

Tai Chi Principles for Healthcare Quality Improvement

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“By healthcare institutions for healthcare institutions – Towards better patient outcomes”

The Magic of Tai Chi is in the Principles

- Movement
 - Slow, continuous and smooth
 - Gentle resistance
- Posture
 - Upright
 - Weight transfer
- Internal
 - Jing 靜
 - Song 松

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Singapore Healthcare Improvement Network

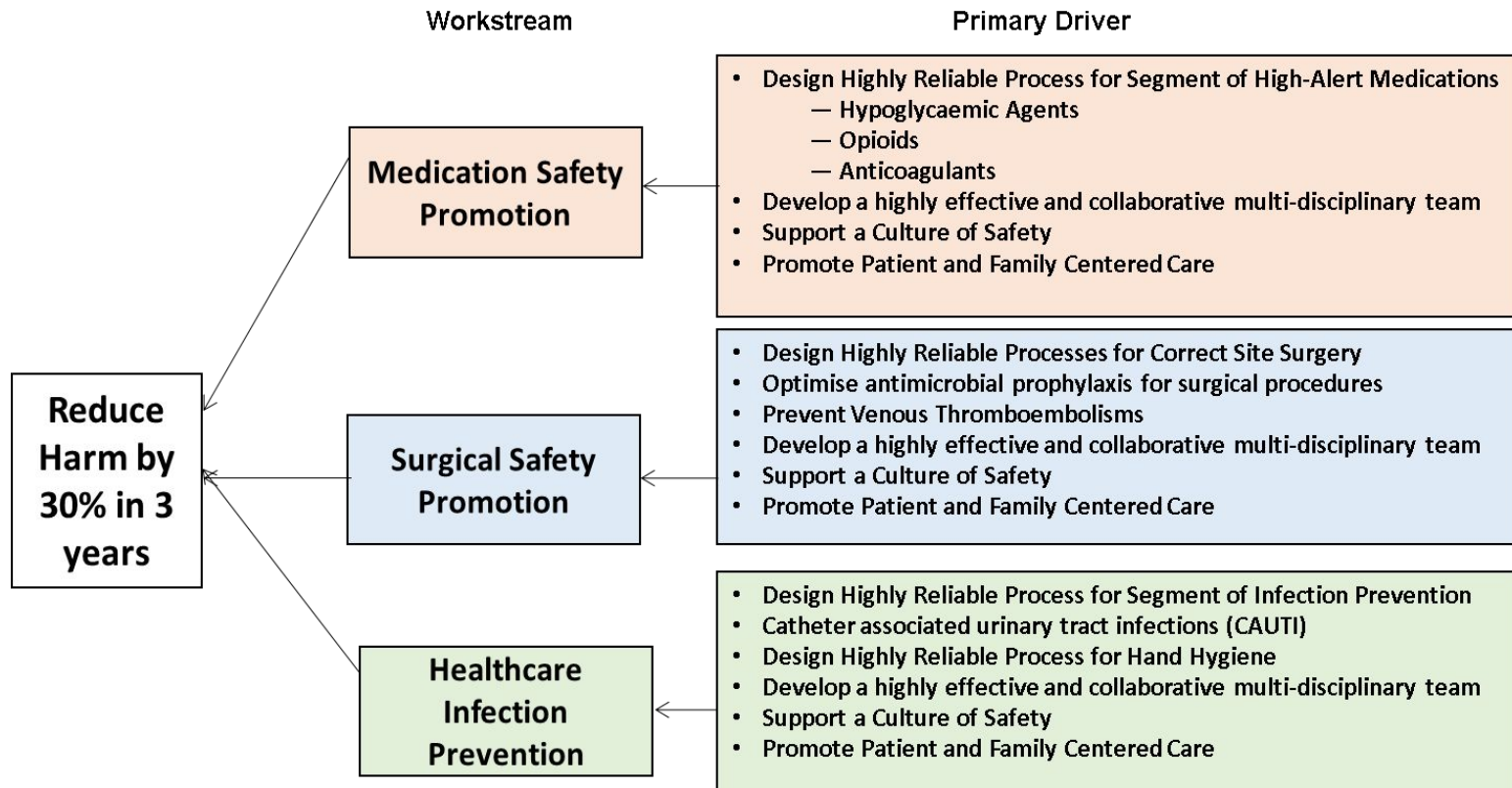
45 healthcare organisations across the care continuum
Accelerate the pace and scale of improvement in Singapore
A Bias to Action using “All Share, All Teach, All Learn”





SHINe's Large Scale Initiative

Reduce Harm in Patients



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● Execution

- Slow and deliberate, persistence, sensitivity to culture and context
- Constructive resistance

● External values

- Ethical
- Empathy

● Internal values

- Mindfulness
- Openness

Persistence

*Energy and persistence conquer
all things.*

熱情加毅力可以征服一切。

- Franklin 佛蘭克林



Persistence

The quality that allows someone to continue or trying to do something even though it is difficult or opposed by other people

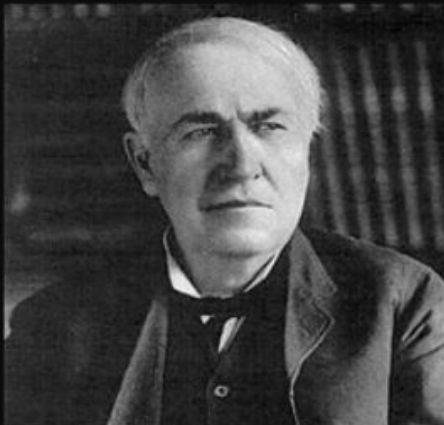
There are no extraordinary people
only ordinary people who do
extraordinary things with what
they've been given

— Brad Brown —

Even the most ordinary people achieve extraordinary results when they persist in searching for quality results

Persistence

Edison made 1,000 unsuccessful attempts at inventing the light bulb. **The light bulb was an invention with 1,000 steps.**
"Great success is built on failure, frustration, even catastrophe."



I will not say I failed 1000 times, I will say that I discovered there are 1000 ways that can cause failure

~ Thomas A. Edison

AZ QUOTES

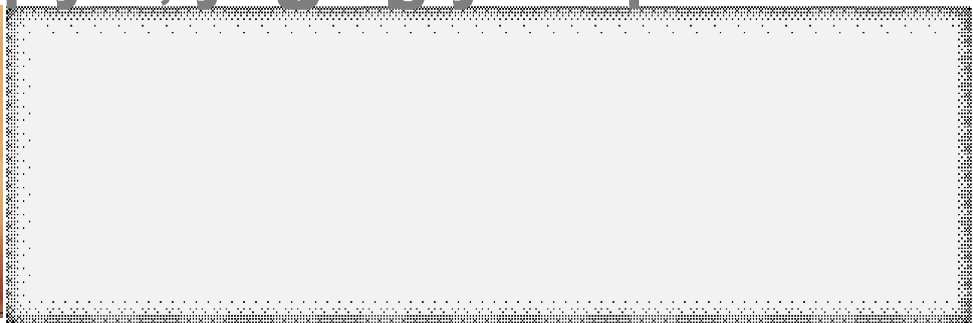
Resistance

**“PARALYZE
RESISTANCE
WITH
PERSISTENCE.”**

Dealing with or Conquer Resistance

What are the key challenges teams face when they try to improve programs, processes, or systems for patients?

- Ask people to **think about pain points**.
- **What are the parts of your system that are broken or don't work very well?**
- Reflect upon on what the **team needs, expects, sees, hears, and feels** as they're going through that process or system.



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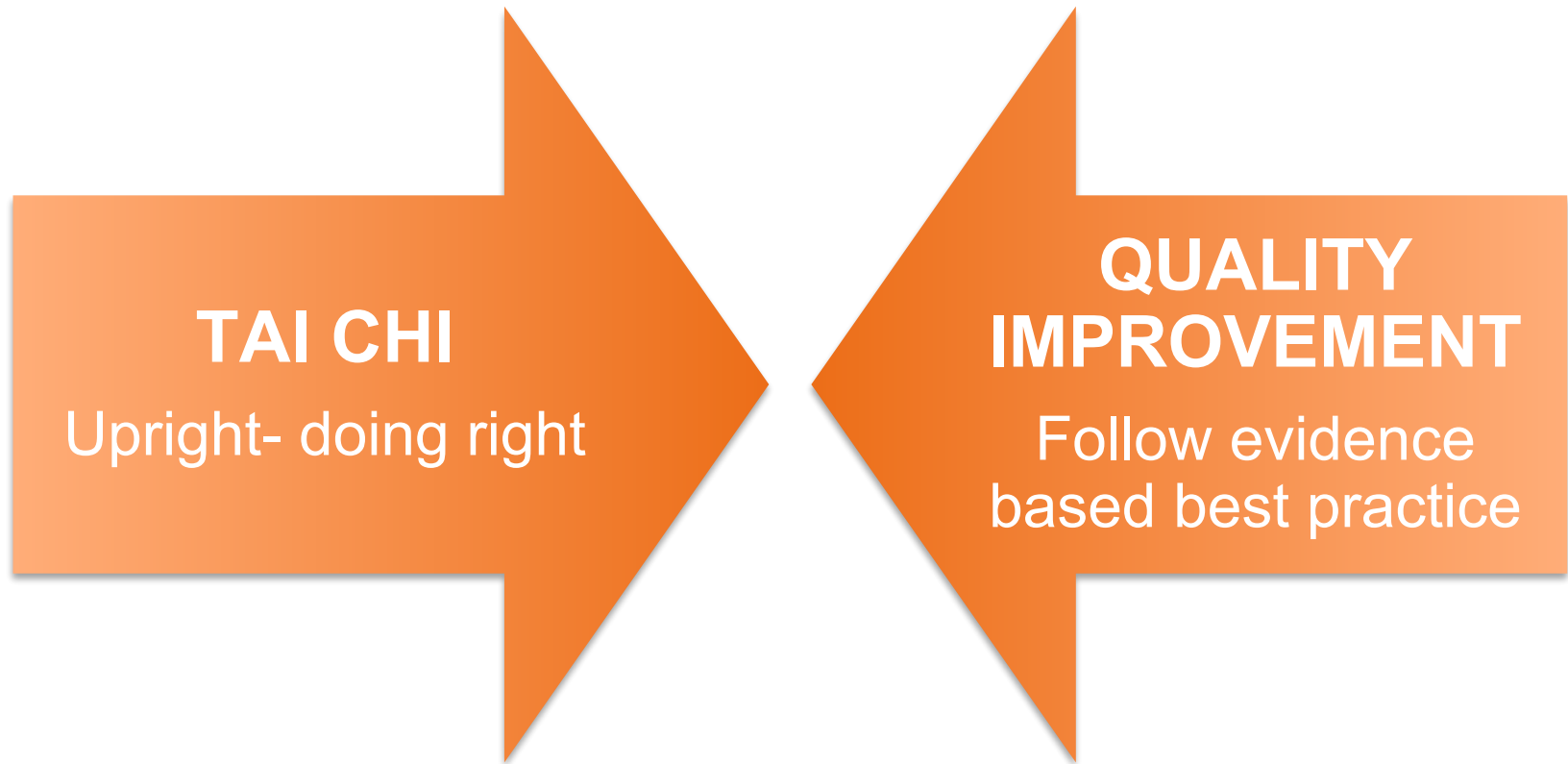
● External values

- Ethical- doing right
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Posture



Reducing Catheter Associated Urinary Tract Infections (CAUTI) – STOP CAUTI in KTPH

STOP CAUTI!

Appropriate Indications

1. Strict I/O monitoring for the critically ill
2. Acute urinary retention/obstruction
3. Perioperative use/epidural in-situ
4. Immobilization for trauma/surgery
5. Extensive sacral wound/sacral sore
6. Palliative care during end-of-Life

Avoid unnecessary urinary catheters

Insert urinary catheters using aseptic technique

IDC Insertion **Bundle**

1. Appropriate indication
2. Smallest appropriate size (12/14 FR for clear urine, 16/18 FR for cloudy urine and 18FR for blood clots)
3. Obtain assistance PRN
4. Perineum hygiene
5. **Aseptic technique**

IDC Maintenance **Bundle**

1. Hand hygiene
2. **Perineal-Meatal care**
3. Closed system
4. No occlusion
5. Secure catheter
6. Keep below level of bladder, above floor
7. Empty bag when 2/3 full

Maintain urinary catheters based on recommended guidelines

Review urinary catheter necessity daily and remove promptly

Document daily (except for Long term IDC)

- Reason for continuing IDC
- Plan for IDC

Think alternatives

- Bladder scans
- Urohealth, Urinals, Witch hats
- Weighing of diapers
- Daily body weight
- Intermittent catheterization (IMC)

IHI Program to Prevent CAUTI – Updated December 2011

Initiatives started in MICU and SICU

TIMELY REMOVAL of catheter when no longer needed

- Department briefings to raise awareness of CAUTI
- Daily catheter review incorporated into ICU e-doc system
- Encourage Trial Off Catheter (TOC) after 48 hrs

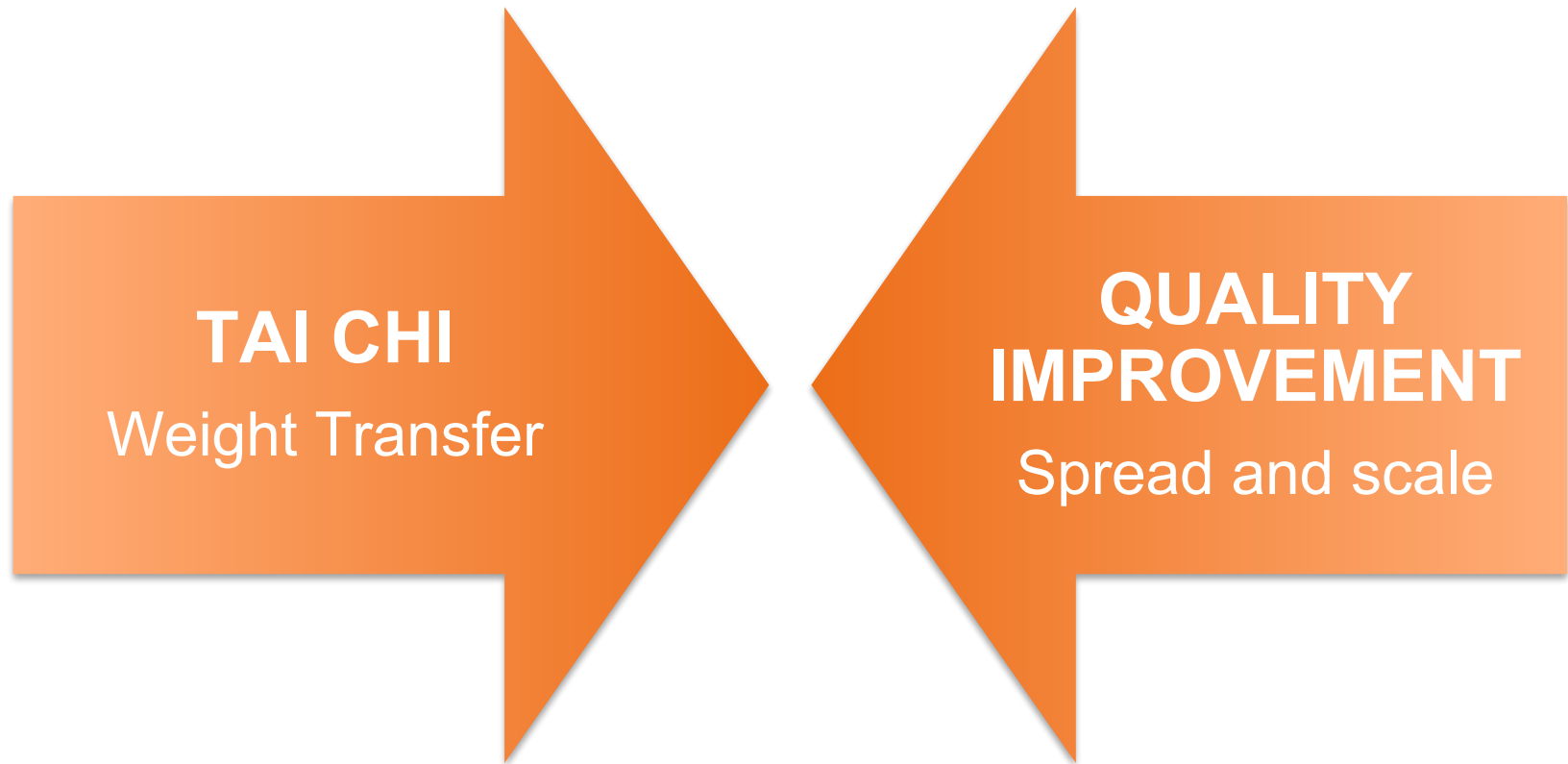
CORRECT MAINTENANCE of catheter

- In-service sharing to reinforce proper maintenance of catheter
- Catheter maintenance in ICU e-doc system

CORRECT INDICATION

- Correct indication for urinary catheterisation
- Correct indication for screening of CAUTI/
stewardship of culturing urine

Posture



Initiatives in General Ward

ASEPTIC INSERTION of catheter

- Changed multi-use lubricant (KY jelly tube) to individual sachets
- Changed multi-use bottled cleansing solution to single-use sachet

TIMELY REMOVAL of catheter when no longer needed

- Department briefings to raise awareness of CAUTI
- Daily Catheter Review

CORRECT MAINTENANCE of catheter

- In-service sharing to raise awareness of CAUTI and care of catheter
- Daily OIC check of catheter maintenance
- Weekly cross audits

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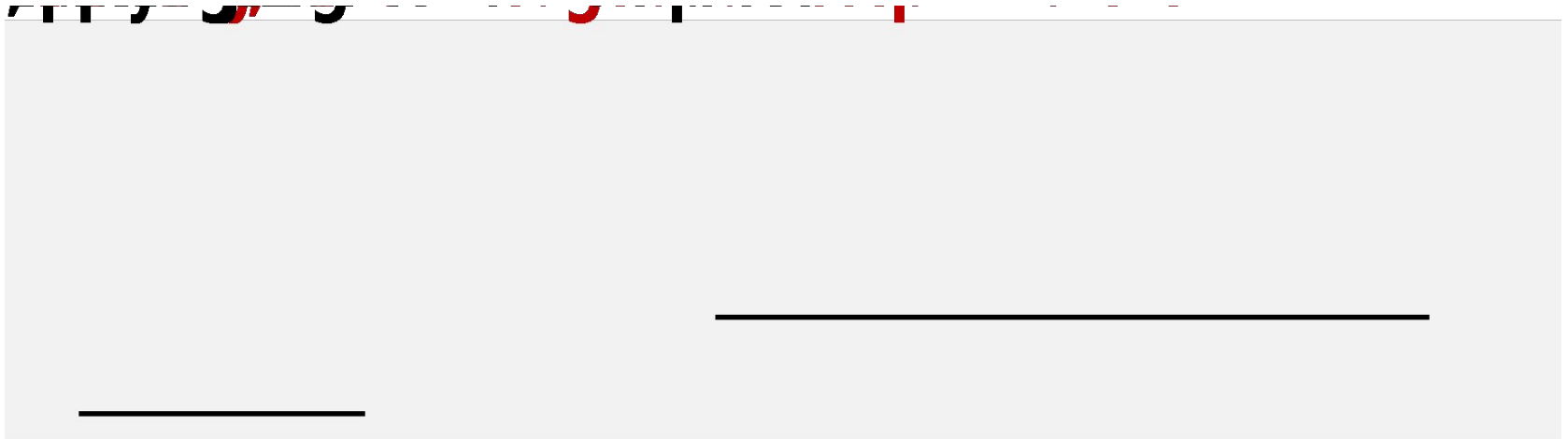
Internal – Jing (靜)



MINDEFULNESS

Internal – Jing - Mindfulness

Mindfulness is a useful way of cultivating self-kindness and compassion, including by bringing increased awareness to and acceptance of those things that are beyond our control.



Song松

Open-mindedness is
receptiveness to new ideas.



**Learn to be
open minded
and respectful
to peoples
opinions,
even when you
don't agree.**

Open mindedness is the key to
effective relationships and
communication

Mutual
Respect

Communication

The Cultivating of “Qi” 气 and “Yi” 意

- Practicing Tai Chi by observing the principles will help cultivate and flow the “qi” and focus the “yi”
- Nurturing SHINe by observing the principles will help cultivate and flow the “trust” and align our “purpose” and vision

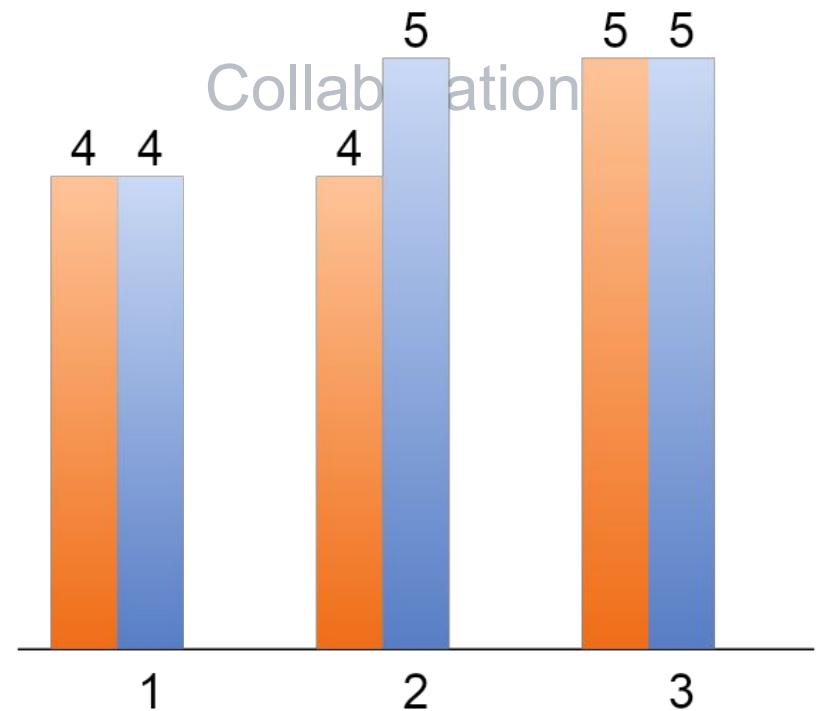
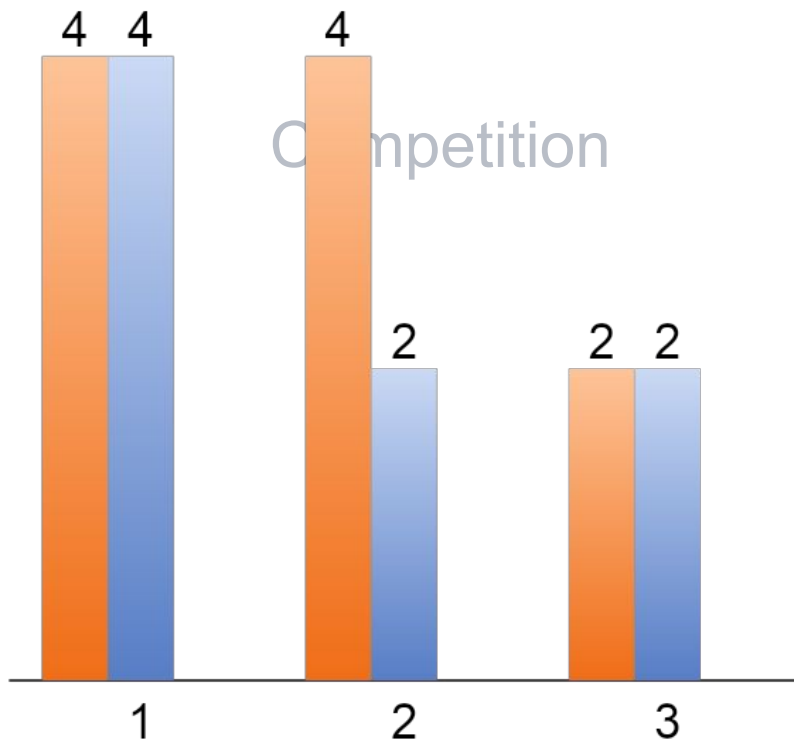
Concept of Ying and Yang

- Foundational to the concept of balance and harmony is the Chinese philosophy of yin and yang.
- Natural dualities are thought of as physical manifestations of the ying-yang concept
- Seemingly opposite or contrary forces are interconnected and interdependent in the natural world
- Traditional Chinese Medicine, Taichi, etc

Individual

- The need for receiving and perceiving (yin) versus giving and doing (yang)
 - Seek first to understand, then to be understood
- The need for quiet consolidation (yin) versus energetic change (yang)
 - Sharpen the saw
- The need for mutual nurturing of both yin and yang for holistic growth
 - Think win win

Competition versus Collaboration



Organisation

- The need for receiving and perceiving (yin) versus giving and doing (yang)
- The need for quiet consolidation (yin) versus energetic change (yang)
- The need for mutual nurturing of both yin and yang for holistic growth

Thank You

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