

STREAMLINE AND DIGITALIZE PATIENT EDUCATION BROCHURE/INFORMATION IN NGEMR ACROSS JHC AHP

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- INNOVATION AND PRODUCTIVITY
- GREEN & SUSTAINABILITY
- WORKPLACE / PATIENT SAFETY
- PATIENT EXPERIENCE

Define Problem, Set Aim

Problem Statement

Between February and April 2023, AHP distributed 59,528 sheets of paper educational materials. This totaled to 238,112 sheets annually, which equates to the loss of 29 trees and a total cost of \$51670 for printing. Given the importance of patient education and the traditional practice of giving out hardcopy educational materials, this practice is both unsustainable and inefficient.

Aim Statement

To achieve 50% reduction of hardcopy educational material (29,764 sheets of paper) to be issued to patients for the period of April to June 2024.

Establish Measures

Amount of paper used before implementation

AHP distributed 238,112 sheets of hardcopy information annually = loss of 29 trees

238,112 sheets annually = 476 reams of paper

Cost of paper production before implementation

1 ream of paper cost \$ 3.72. 1 cartridge cost \$118 and print 3 ream of paper

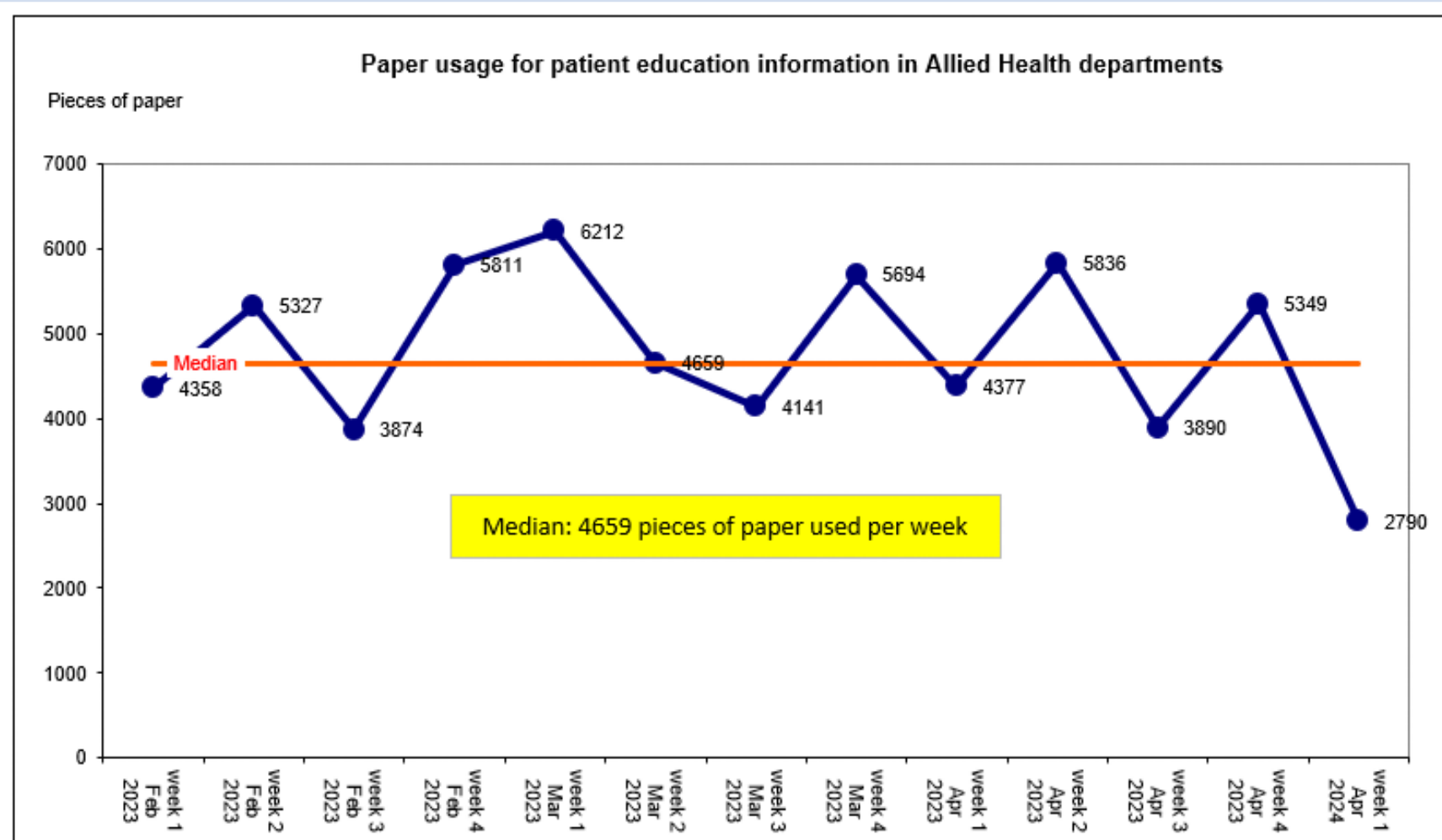
Total paper cost: 476 x \$3.72 = \$1772 annually

Total cost spent for self-printing = paper cost + cartridge cost (476/3 x \$118 per cartridge) =

\$1772 + \$18723 = \$20,495 annually

Total printing cost by vendor = \$0.217 / pc x 238,112 = \$51,670

Type of measure	Measure
Outcome	Number of sheets of paper being saved annually and total cost reduction for printing patient educational material annually, target for 50% reduction annually.
Process	Number of digitalised educational materials available among AHPs
Balancing	Contact time between AHPs and patient remains same by using digitalised educational information verse hardcopy information, education is not compromised



Test & Implement Changes

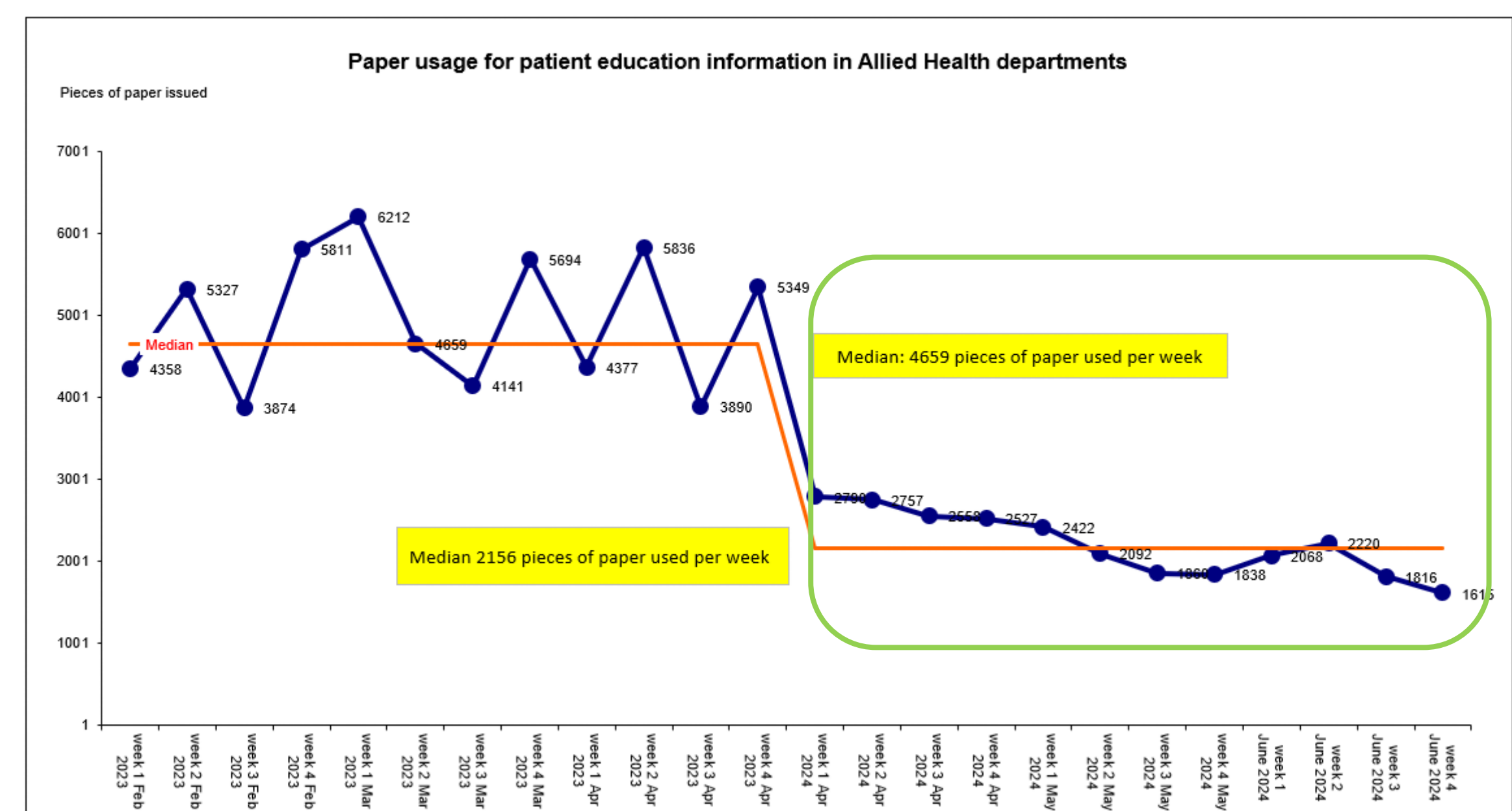
Cycle	PLAN	DO	STUDY	ACT
1	Trial use of smartlist to consolidate discharge instructions to replace educational brochures in the discharge summary	<ul style="list-style-type: none"> Generate Smartlist with various discharge instructions Trialled with NTFGH OTs in inpatient from May to August 2023 	<ul style="list-style-type: none"> Discharge information was captured in the discharge summary Information indicated on the discharge summary can be space consuming just from 1 discipline Wordy and lengthy instructions when addressing multiple educational topics 	<ul style="list-style-type: none"> To trial the usage of QR code to capture all the necessary information concisely in discharge summary
2	Trial the usage of QR code that directs patient to a softcopy online education material	<ul style="list-style-type: none"> Generation of QR code to an existing publicised educational material in NTFGH internet page. One common education topic of "Fall Prevention" brochure was identified for trial. 	<ul style="list-style-type: none"> QR codes from various discipline can be included concisely in the printed discharge summary without much space consumption hence, reducing paper wastage. Patient feedback: able to obtain the digitalised brochures readily but require another mobile device to access the QR code and obtain the brochures which was an inconvenient step 	<ul style="list-style-type: none"> To trial the addition of hyperlink with the QR code to determine improved accessibility or "clickability"
3	Trial the usage of hyperlinks to access the digital brochures directly from the patient's phone	<ul style="list-style-type: none"> Generate hyperlink access to the same "Fall Prevention" brochure in Cycle 2 	<ul style="list-style-type: none"> Feedback of hyperlink gathered from the same group of patients in cycle 2 They were able to access the hyperlink directly from the memo section of their NUHS app without the need for another mobile device Felt this was more useful and versatile if they want to share the information to family or friends 	<ul style="list-style-type: none"> Scale up and implement use of hyperlink and QR code for all AHP groups Share success with cluster level

This is great, now I can click the link to read more about activity modification and bring home my exercise program
- Patient Mdm Lit

Now I don't have to always borrow my husband's handphone to scan and watch the video for my exercise !!
- Patient Mdm Goh

Outcome

Between April and June 2024, AHP distributed 26,563 sheets of paper educational materials. We achieved 55.4% of paper reduction which estimates to about 106,252 sheets annually. This is around 15.8 trees saved in a year.



Concurrently, AHPs improved or expanded existing educational materials in the forms of brochures or videos to be digitalised

Educational material QR and hyperlink has been built into NGEMR and patient can access in oneNUHS app



How the communication memo appear in oneNUHS app for SOC patients



Spread Changes, Learning Points

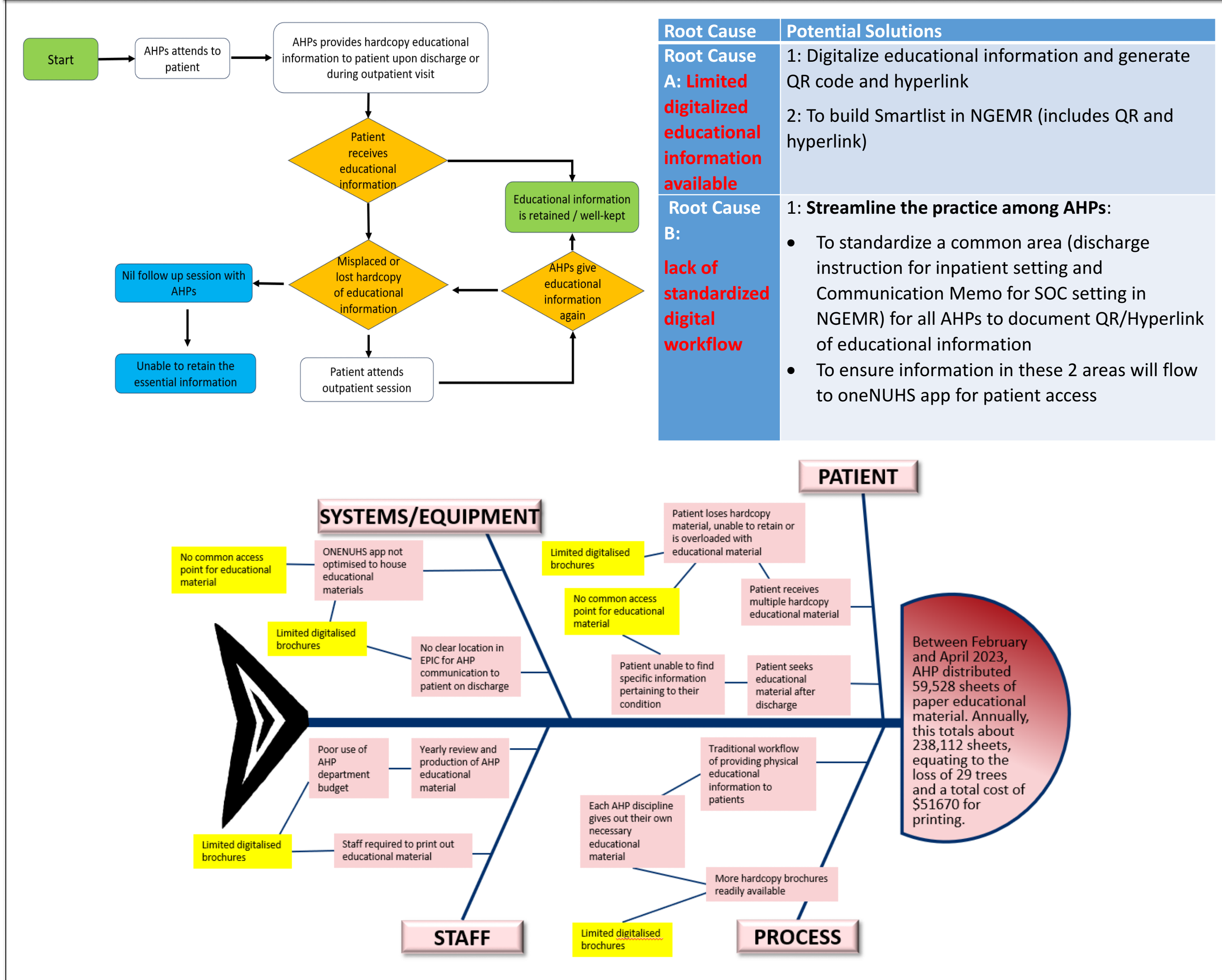
Allied Health Everywhere, Everytime

The use and success of this intervention demonstrates potential possibilities for AHPs to remain accessible to our patients in this evolving digital space and climate of sustainability.

AHPs were quick to use this opportunity to re-create, update, refine educational materials for patients, e.g. creating videos for visual and auditory learning and communication.

Patients' positive feedback on greater accessibility and learning with these digitalised materials is an encouraging start in how AHPs can innovate service development, improvement and quality in the future.

Analyze Problem/Select Change



Scan to VOTE!

