

A Pilot Project on Crossing Training within Department of CMU (Clinical Measurement Unit)

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Introduction

Clinical Measurement Unit (CMU) carries out cardiac procedures in the department. The team consists of cardiologist, clinical physiologists and patient service assistants (PSA). Cardiac procedures are carried out by clinical physiologists and cardiologists. Patient service assistants (PSA) are frontline staff who answer patients' enquiries and handle doctors' urgent requests for appointments. As PSA are not clinically or medically trained, they find difficulty in this scope of work as the enquiries and requests are mainly related to the cardiac procedures.

This difficulty in this scope of work is mainly due to lack of knowledge in medical terms and abbreviations, and inadequate understanding in procedure details and preparations.

Purpose

The aim of the study is to evaluate the effectiveness of a pilot training program for PSA in terms of their ability and confidence in handling patients' enquiries, ability and confidence in case prioritisation in order to handle doctors' urgent requests for appointments. Also to assess their stress level in this area of job scope post training.

Method

As clinical physiologists are the ones performing the cardiac procedures with the cardiologists, the education team felt that they will be most suitable to conduct a customised training program for the PSA to suit their needs.

A pilot training program consisting of 4 lectures over 1 month period was thus developed to address their needs and better equip them.

The training focuses on the following:

Basic heart anatomy	28 common and urgent cardiac or cardiac related medical terms and abbreviations. Eg IHD, AMI	3 common cardiac procedure details and preparations frequently enquired by patients.
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Visual aids such as pictures and videos were mainly used for this training.

3 PSA having a median of 2.3 year experience in CMU were enrolled for this program.

Pre-Post training,

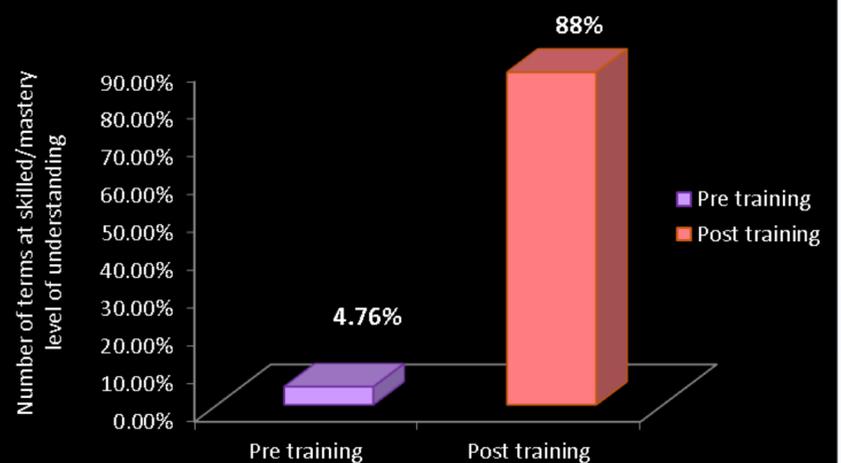
- PSA were given a list of common cardiac and cardiac-related medical terms and abbreviations to self-assess their level of understanding (using 4 rating scale : 1 novice, 2 learner, 3 skilled, 4 mastery).
- A survey was also done to self assess their ability and confidence in answering patients' enquires, prioritising doctors' urgent requests based on diagnosis; as well as stress level in this job scope (using 5 point Likert scale).

Results

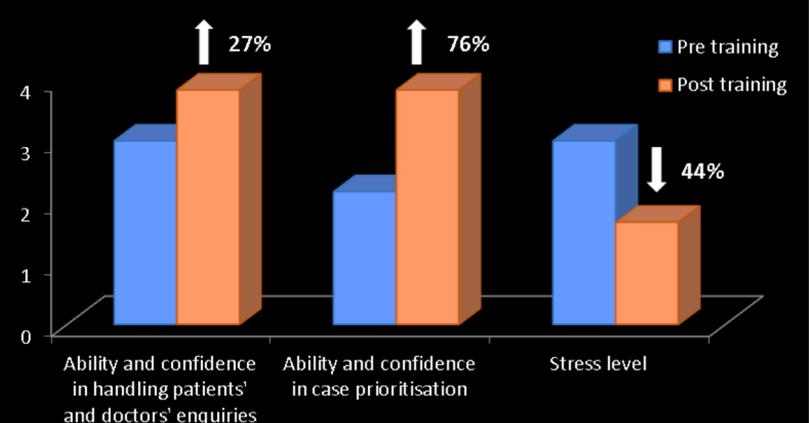
Post training, the number of common cardiac and cardiac-related medical terms at skilled or mastery level has increased from 4.76% to 88% .

From the self assessment survey, PSA ability and confidence in answering patients' enquiries has increased by 27%, and in prioritising doctors' urgent requests based on diagnosis has increased 76% respectively. Stress level has reduced by 44%.

ASSESSMENT OF POST TRAINING IMPROVEMENT IN THE NUMBER OF TERMS AT SKILLED/MASTERY LEVEL OF UNDERSTANDING



ASSESSMENT OF POST TRAINING IMPROVEMENT USING SELF ASSESSMENT SURVEY



Learning Points

We are encouraged that this training has had a positive impact in the way PSA serve patients and handle doctors' urgent requests. Moving forward, we will avail this training to PSA from other clinics who are interested in cardiac terms and abbreviations and cardiac procedures.