

Never missing patients again!

Enhancing patient tracking through Clinical Information System



Singapore Healthcare Management 2017

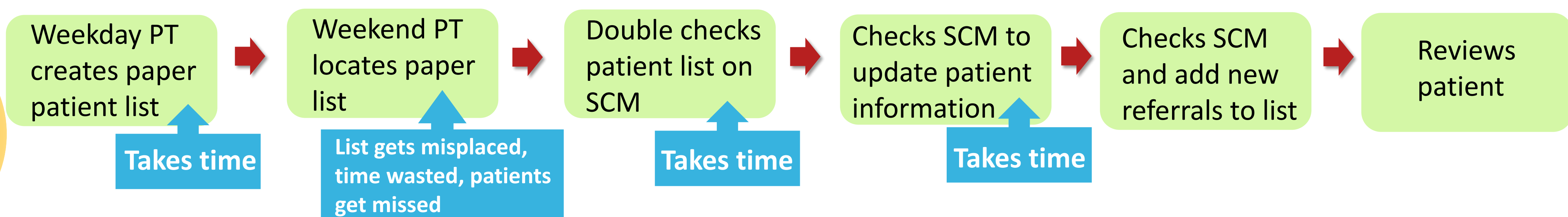


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Our story..

Background: Physiotherapists (PTs) use the Sunrise Care Manager (SCM) system as a means to track and list patients for review, with an electronic process designed for workflow on a weekday. Each PT has their own list of patients to track and review. However on weekends/public holidays (PH), PTs would provide cross-coverage for their colleagues and it was impractical to track patients by going through each therapists' list on SCM. PTs thus resorted to listing cases to be reviewed on a weekend/on-call on paper.

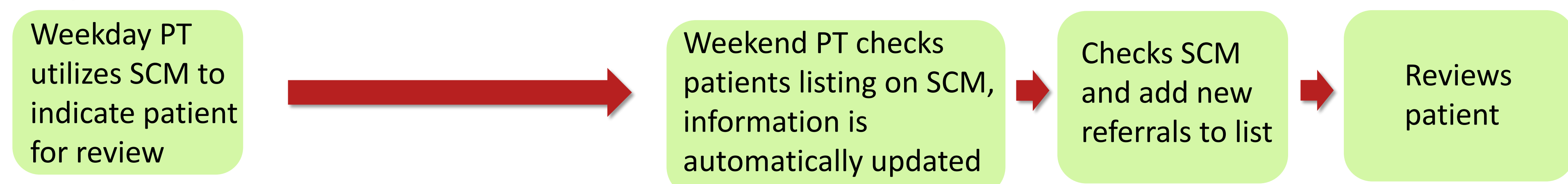
Current workflow for listing patients for PT review over weekends/public holidays and the problems



Problem: This paper list can get misplaced. PTs will have no other means of tracking patients and therefore, patients can be potentially missed. No patient should miss out on physiotherapy when they are indicated. Thus, even 1 occurrence was deemed as unacceptable.

Aim: To capture patients to be listed for weekend/PH in a reliable and sustainable manner. If this aim is achieved, this can reduce patients being missed out on intended reviews to 0%, and also significantly enhance efficiency of workflow processes.

Utilize current SCM system to create patient list for PT review over weekends/public holidays



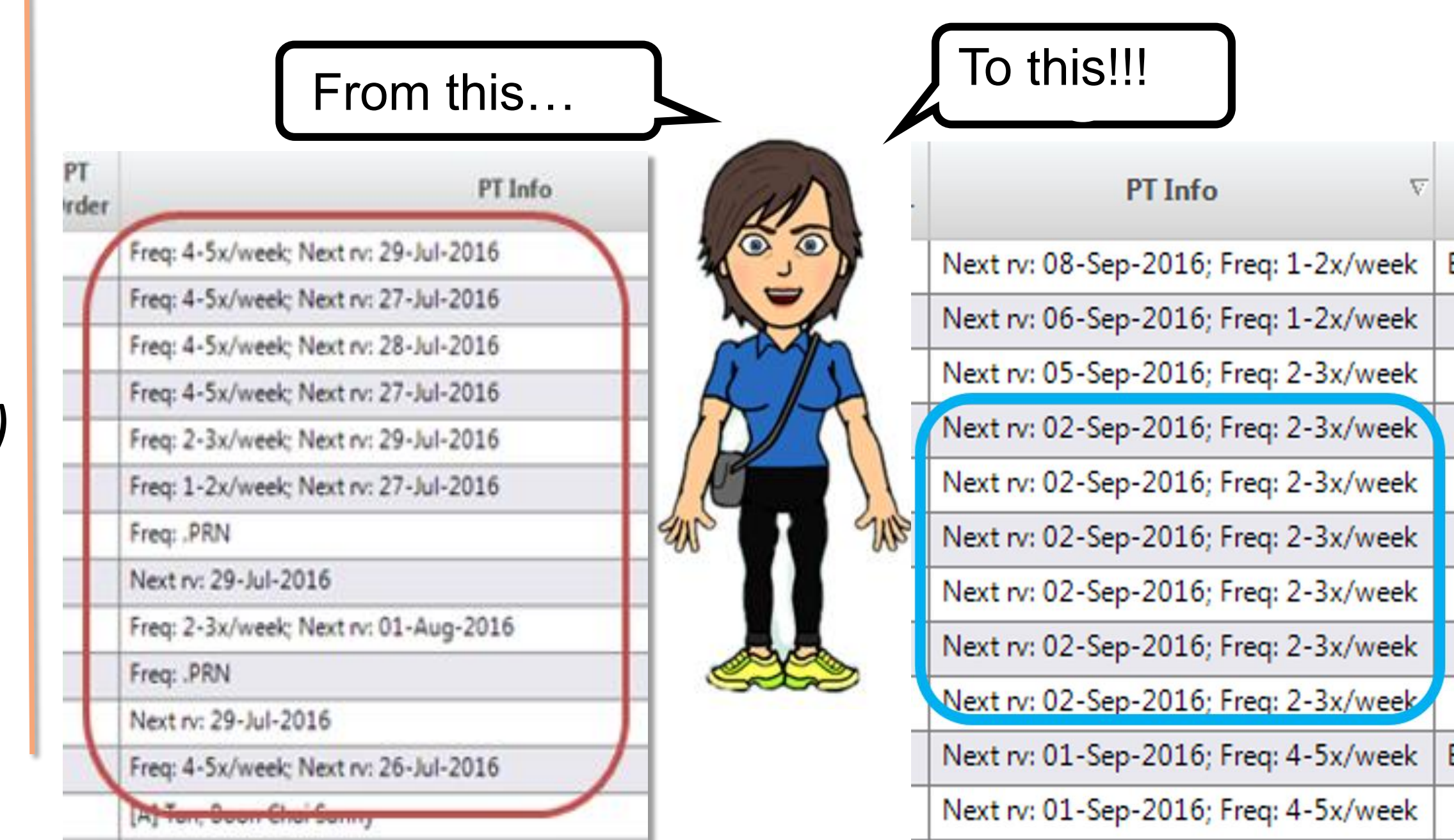
How we did it..

We decided that said solution should be

1. easy to implement,
2. intuitive and user-friendly,
3. and sustainable.

We looked at the current system and found that if we swapped the entry sequence of "next review date" with "frequency of reviews" (fig. 1) under the "PT Info" column, weekend/PH PTs will be able to sort patients by "next review date" to identify patients to be seen that day. The Health Informatics team supported our plans. Feedback from stakeholders were sought every step of the way to iron out issues and reduce unnecessary steps.

Figure 1. Swapping of next review date with frequency of reviews



What were our results?

Pre-implementation, an average of 2-3 patients/month have been "missed" on a weekend/PH. Since the implementation of this project, **no more patients** were "missed."

Pre-implementation	Post-implementation
2-3 patients "missed"	0 patients "missed"
30 minutes to call up respective PT to gather patient list if the existing paper list was misplaced	5 minutes to load electronic system + 3 clicks to access patient list
Patients have to stay in hospital for longer duration to receive physiotherapy if they missed a session on the weekend/PH	Potential reduction in hospital length of stay if patients could be reviewed as intended on the weekend to expedite discharge
Folders required to store and archive paper patient lists; takes up precious storage space	5-10% freed-up storage space in department office cabinet for other folders

We concluded..

By creatively using existing resources, a more effective and efficient work process was put in place by reducing time spent on non-value added activities, and reducing risk of patients being missed. This allows more time for actual patient care, and ensures patients are seen as needed in a timely manner. This optimizes patient's functional recovery, and can possibly expedite patient discharge.