

Project Title

New Workflow for Collection of Body parts in ICU/HD

Project Lead and Members

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Project members: Pek Wan Ling, Terry Ann, Nadela Manarang, Siti Junainah Binte Anwar

Organisation(s) Involved

Ng Teng Fong General Hospital, Jurong Community Hospital

Healthcare Family Group(s) Involved in this Project

Nursing

Applicable Specialty or Discipline

Intensive Care Unit, High Dependency Units

Project Period

Start date: Jan 2021

Completed date: Apr 2021

Aims

A standardised workflow when handling body parts in the ICU/HD.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Lessons Learnt

Standardization is very helpful in reducing the time and number of phone calls made to achieve a similar outcome. As this workflow involves other departments, finding out what other departments expectations helps to align our goals together.

Conclusion

See poster appended / below

Project Category

Care & Process Redesign, Quality Improvement, Workflow Redesign

Keywords

Collection, Disposed, Handling, Body Parts, Smart-Text, Roll Call File, Road Shows

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NEW WORKFLOW FOR COLLECTION OF BODY PARTS IN ICU/HD

MEMBERS: ALAINE TEU, PEK WAN LING,
TERRY ANN NADELA MANARANG, SITI JUNAINAH BINTE ANWAR

Define Problem, Set Aim

Emergency operation often occurs in the ICU/HD as patients are critically ill and require immediate interventions. As a result, ICU/HD nurses are required to liaise with the family members of the patients regarding the collection or disposal of body parts. Under normal circumstances, family and patients are given ample time to decide if they would like to collect or dispose the body part. However in the ICU/HD, the operations are life saving and very time sensitive and family members or patients usually do not have the capacity to make such decision at that point. As a result, the workflow is not adhered to and the ICU/HD nurses have to spend a long time to liaise with the stakeholders on this matter.

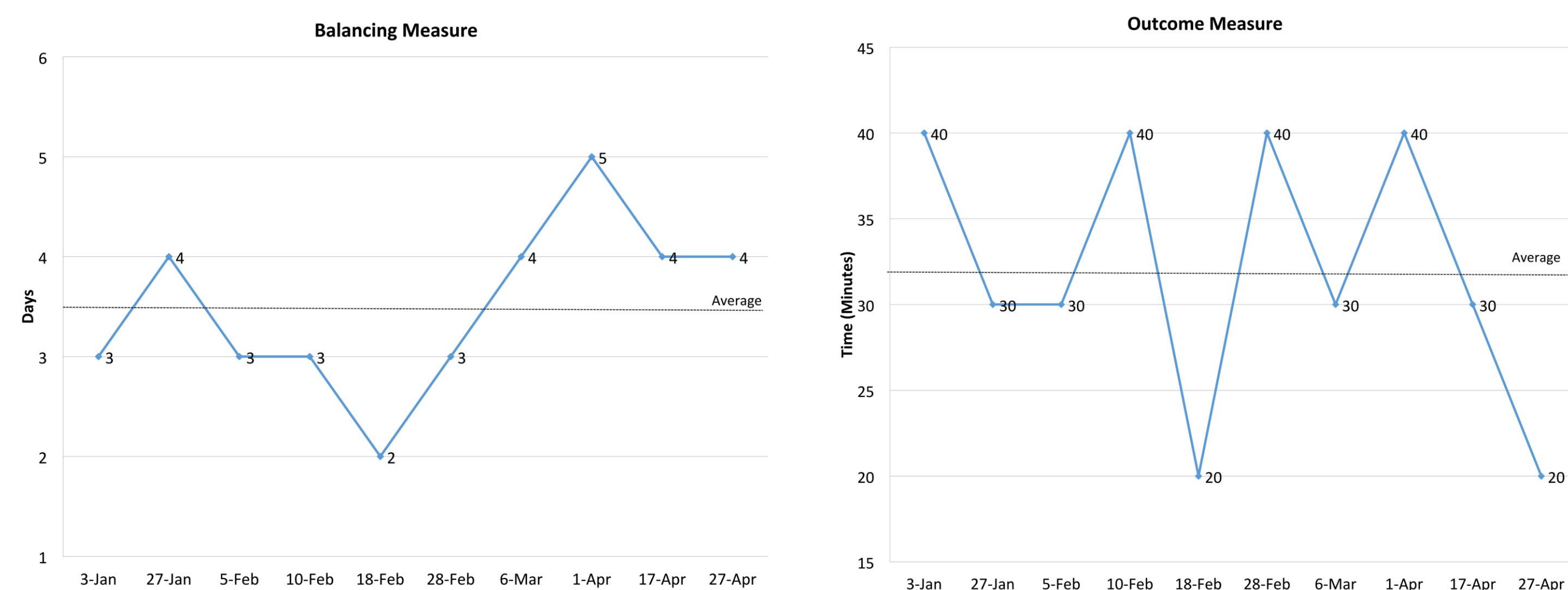
Between January to April 2020, the nurses handling the body part collection took on average more than 30 minutes to settle it. The median time of body parts to be collected or disposed of is on a average of 2-4 days. This time consuming process also required multiple phone calls (more than 3) and nurses cited difficulty as the process kept changing.

Aim

A standardised workflow when handling body parts in the ICU/HD.

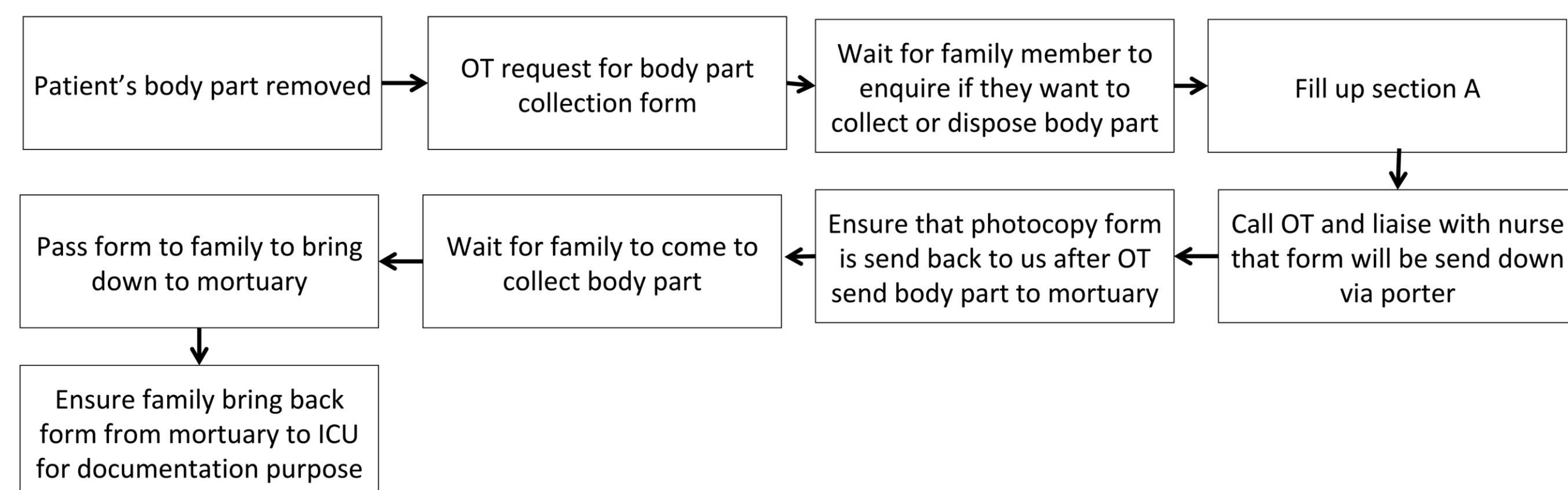
Establish Measures

Outcome Measure	Self-reported time taken to handle body part collection workflow
Process measure	Compliance to new workflow
Balancing measure	Median days till body part collected/disposed

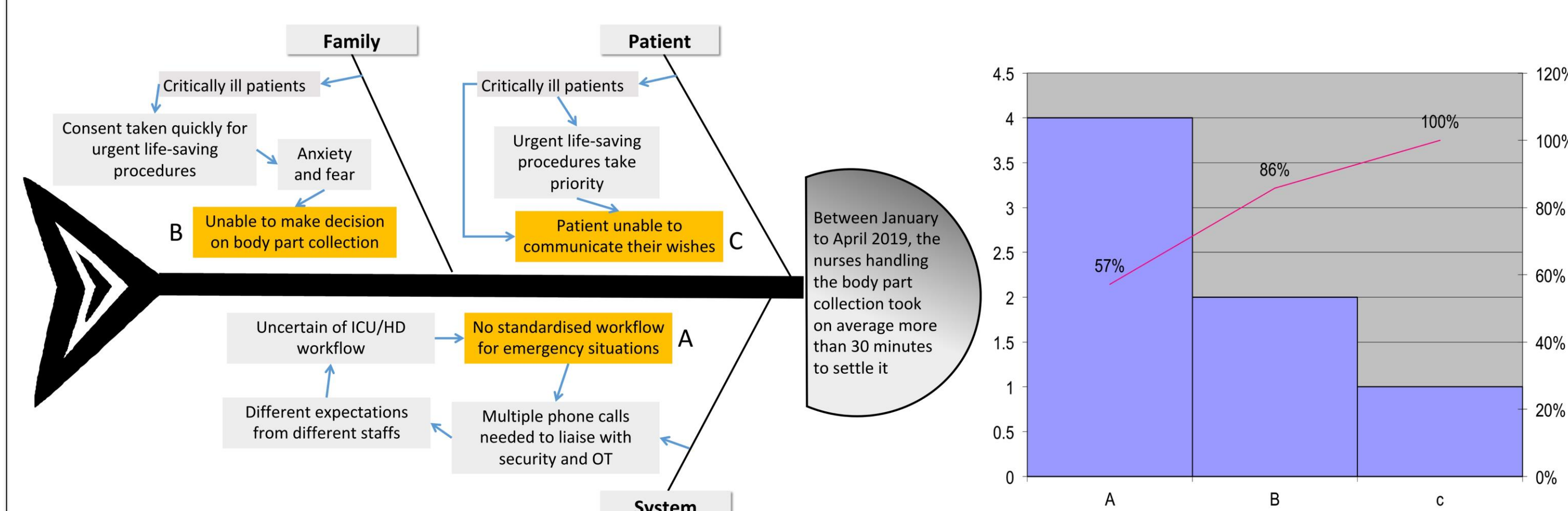


Analyse Problem

Process before intervention:



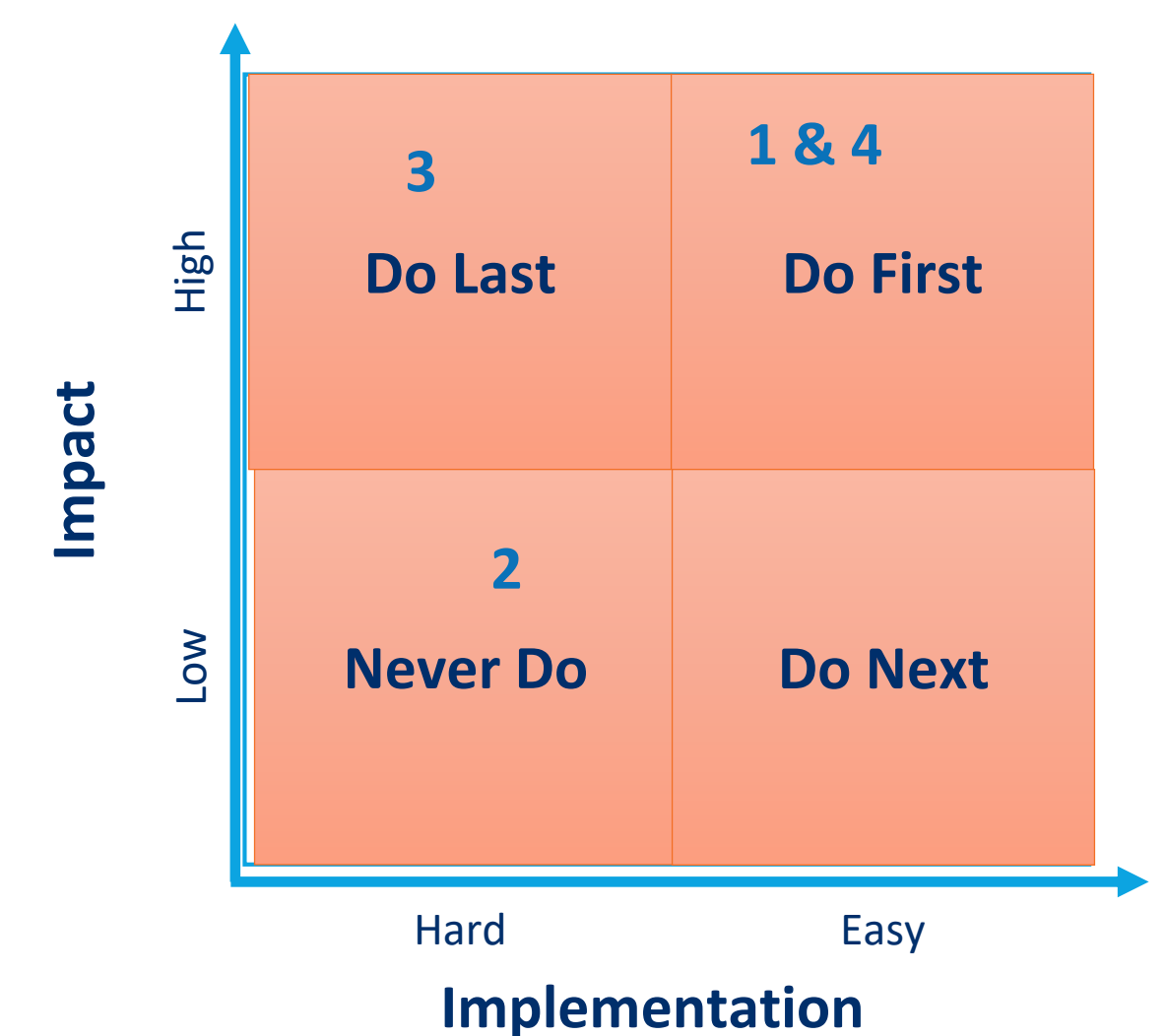
Root causes



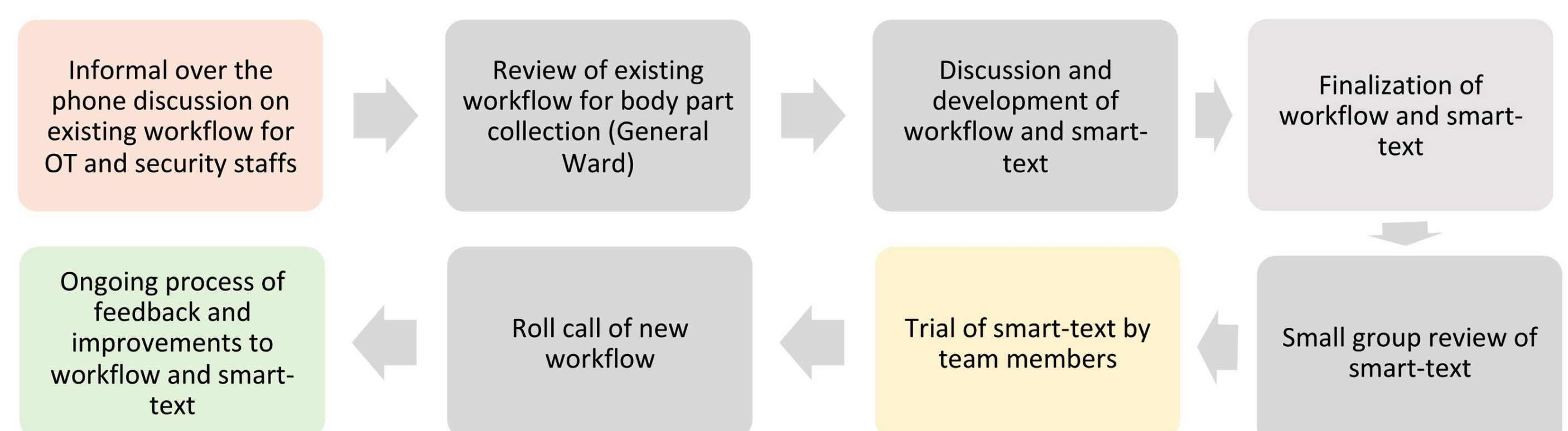
☐ SAFETY ☒ PRODUCTIVITY
☒ QUALITY ☐ COST
☒ PATIENT EXPERIENCE

Select Changes

Root Cause	Potential Solutions	
No standardized workflow	1	Workflow review with other departments
	2	Redesign body part collection form
	3	EPIC Flowsheet checklist
	4	Smart-text checklist that includes workflow

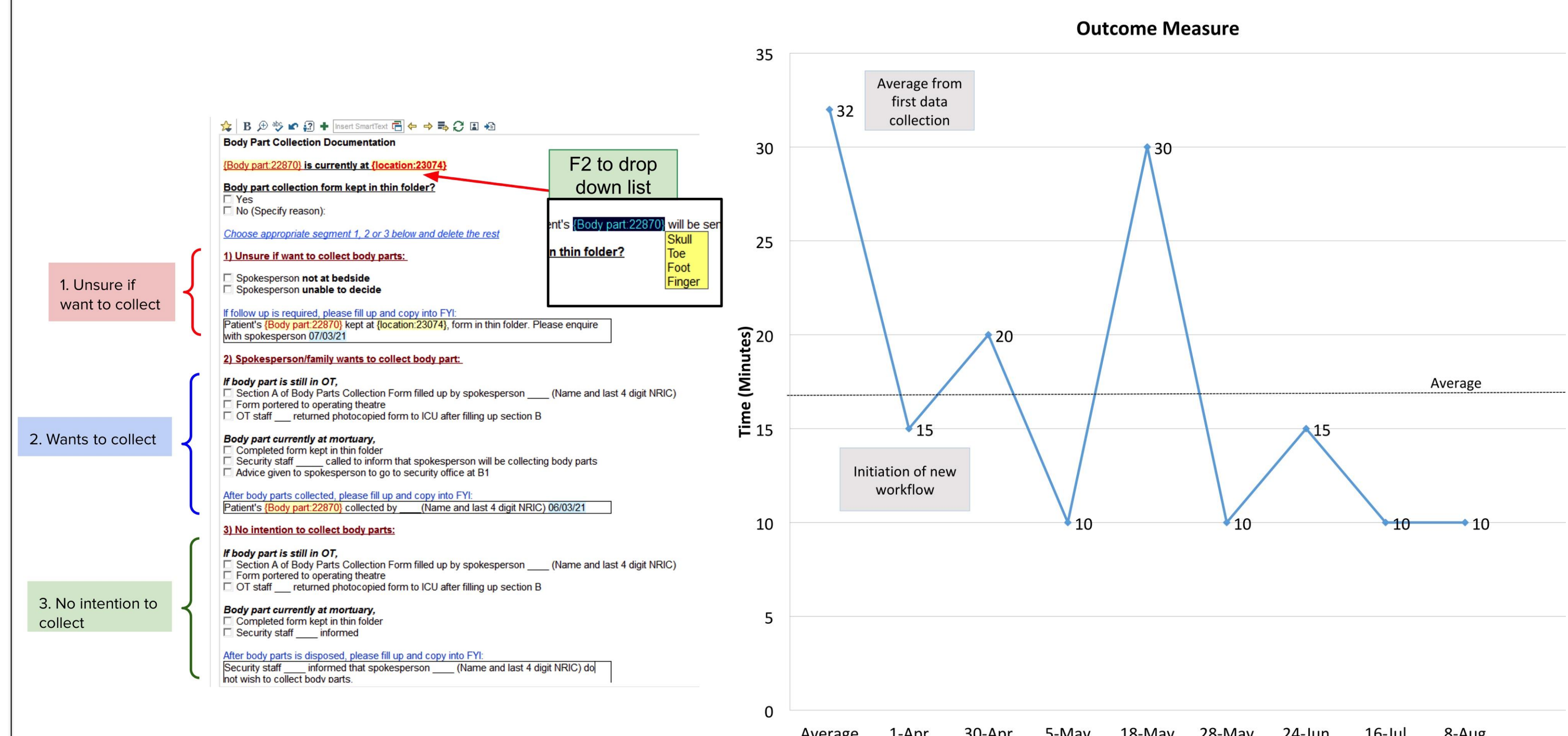


Test & Implement Changes



The development of the workflow with the accompanying smart-text was through a constant process of obtaining feedback and implementing improvements. The team aimed to achieve the final objective of having the workflow in the smart-text that can guide nurses without the need to memorise the it in detail.

In the first cycle, the workflow and smart-text were shown to various ICU/HD staffs with different level of experience to gain feedback on the usability and relevance of the smart-text. Following changes, cycle 2 focused on the team members using the smart-text in a short period of trial. Road shows were then held from January 2021 to March 2021 and after 80% of all ICU staffs have attended the roadshows, the rollout of the smart text started on April 2021. The PowerPoint slide was printed and kept in the roll call file and many one to one consultation helped to further enhance understanding of the workflow.



Spread Changes, Learning Points

The current goal now focuses on a process of constant feedback and improvements to the smart-text workflow to keep it relevant and useful for the nurses. One to one guidance are also provided for complicated body part collection workflow processes.

Key learnings

Standardization is very helpful in reducing the time and number of phone calls made to achieve a similar outcome. As this workflow involves other departments, finding out what other departments expectations helps to align our goals together.