

# ENHANCING THE SAFETY AND NUTRITION ADEQUACY OF PATIENTS IN WARD B12S WHO JUST COMMENCED TRANSITIONAL FEEDING

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- SAFETY
- PRODUCTIVITY
- QUALITY
- COST
- PATIENT EXPERIENCE

## Define Problem, Set Aim

### Opportunity for Improvement

Between July to January 2021, results from EPIC and a questionnaire showed that five different approaches were applied for NTFGH ward B12S patients (pts) who just commenced transitional feeding by a speech therapist (ST) before these patients are being seen by a dietitian (DT). Inconsistencies in feeding practices may result in: 1) overfeeding of nutrition potentially leading to tube feeding intolerance, 2) underfeeding of nutrition increasing pts' risk of malnutrition; and 3) serving milk supplements orally that cannot be thickened to the correct consistency, thus compromising pts' safety.<sup>1</sup>

### Aims

- To standardise the feeding management pathway for ward B12S pts who have just commenced transitional feeding by ST and have not yet been seen by DT, aiming to achieve an initial average compliance rate of 80% in order to enhance pts' safety and nutrition adequacy by June 2021.
- To ensure that all ward B12S nurses have 100% accurate knowledge on the transitional feeding pathway by February 2021.

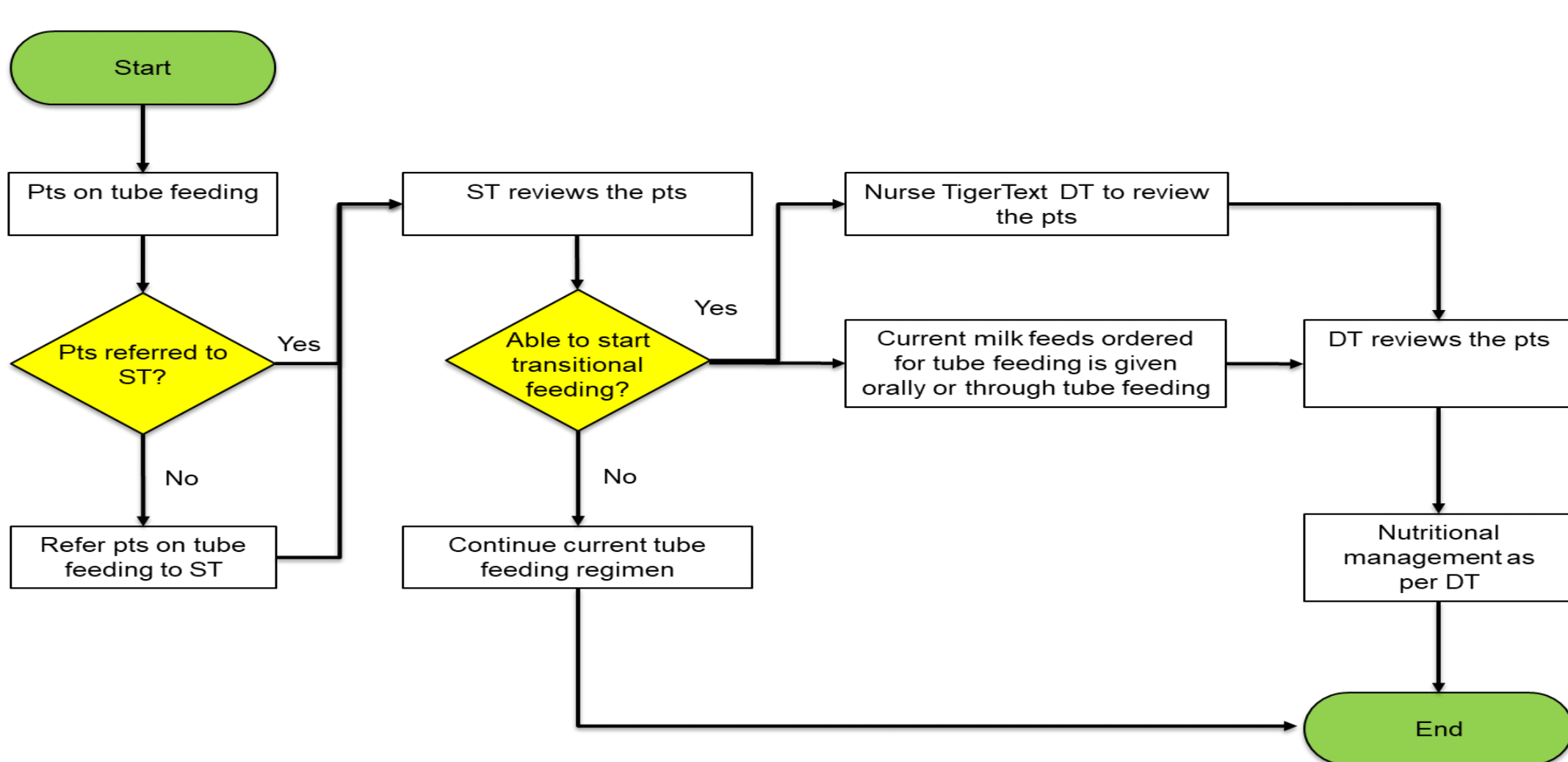
## Establish Measures

### Current Performance

Between July 2020 to January 2021, data collection from EPIC and a questionnaire done by ward B12S nurses showed that five different approaches were applied for ward B12S pts who have just commenced transitional feeding by ST before these pts have been seen by a DT.

## Analyse Problem

### Current Process Mapping



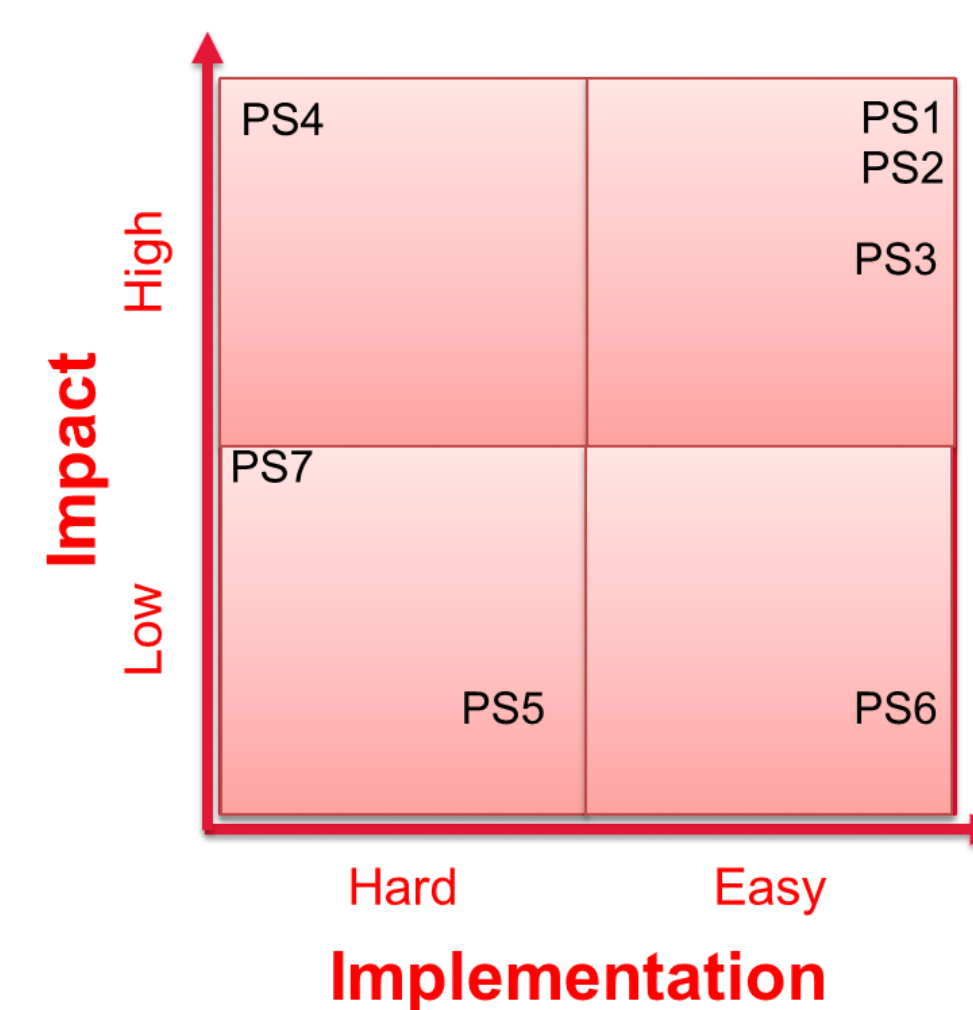
### Root Cause Analysis

Root Cause	Number of Votes	Percentage (%)	Cumulative Percentage (%)
A	5	42	42
B	5	42	84
C	1	8	92
D	1	8	100

## Select Changes

### Possible Solutions (PS)

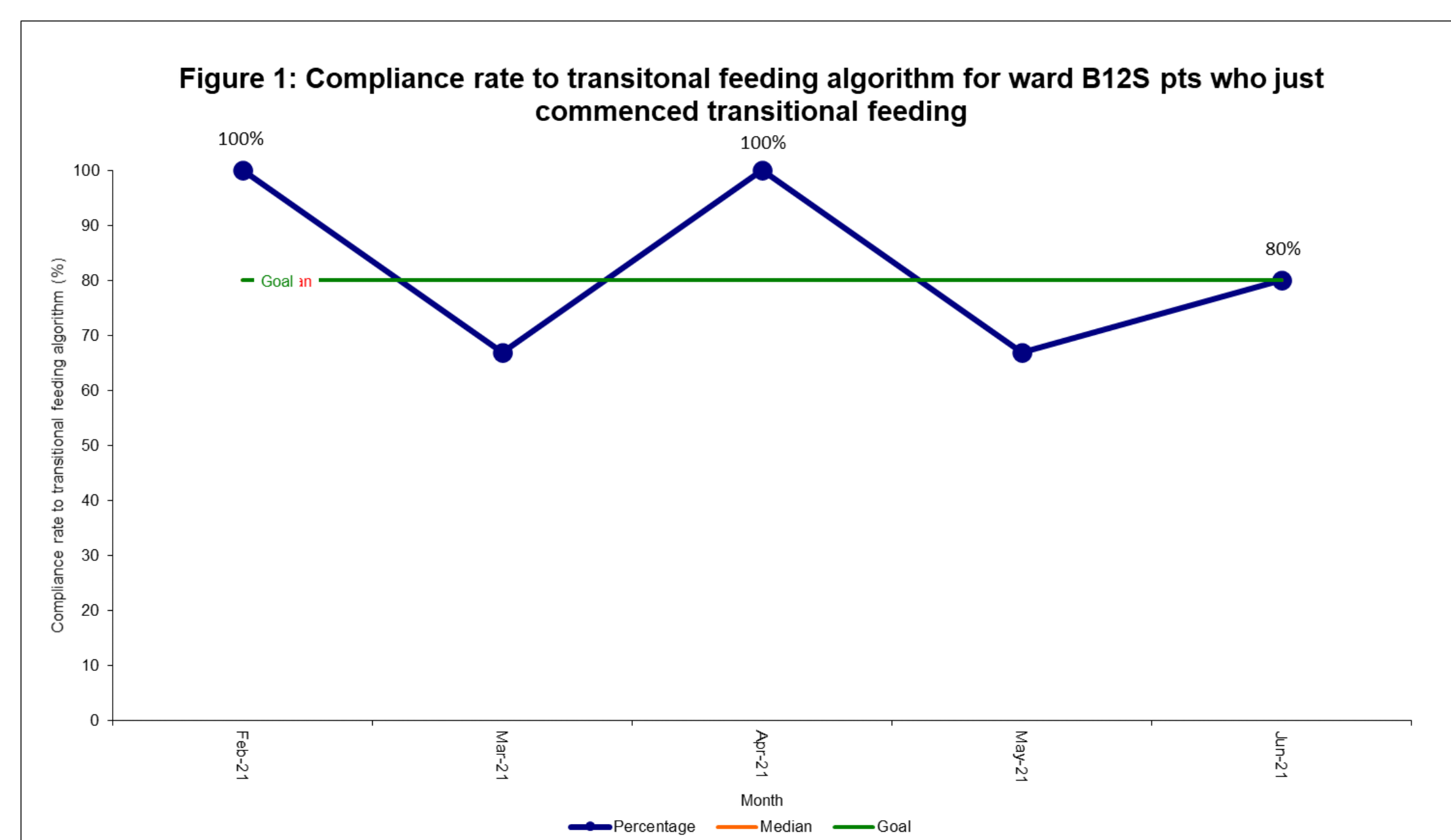
Root Cause	Potential Solutions
Lack of knowledge on what to do for pts who just commenced transitional feeding	PS1 To develop an algorithm for transitional feeding and implement a questionnaire to ensure nurses understand the algorithm
	PS2 Provided an in-service to ward B12S nurses on the algorithm implement the questionnaire during roll call
Lack of awareness on what to do for pts who just commenced transitional feeding and the risks of inconsistent feeding practices	PS3 To inform nurses of the algorithm by creating a poster to be placed at each nursing counter
	PS4 To notify nurses of the algorithm through EPIC flowsheet
	PS5 To inform nurses of the algorithm and questionnaire through email
	PS6 To inform nurses of the algorithm and questionnaire through TigerText
	PS7 To implement an e-learning module of the algorithm and questionnaire to enhance nurses' awareness



## Test & Implement Changes

### Solution Implementation

CYCLE	PLAN	DO	STUDY	ACT
1	<ul style="list-style-type: none"> <li>To develop an algorithm that inform nurses on what to do for pts who just commenced transitional feeding.</li> <li>To increase nurses' awareness on what to do for pts who have just commenced transitional feeding and the risks of inconsistent feeding practices.</li> </ul>	<ul style="list-style-type: none"> <li>Conducted a literature review on current practices and came up with an algorithm by January 2021.</li> <li>Provided an in-service to ward B12S nurses on the new algorithm and its rationale in February 2021 during roll call.</li> <li>Created a poster featuring the algorithm and placed it at each nursing counter in February 2021.</li> </ul>	<ul style="list-style-type: none"> <li>Achieved the aim of average compliance rate of 80% between February to June 2021.</li> </ul>	<ul style="list-style-type: none"> <li>Results will be shared with relevant stakeholders as well as to gather feedback.</li> </ul>
2	<ul style="list-style-type: none"> <li>To determine nurses' knowledge on the algorithm for pts who just commenced transitional feeding.</li> </ul>	<ul style="list-style-type: none"> <li>Created a questionnaire to determine nurses' knowledge on the algorithm in January 2021.</li> <li>Gave the questionnaire to nurses to fill-up during roll call in February 2021.</li> <li>Explained the results of the questionnaire after completion during roll call to ensure nurses understand the algorithm.</li> </ul>	<ul style="list-style-type: none"> <li>Successfully increased all ward B12S nurses' knowledge (100%) on the algorithm in February 2021.</li> </ul>	<ul style="list-style-type: none"> <li>Results will be shared with relevant stakeholders.</li> <li>To give out the questionnaire six months later to determine ward B12S nurses knowledge on the algorithm to enhance sustainability.</li> </ul>



## Spread Changes, Learning Points

### Strategies to Spread Change After Implementation

Results will be shared with relevant stakeholders (e.g. Ward B12S nurses, STs, DTs) and feedback will be gathered. Subsequently, the team aims to implement new measures to achieve 100% compliance rate to the algorithm.

### Key Learnings

It is important to engage and have the buy-in of all relevant stakeholders to identify key issues, relevant processes and challenges to implementing change. Having the collaboration of key stakeholders in generating solutions to challenges allows for smoother implementation of proposed solutions. This teamwork is important as it will affect the overall outcome and satisfaction.

### References

1. Dux C, Lim SC, Jeffree R, Heaydon S, Jersey S. Improving nutrition care for neurosurgery patients through a nurse-led transition feeding protocol. *Nutr Diet* 2019; 76(2), pp.158-165.