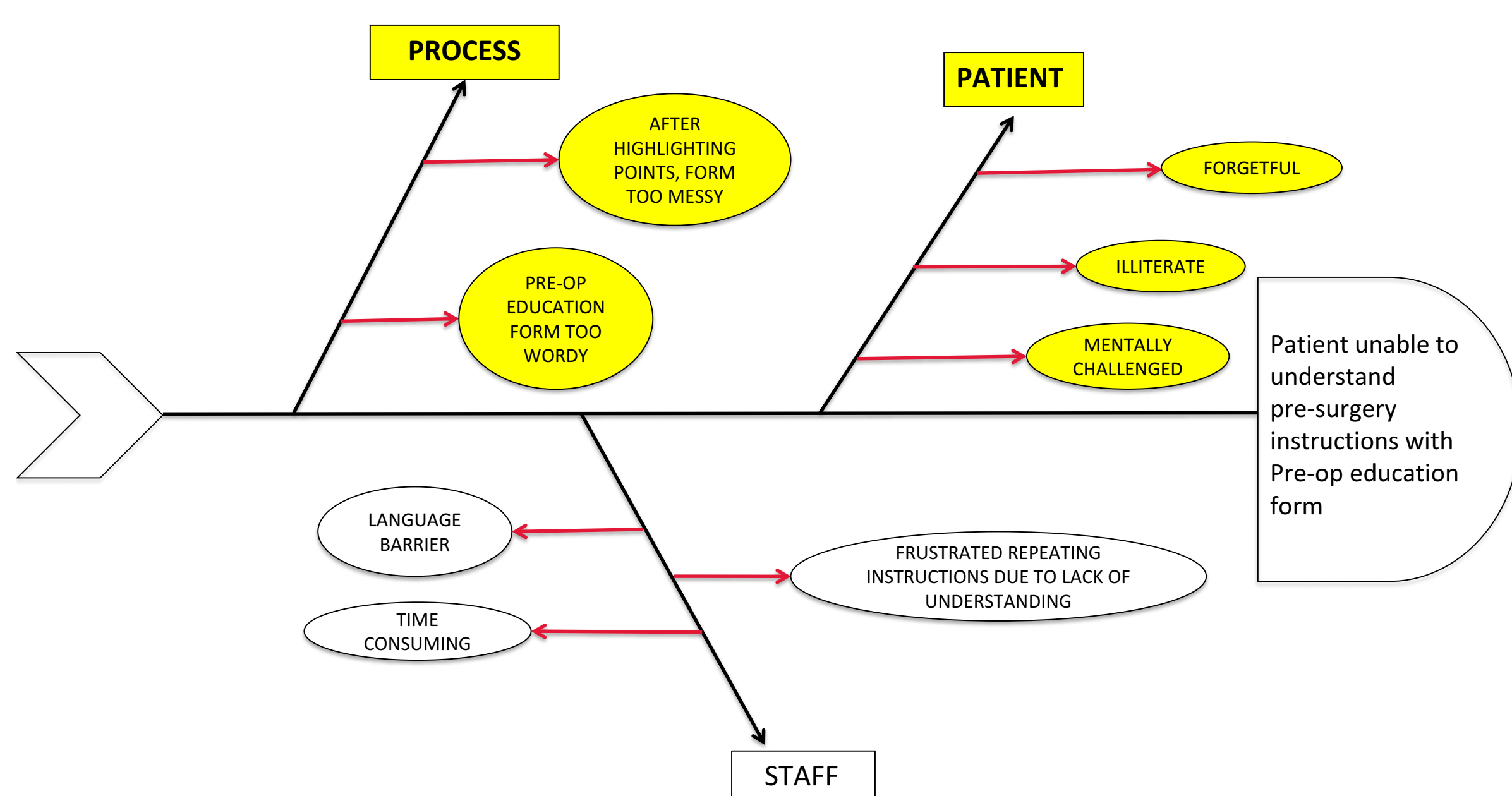


## Analyse Problem

### Process Before Improvement



### Root Cause Analysis



The team tackled the Patient- and Process-related root causes

## Test & Implement Changes

CYCLE	PLAN	DO	STUDY	ACT
1	Pilot pictorial flipchart. Conduct post-pilot survey	Plan was carried out accordingly	97% of the patients finds the flipchart helpful. Most patients understand instructions before surgery Utilising the flipchart was much easier for the staff. Staff felt less stress in explaining to patients and family	To adopt change and implement it

### SURVEY FOR PICTORIAL CHART

Date: \_\_\_\_\_

**Demographics**

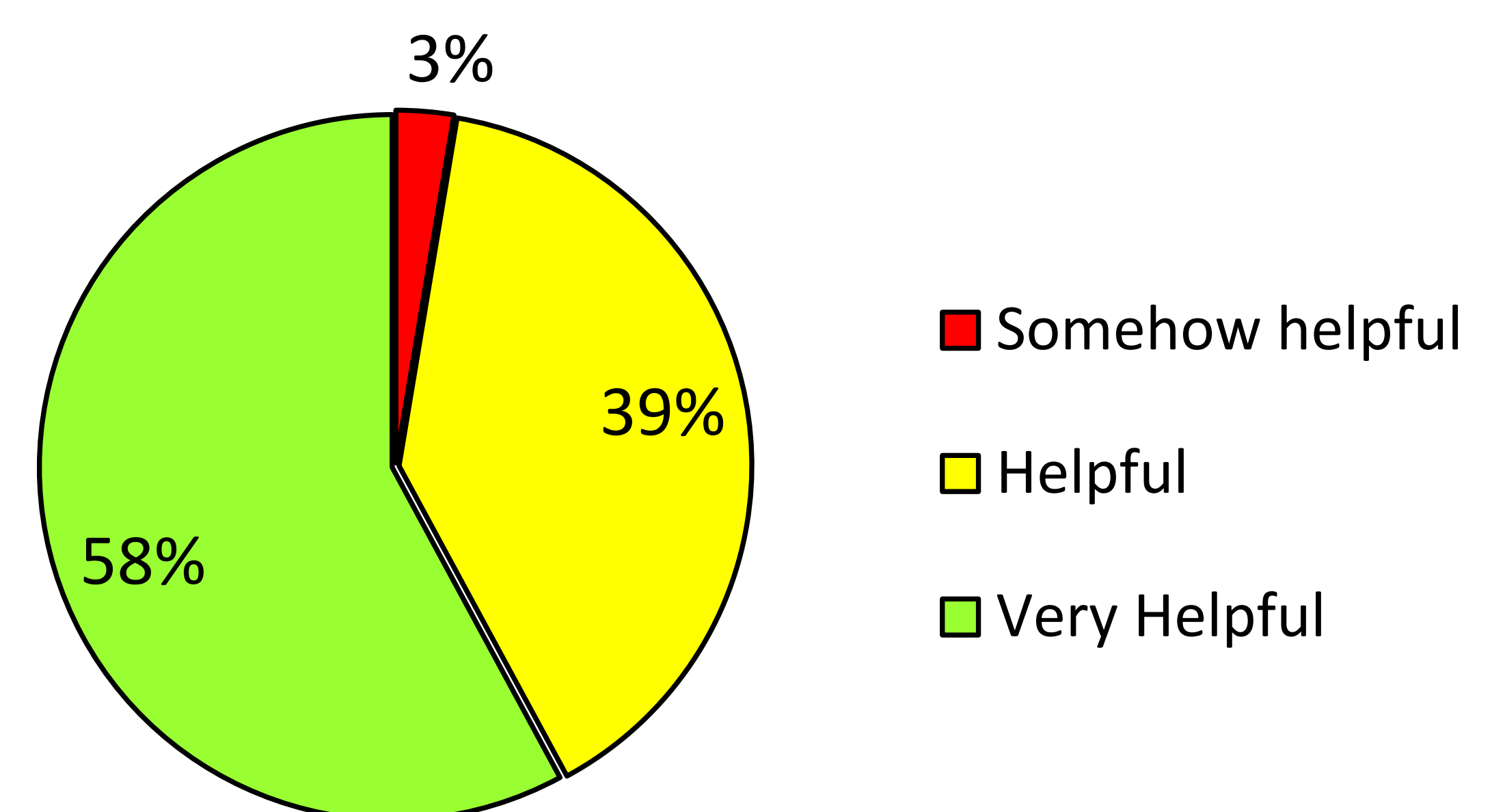
1) Age:  30-40 years old  
 40-50 years old  
 50-60 years old  
 60-70 years old  
 70-80 years old  
 80-90 years old

2) Gender:  Male  
 Female

3) Who was with the patient?  
 Next Of Kin  
 Relative  
 Spouse  
 Others \_\_\_\_\_

Please tick  the best that described your understanding towards the Pre Surgery Pictorial Chart in the appropriate box below.

	Not Helpful	Somehow helpful	Helpful	Very Helpful
Pre Surgery Pictorial Flip Chart				



There was improvement after the implementation of the flipchart. There were less phone calls, less cancellations / rescheduling of surgeries.

## Spread Changes, Learning Points

### Strategies to spread change

We have roll calls and meetings to spread the implementation of the flipchart. We also shared the idea with our SOC colleagues

### Key learnings

Patients and NOKs found the pictorial version of the pre-surgery instructions much easier to understand than the previous instruction checklist.