



# KANYE ADVENTIST HOSPITAL(KAH)

## QUALITY IMPROVEMENT PROJECT POSTER

### TITLE: IMPROVING DOCUMENTATION ON A & E TRIAGE FORM

PRINCIPAL CONTRIBUTORS: 1. DR B TOMBS, 2. M. MATSOGA, A MOTIHAJDE, 3. L. MANGWANE, 4. N SEFETENG 5. P PONTSHO

CONTRIBUTOR AFFILIATIONS: CEO, PNO 1, PNO 2 , CRN, PRN



## PLAN, DO, STUDY, ACT CYCLE (PDSA)

### THE PROBLEM STATEMENT

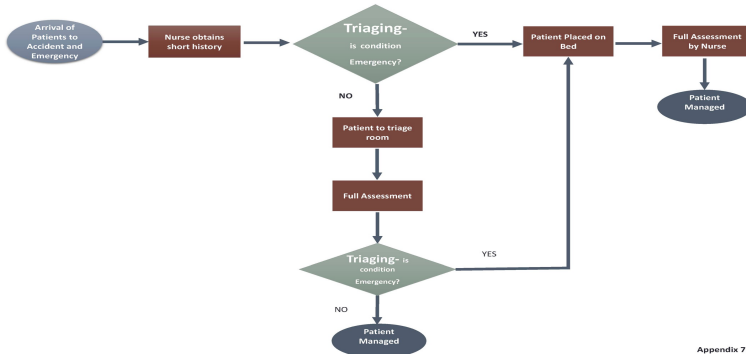
Despite all the measures that are being implemented to document on Accident and Emergency triage form, we still have incomplete documentation of some variables, as evidenced by a score of 36% (2022) during triage form Audit versus the target of 100%.

Incomplete documentation can result in inappropriate medical decisions, loss of valuable information, increased workload and reducing system efficiency, poor patient outcomes, lack of data for quality improvement and program evaluation, continuity and research. Incomplete documentation can also lead to compromised legal and practice standards which are meant to protect client, institution and practitioner.

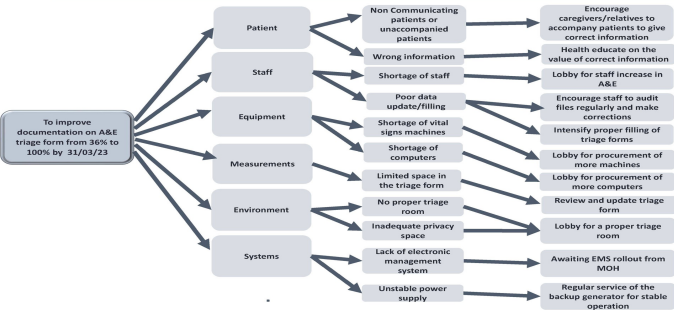
### AIM (TARGET)

To improve documentation of A&E triage form from 36% to 100% by March 2023 at KAH.

### GRAPH OR FLOW MAP OF PRESENT STATE



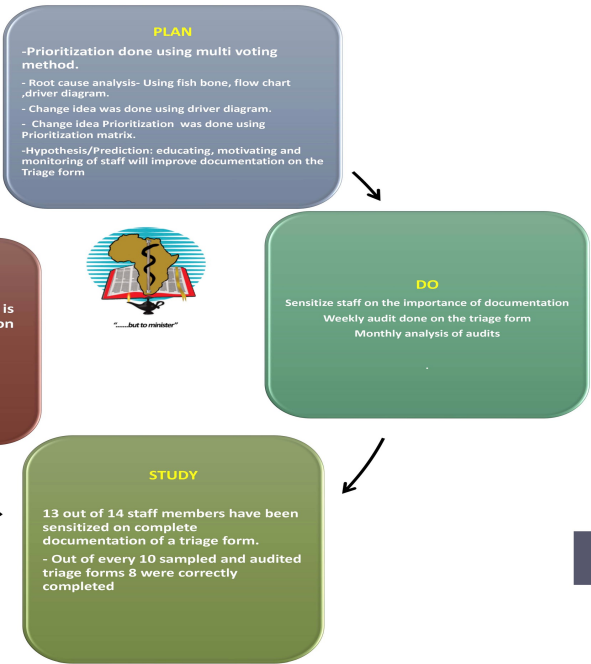
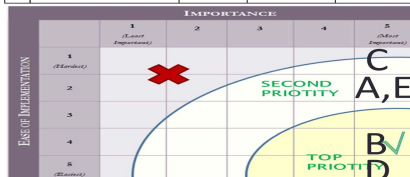
### CHANGE IDEA GENERATION



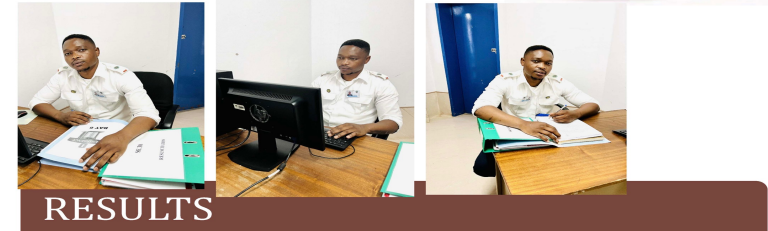
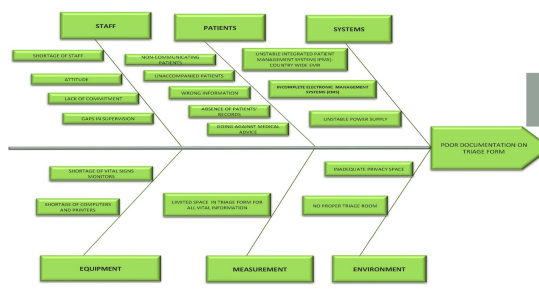
#### Appendix 7.0: PRIORITIZATION MATRIX

Note - Rank change ideas based on following criteria:  
 • Importance Scale 1 = 5; 1 (Least) = 5 (Most) important  
 • Ease of Implementation Scale 1 = 5; 1 (easiest) = 5 (Difficult) to implement

| SER | CHANGE IDEA                                 | IMPORTANCE (1 - 5) | EASE OF IMPLEMENTATION (1 - 5) | COMMENT |
|-----|---------------------------------------------|--------------------|--------------------------------|---------|
| A   | Staff motivation                            | 5                  | 2                              | 10      |
| B   | Intensify on proper filling of triage forms | 5                  | 4                              | 20      |
| C   | Lobby for EMS                               | 5                  | 1                              | 5       |
| D   | Health Education                            | 5                  | 5                              | 25      |
| E   | Strengthen monthly and system audits        | 5                  | 2                              | 10      |



### FISH BONE DIAGRAM:



### RESULTS

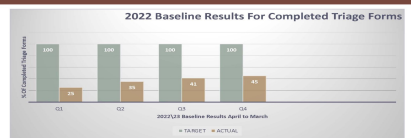


Figure 1: % Completed Triage Forms at KAH A&E in 2022/23

Figure 1 above shows that the target of 100% of completed triage forms was not attained.

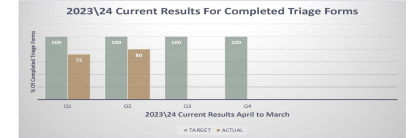


Figure 2: % audited variables at KAH A&E after implementation of the change idea.

Figure 2 above shows improvement of audited variables at KAH A&E post implementation of change ideas.

### SUMMARY

- Lessons Learned.
  - There is great improvement of documentation on triage form.
  - Improved management of patient data system.
  - Improvement in accuracy of diagnosis of patient.
- Impact on Quality of service.
  - Improved A&E triage form documentation has brought proper diagnosis and management of clients at KAH.
  - Resulted in improvement of patients prioritization need and improved patient outcomes and safety.
  - Regular contribution of work time and reduce customer complaints.
  - Client, family and community are able to understand the importance of providing information in the triage form, therefore has resulted in reduced customer complaints.
- Challenges
  - Shortage of staff
  - Unreliable EMR systems
  - Lack of proper triage room
  - Inadequate vital signs equipment

### FUTURE STEPS/ WHAT'S NEXT?

- Way forward.
  - To continue with triage form audits.
  - To continue involving caregivers when collecting data.
  - Lobby for more staff.
- Commitment.
  - We commit to continue maintaining the standard of documenting accurately in triage form.
- ACRONYMS
  - KAH- Kanye Adventist Hospital
  - A&E- Accident & Emergency
  - MOH- Ministry Of Health
  - EMRs- Electronic Medical Records System