



ST. ANDREW'S COMMUNITY HOSPITAL

Partnering Caregivers to Improve Patient Care

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1. Problem Statement

- St. Andrew's Community Hospital (SACH) is a service under the St. Andrew's Mission Hospital group. SACH was set up to provide intermediate medical care for rehabilitation and sub-acute care to children, adults, and the elderly; including those with dementia or needing palliative care.
- In 2022, SACH embarked on a **Design Thinking** project designing the "Wards of Our Future" under one of the three strategic thrusts, i.e. To be a **Community Provider of Choice** to improve the care model for our patients and their **next-of-kins and caregivers**.
- We took a deep dive into understanding the unmet needs and attempted to address the following **Jobs to be Done (JTBD)**:
 - "I (Next-of-Kin (NOK)/ Caregiver) want to be engaged and involved during the inpatient stay."

2. Project Aim

- To achieve the following objectives by the end of Dec 2023:
 - Encourage at least **20% of our admissions with registered caregivers** (Rehabilitation Wards 4 - 10)
 - Enable early CGT and hence **reduce Average Length of Stay (ALOS) < 28 days** (Typical ALOS at Community Hospital = 28 days)

3. Lessons Learnt

- Mindset shift** on perception of caregivers towards patient care in the wards. Verbatim captured after implementing the new initiative:

Caregivers will be a good partner in overseeing a patient at bedside as she can immediately attend to patient's needs.

Empowered caregivers, so that increase confidence of caregiver in taking care of patient.

Patient will be more comfortable when the caregivers are around.

- With the extended visiting hours and active engagement of caregivers in patient care, **feedback received about visitation reduced by 67%** and **staff abuse cases by patients/ NOKs reduced by 48%**.

4. Potential Solutions

- With effect from July 2023, the extended visiting hours for **registered caregivers** are from **8:30am to 8:30pm** (Previous visiting hours were from 12pm to 2pm and 6pm to 8pm).
- The **registered caregivers will receive guidance and support** from our healthcare professionals when carrying out their caregiving duties in the hospital.
- With this new initiative, **early Caregiver Training (CGT)** can be conducted as soon as the patient's condition allows. The project team also reviewed CGT to be more **collaborative and transdisciplinary**.



Figure 1. Caregiver in-training batch for registered caregivers

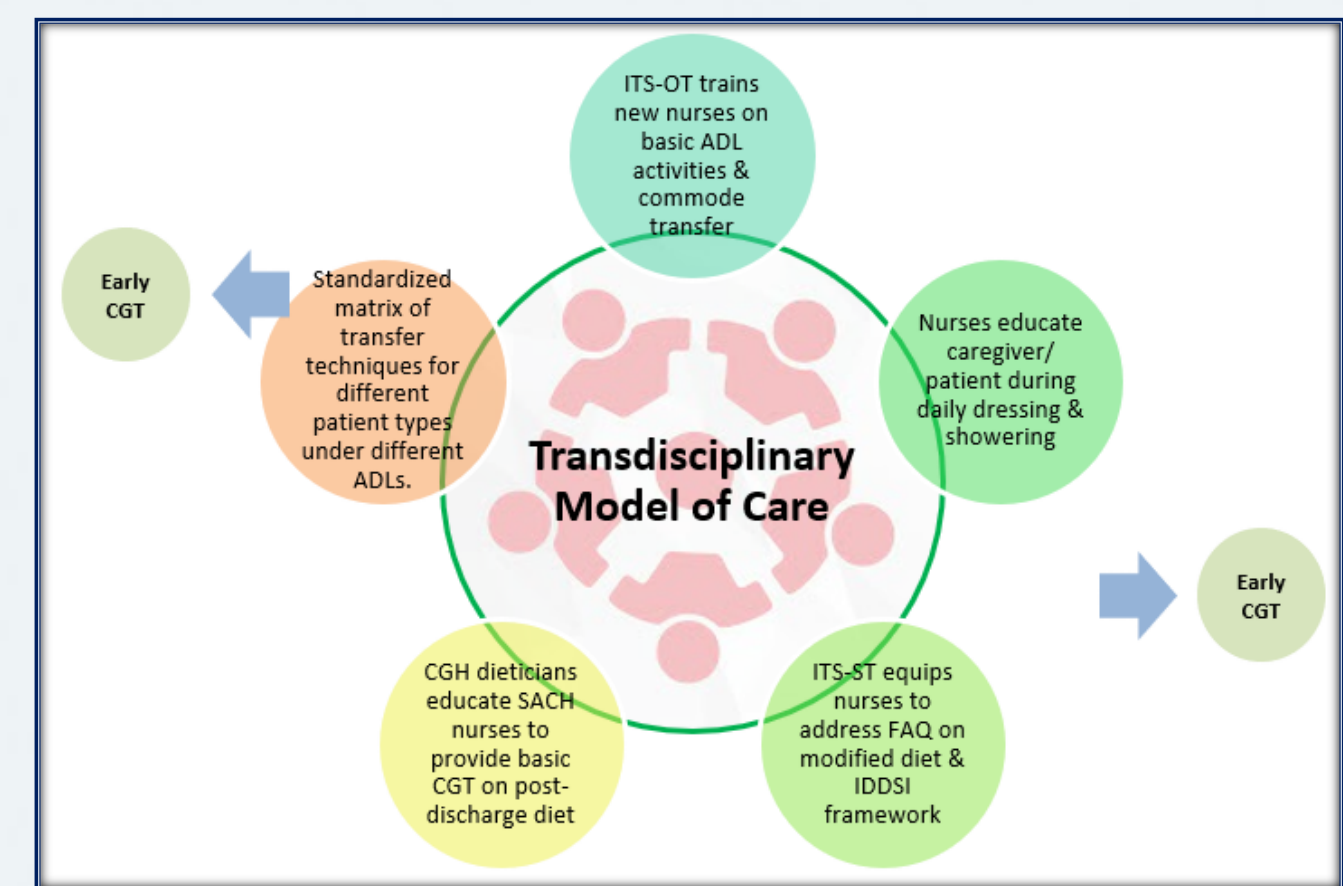


Figure 2. Transdisciplinary Caregiver Training

5. Outcome & Impact

- Between July 2023 and Feb 2024, **27% of the rehabilitation patients admitted had a registered caregiver**. As such, early CGT or early transdisciplinary CGT can be conducted earlier and hence **ALOS of 22 days or 76% with LOS <= 28 days for this group of patients with registered caregivers** (n = 67) can be achieved versus 29 days for those with no caregivers.

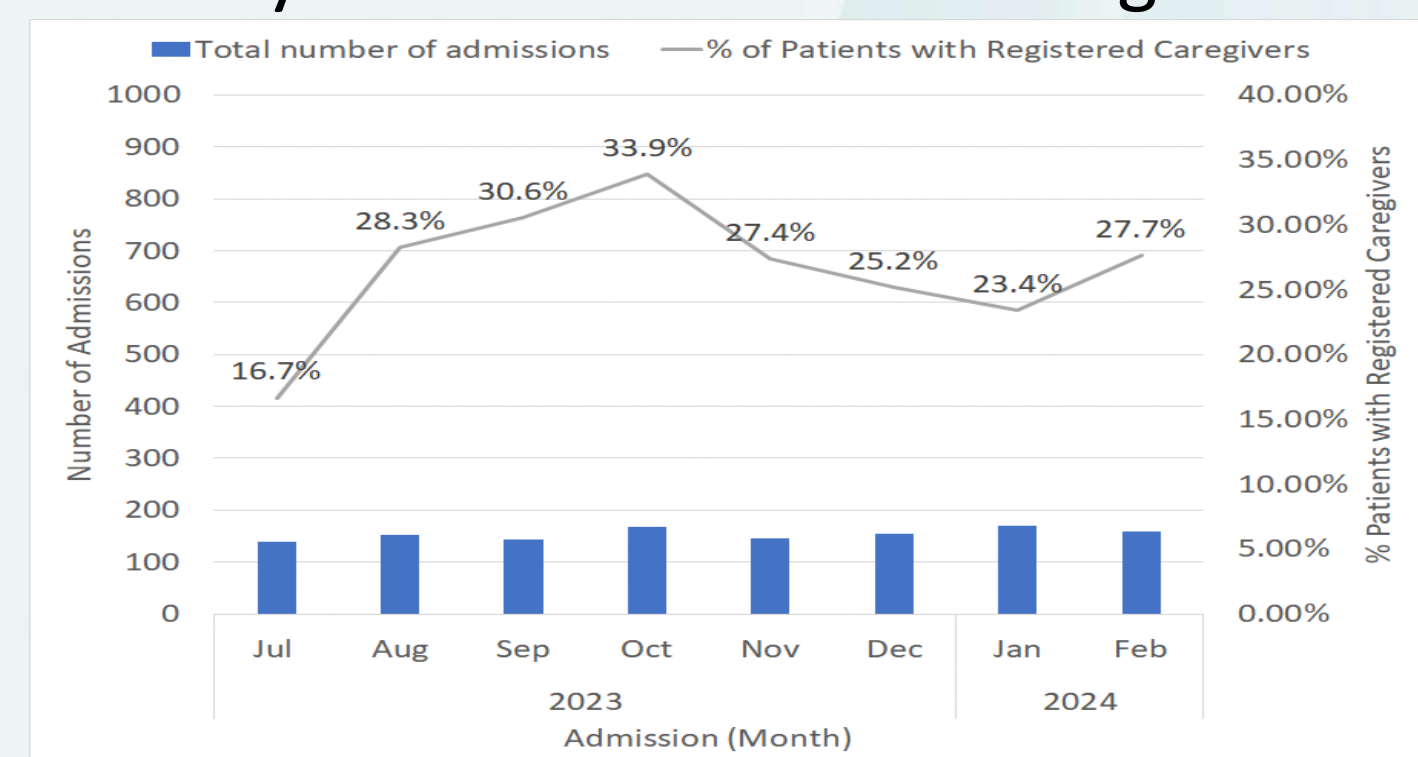


Figure 3. Registered Caregivers by Total Admissions

- With registered caregivers at the bedsides, the number of **fall incidents occurring between 8am and 8pm** reduced by **20%**.

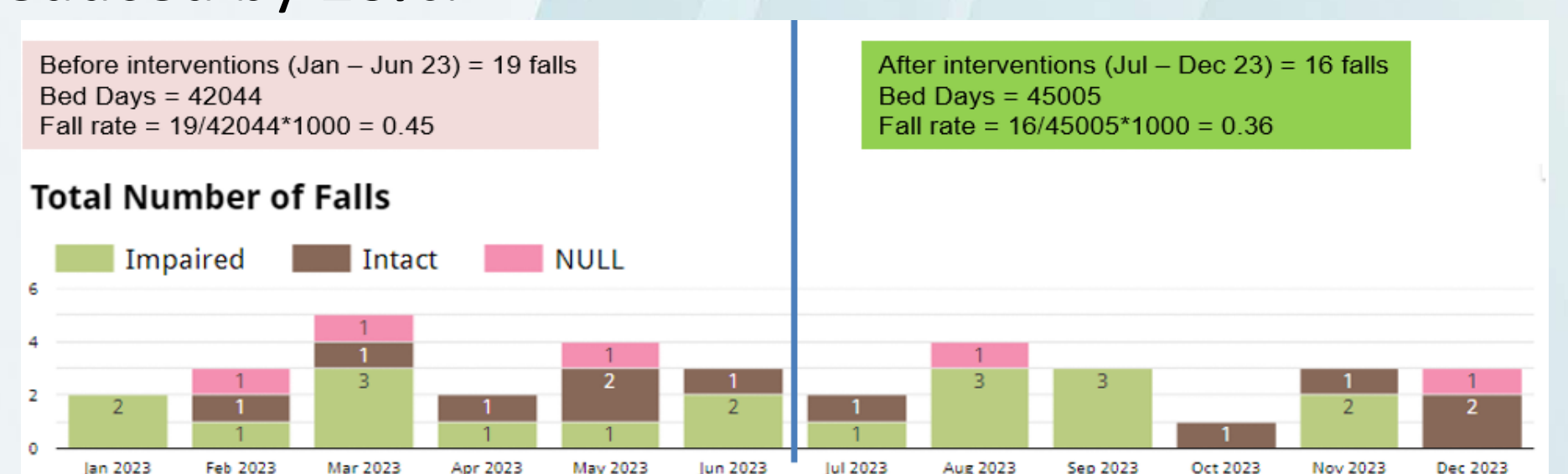


Figure 4. Inpatient fall Incidents between 8am and 8pm