To increase DFS rate to 80% within 3 months

BACKGROUND

- Foot screening is essential for patients with diabetes to detect early foot problems, identify and monitor foot-risk status. Hence, reduce foot complications
- Clinical KPI has shown that the DFS (Diabetic Foot Screening) rate was below SHP red indicator (75%)

METHODOLOGY

- Multidisciplinary Team was formed in October 18
- To screen patients who have Doctor’s visit within 12.11.18 to 23.11.18
- To book DFS appointment on the same day as Doctors’ visit if not done more than a year
- Telephone survey conducted in early November for 20 DFS defaulters and 40% patients surveyed preferred DFS on the same day of the Doctors’ visit
- 131 patients (due DFS) were screened and DFS bundled with date of Doctors’ visit
- Survey was performed for 77 patients who attended DFS and Doctors’ visit

RESULTS

77 patients bundle with Day of Doctors’ visit and attended DFS

- 85% (65) of patients were comfortable to do DFS on the day of Doctors’ visit
- 69% (53) of patients were not aware they were due for DFS
- Majority (86%) were Surprised but HAPPY to be part of our Bundling project
- 97% (75) of patients satisfied with the DFS service
- Majority (64%) were receptive to have DFS done on the day of Doctors’ visit

Impact of bundle with Day of Doctors’ visit

- Average Walk-in Cases was reduced from 60% to 30% of total DFS attendance
- LESS interruption for staff
- Reduced Wait times for patient
- Reduced number of defaulters

CONCLUSION

- DFS bundled with same day Doctors’ visit improved the utilization rate of DFS appointment
- Bundling sequence is essential. Bundling DFS service first and follow by Doctors’ consultation prevent patients from defaulting the DFS service
- Bundle care provides convenience to patients as it reduced extra visit. This cut down patients’ travelling cost and time
- With the reduction in walk in cases, the nurses experienced less interruption in DFS service and hence less stressful

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