Empower Patient & Caregiver in Managing Medical Documents to Prevent Miscommunication

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PATIENTS. AT THE HEART OF ALL WE DO.®

My ESTHER Coach Journey

2016
ESTHER Coach training

2017
Train-the-Trainer workshop

2018
ESTHER Network Taskforce
Project coach
Conduct workshop

2019
Conducted ESTHER café on medication use

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SGH

Our Team

Low Siew Woon

Haslinda bte Barman

Nur Zarifah
Binte Mustapha

Joanne Anthony

Khee Giat Yeng

Lau Keat Yeng

Elena Bte Mohamed Ayob

Magdalene Ng Kim Choo

Rachel Marie Towle

Mas Rizalynda Bte
Mohd Razal

Project Selection: What Esther Truly Needs?

I think that patient has problems A,B,C

I am having problems X,Y,Z

Project Selection : What matters to Esther?

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Esther Cafe

Inpatient wards
- 6 Esthers

Home visits
- 4 Esthers
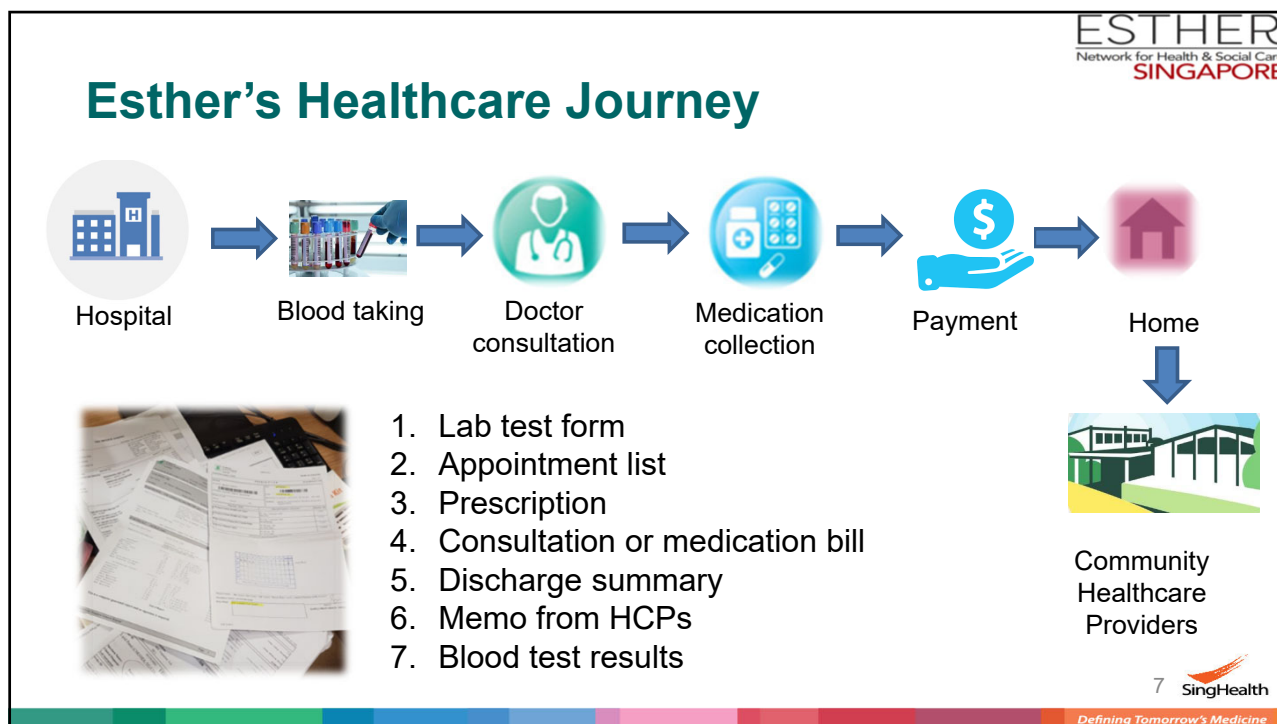
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Communication

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- Communication is usually one-way
- Esther may have fear in telling HCPs about their concerns
- Adverse to frequent changes of providers
    - Not aware of the exact dosing taken by patient
    - Conflicting information from different HCPs
- Not confident in handling multiple medical documents

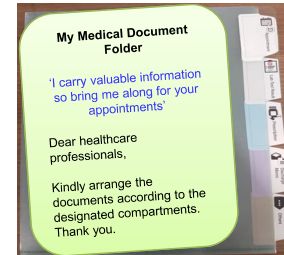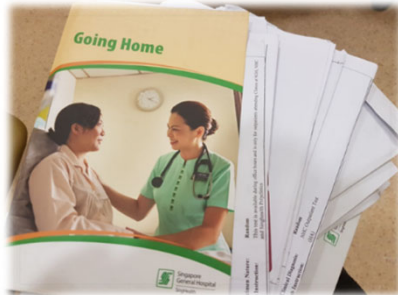HCP=Healthcare Professional

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SGH

Esther's Healthcare Journey

Hospital → Blood taking → Doctor consultation → Medication collection → Payment → Home → Community Healthcare Providers

1. Lab test form
2. Appointment list
3. Prescription
4. Consultation or medication bill
5. Discharge summary
6. Memo from HCPs
7. Blood test results

Baseline Survey (Esther)

No	Questions	Yes	Total Responses	% of responses with 'Yes'
1	Do you have any difficulties in filing your medical documents such as laboratory test form, prescriptions, memo to doctor, discharge letter, appointment letters etc	16	20	80.0
2	Have you ever encountered the following situation?			
	Didn't' manage to do relevant blood tests during doctor consultation	4	17	23.5
	Didn't bring the correct prescription for refill of medication	3	17	17.6
	Didn't manage to attend the appointment as scheduled due to confusion	11	17	64.7
3	If yes for question 2, how frequent did you encounter the above scenario?			
	1-2x/year	13	17	76.5
	3-4x/year	2	17	11.8
	>4x/year	0	17	0.0

Improvement Initiative

What we already had
- 'One compartment
- Easily damaged
- Difficult to find document'

What Esther suggested
- More compartments
- May need help in organizing

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Parties Involved in Finalization of Folder Prototype
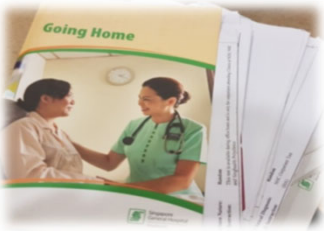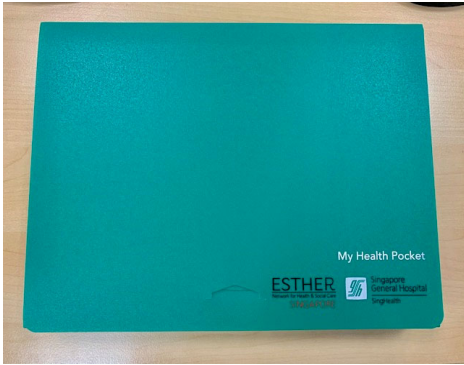
Chief Nurse

Regional Health System Director

H2H Programme – Patient navigators

Communications

Health Pocket

Materials Management Department

Esther

Nursing Division

Chief Finance Officer

Chief Executive Officer

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The Health Pocket

To roll out to 2000 patients in Hospital to Home (H2H) programme 11

Workflow & Roles

Role of H2H Nurses

- <u>Issue</u> folder during home visit
- <u>Teach</u> patient on the use of folder
  - Why they need it
  - What should be in it
  - When to bring it
  - Who to show to
- <u>Follow through</u> with patient when they attend appointment & follow up 2nd home visit

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H2H Nurse Teaching Patient & Caregiver

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Workflow & Roles

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Role of inpatient nurses or community HCPs

- <u>Be aware</u> of the existence of this folder
- <u>Assist</u> patients with organising the documents before discharge (d/c summary, tcu, memo, etc)
- <u>Reinforce</u> its use and bring it for appointment
- To <u>contact patient navigators</u> if the folders are damaged and require replacement.

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Before Initiative

"
- Blood test form & appointment slip is everywhere
- I've too many documents from SGH due to multiple admission, blood form from CGH, and document from SSO
- Easily misplace documents and unable to locate documents when she needs them.
- Have a lots of appointments card and blood form; will get confuse which to bring
- Patient cannot remember his appointments. He is reliant on escort service.
- Sometimes forgets, need reminders from children

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Surveys on Health Pocket

PDF
Surveys on the
Health Pocket

Measurements

- **Reduction in:**
  - Difficulties managing multiple medical documents
  - Incidence of not bringing correct lab forms
  - Not bringing correct prescription to collect medications
  - No-show/missed appointments

- **Increase in:**
  - Confidence in managing medical documents & own care
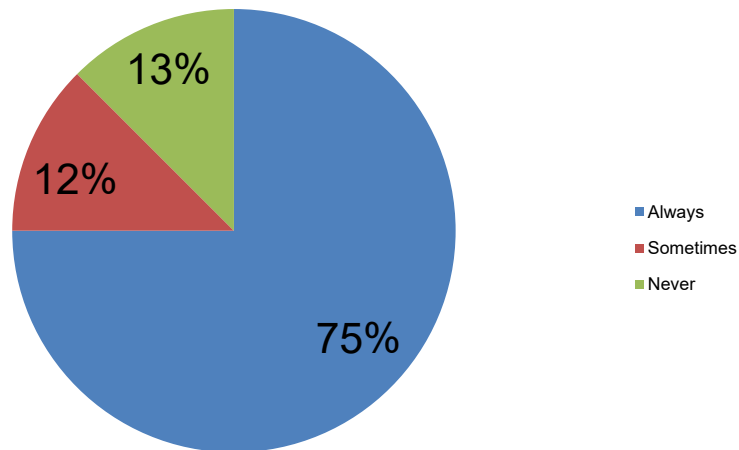
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Results - Esthers

Number of respondents: 55

Scenarios	Pre – Health Pocket (%)	Post – Health Pocket (%)	Changes (%)
I faced difficulties in managing my medical documents	Agree + Strong Agree		
	74.5	21.8	↓ **52.7**
I forgot to bring the correct laboratory test form before blood test	Sometimes + Usually + Always		
	74.5	12.7	↓ **61.8**
I didn't bring the correct prescription to collect medications	45.5	16.4	↓ **29.1**
I didn't manage to attend appointment as scheduled due to confusion.	61.8	12.7	↓ **49.1**
Do you find it difficult to present the correct documents when encountering with different care providers?	67.3	25.5	↓ **41.8**
My confidence level in managing my medical documents and care is as follows	Confident + Very Confident		
	12.7	75.9	↑ **63.2**

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How often would Esthers show the Health Pockets to Healthcare Providers?

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13%

12%

75%

- Always
- Sometimes
- Never

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After Initiative

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"

- Its easier for me to search for the forms
- Not messy
- It helps to organise all documents into one folder which minimize the confusing
- Increase to A4 size so don't need to fold the document
- Make a softer file
- None on the folder but provider is not interested to look at the folder.

"

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Results – Healthcare & Social Care Providers

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Number of respondents: 25

Scenarios	Pre – Health Pocket (%)	Post – Health Pocket (%)	Changes (%)
	Median Score		
How easy would you be able to access patient information?	5	8	↑ **60**
How easy was your communication with other care providers for discussion or clarification?	5	8	↑ **60**
How would you rate communication among the HCPs	5	8	↑ **60**
I feel that my patient is empowered in his/her own care	5	8	↑ **60**

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Feedback from the Stakeholders

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"
- This pocket enables the documents to be arranged in order and more organized
- This folder help us to communicate better and share information with various community partners visiting the patient
- Can provide the health pocket in other language as well'
- Card slot to make it bigger, needs more engagement from community partners
- 'Introduce colour column for diff categories. Human imagery or bigger logo to distinctive identify the folder'

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Conclusion

- **Health Pocket** is a desired <u>communication tool</u>
  - Better manage the medical documents
  - Better communicating with HCPs
  - Feel more 'in-charge'
  - Potentially enable more efficient information sharing

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Challenges & Reflection

- Mindset shift
  - From healthcare provider-oriented initiative→ Always ask what Esther wants & needs
- Esther with complex needs involves multiple stakeholders
  - Early identification & involvement of all relevant stakeholders is crucial
- Challenges in data collection (pre- & post health pocket)
  - Parameters collected have to be practical & can be incorporated as part of the daily activity
  - Adjust according to the feedback from the recipients
  - Team work & perseverance

To Our Sponsors – Thank You!

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No	Name	Designation	Role Descriptions
1	Prof Kenneth Kwek Yung Chiang	Chief Executive Officer, SGH	Project sponsor
2	Dr Tracy Carol Ayre	Group Chief Nurse, Singhealth	Team & project sponsor
3	Mr Ang Kwok Ann	Chief Finance Officer, SGH	Project sponsor
4	Prof Low Lian Leng	Director, Singhealth Office of Regional Health, SGH Campus	Team & project sponsor
5	Esther Lim Li Ping	Coordinator, Singapore ESTHER Network	Project sponsor
6	Lim Mun Moon	Director, Pharmacy	Team sponsor
7	Tan Ah Pang	Deputy Director, Nursing	Team sponsor

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Thank You

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