

Improve Patient Experience: To Reduce to 0% skin itchiness experienced by Orthopaedic patient with upper/lower limb backslab by Sept 2024 in Ward 9East.

NM Sadiyah Othman (Leader)
 Dr Lim Yi-Jia (Orthopaedic Surgeon-Advisor)
 ANC Alex Lee (9E Member)
 ANC Karen Madrid (9E Member)

NM Ismail Mohd Johan (UCC Member)
 SSN Shirley Mary (UCC Member)
 SSN Anne Flores Rose Anda (9East Member)
 SN Jacqueline Tham (9East Member)
 SN Yu Siew Yi Blessie (9East Member)

1. PROBLEM Statement

Between January to December 2023, 90% of Orthopaedic adult patient who had upper / lower limb backslab experience discomfort and skin itchiness in Ward 9 East of Gleneagles Hospital.

2. BACKGROUND Information

Patient experience itchiness throughout the period while on backslab. It interrupts their quality of sleep and affects their Activities of Daily Living (ADLs).

Skin itchiness is a common issue associated with backslabs due to the hot environment and excessive perspiration caused by full coverage. Increased tissue temperature and ambient humidity elevate skin moisture levels (Carville, 2021). When the skin barrier is compromised by chemical or physical agents, transepidermal water loss (TEWL) rises, leading to severe skin conditions (Woo, Koh, Fung, et al., 2020).

Disintegration of casts can exacerbate skin problems, resulting in complications that impose emotional, financial, and stress-related burdens on patients and caregivers (Woo, Koh, Fung, et al., 2020).

3. AIM Statement & TARGET

To reduce skin itchiness to 0% for adult orthopedic patients with upper/lower limb backslab within 6 months in Ward 9 East GEH.

4. MEASURE & INDICATOR

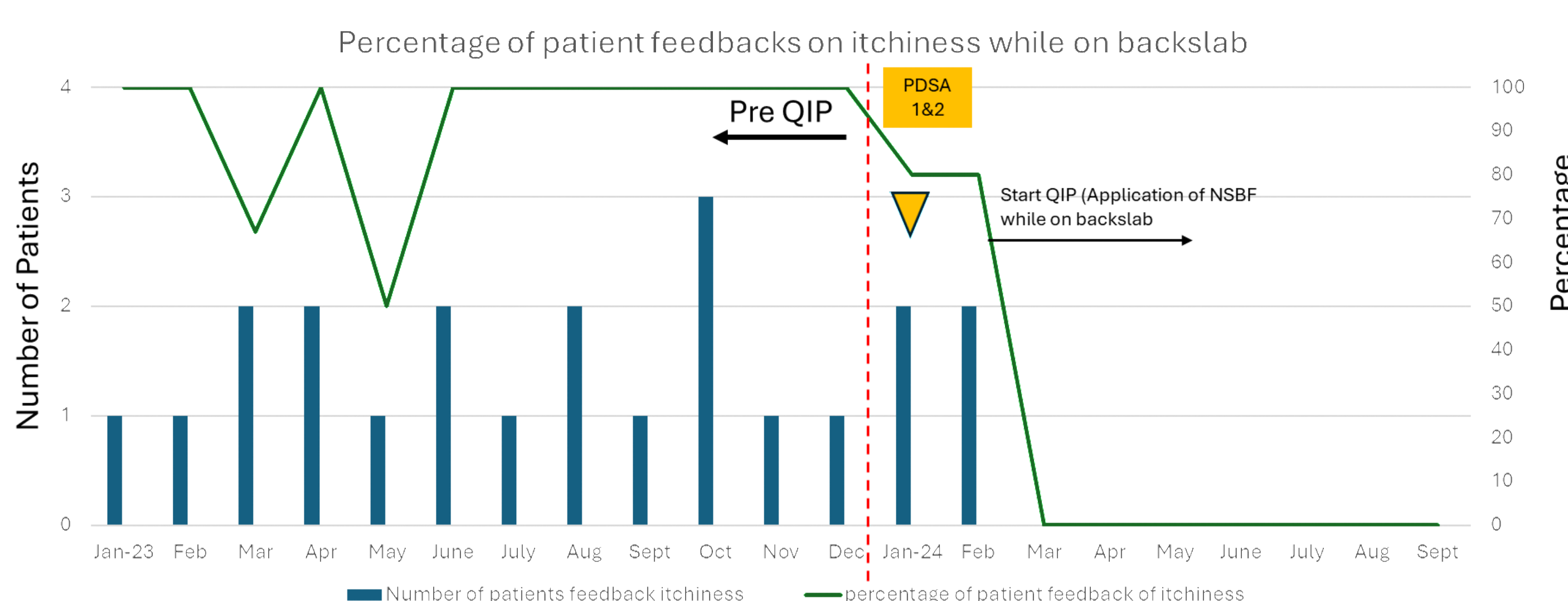
MEASURE/Indicator type	TARGET
Percentage of patient who complain about skin itchiness after being placed on backslab vs total number of patient on backslab	0% Orthopaedic patient experience skin itchiness while on backslab
BASELINE 90% of our Orthopaedic patient had experience skin itchiness while on backslab.	

5. CHANGE STRATEGY

CAUSES:		Excessive moisture and material that cause skin itchiness	Excessive moisture and material that cause skin itchiness
PDSA Cycle:		PDSA #1	PDSA #2
PLAN	Change Idea?	Application of Calamine lotion	Application of Non-sting barrier film (NSBF) dressing prior to application of backslab (Capable to last for 7 days)
	Predict	No skin itchiness experience by orthopedic patient with backslab	No skin itchiness experience by orthopedic patient with backslab
DO	Learn	It was a temporary measures for patient. Patient had developed worsening of scaly skin after removal of backslab during the follow up with the doctor. Patient feedback they felt itchiness while at home.	During the duration of backslab use, 100% of patients did not experience any itchiness. Monitoring for itchiness was consistently recorded at 0% both in the ward and during clinic reviews by the orthopaedic surgeon. Upon follow-up, the orthopaedic surgeon confirmed that no patients exhibited redness after the removal of the backslab.
		STUDY	Compared to prediction
ACT	Adopt, Adapt or Abandon Change	Abandon Change	Our team adopt as we had achieved the target to 0% of patient experience nil itchiness while they are on backslab.

6. RESULTS

0% of orthopaedic patient with upper/lower limb backslab feedback of skin itchiness while on backslab from March 2024 onwards.



7. LESSONS LEARNT

Using a stockinette before applying the backslab helps prevent the barrier film dressing from sticking to the Orthoban, making its removal easier during follow-ups. This approach not only saves time for surgeons but also ensures that patients' skin remains free from redness or scalliness. Close monitoring and ongoing collaboration with the orthopaedic surgeon, along with a thorough understanding of clinical outcomes, have enabled the team to better meet patient needs and expectations, ensuring improved care and comfort throughout the treatment process

