

SMALL STEPS TO BIG CHANGES

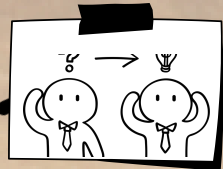


PERFECTING PATIENT DOCUMENTATION & ADMISSION

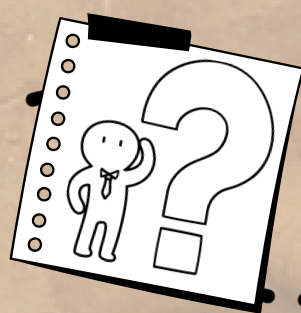
Optimising Patient Care and Enhancing Patient and Family Orientation

CHALLENGES

- From ED to ICU, new patient admissions typically take 1 to 2 hours to complete.
- Delays include registered nurses (RN) being overwhelmed by critically ill patients.
- Long waiting time results in next-of-kins (NOKs) experiencing anxiety
- Admission documentation is often incomplete, resulting in gaps in patient records and potential lapses in care.



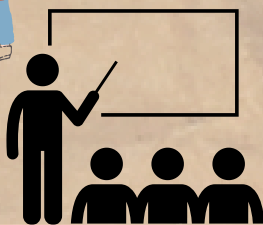
IMPLEMENTATIONS



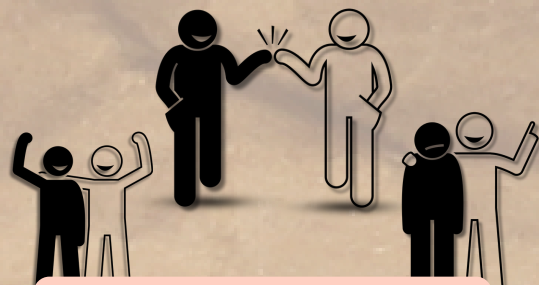
“Empower, Guide and Share”



Empower Enrolled Nurses (ENs) in proper patient / NOK orientation



Train ENs in effective communication skills and documentation proficiency



Encourage ENs to assist RN in completing the admission documentation in order to meet the 4-hr time frame stipulated by admission policy

Attend to NOK while the patient is settling down

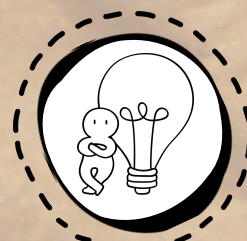


Give NOKs and patients proper orientation on the admission process for a smooth and safe experience

Communicate the initiative's benefits to RNs, patients and NOKs during roll call

OUTCOMES

- ✓ RNs' workload is better managed
- ✓ 100% completion of admission documentation (up from 15%)
- ✓ Increased satisfaction and reduced anxiety for patients' families
- ✓ Positive impact on patient care and experience



KEY

THANK YOU FOR SHARING
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- Rope in additional help
- Train, guide and encourage others to participate

