One Stop Holistic Care Setting for Patients in Vascular Outpatient Clinic

1. Introduction

Patients undergo at least 3 visits prior to diagnosis. Multiple trips result in delay in diagnosis and receiving of treatment. Negative impact in patients' overall experience & satisfaction. This is important for vascular patients as the clinical outcomes are time-dependent.

The one stop clinic is initiated to expedite the period from 1st consultation to follow up visit (approx. 31.26 days).

2. Aim

Increase efficiency in diagnosing patients' problems. Minimise the amount of time and expenses patients spent in receiving Vascular related healthcare services. Accommodate same day scans without compromising scheduled cases.

AIM

3. Methodology

Feedback was randomly collected from 95 patients and responses were tabulated and analysed. 274 patients participated in this initiative.

4. Patients’ Journey

Initial consultation
Patients are referred from Polyclinic or SOC. Same day ultrasound scans would be ordered based on physical examination findings and patient’s symptoms.

Ultrasound scan
Technologist will perform the scan and report results to the attending vascular surgeon immediately.

Follow-up visit
Doctor will review scan results, diagnose and discuss with patient the appropriate treatment plan (may include fixing of an operation date).

Home
Patient will make payment and return home.

5. Results

98% of patients preferred the modality of one stop clinic.

Usual clinic arrangements
270±134 mins
Max: 881 Min: 75
One stop clinic
204±39 mins
Max: 534 Min: 34

Average time spent

We were also able to reduce the waiting time spent in hospital by approximately 24% which is one of the main indicators for patients' satisfaction and a major concern based on MOH’s Patient’s Satisfaction Survey (2015).

I felt ready to discuss and decide about surgery today 60%
Glad that surgery was discussed but need more time to decide 35%
Too rushed to discuss surgery 7%
Others 8%

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6. Conclusion

The one stop clinic was well received by vascular patients. It improved efficiency and patients' satisfaction as diagnosis and treatment discussions occurred on the same day consultation. This model saved costs and time for the patients as the number of visits to the hospital was reduced.

7. Acknowledgement

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