



Singapore Healthcare Management 2016

OPEN DATE TCU



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Introduction

- Many A&E patients were referred to SOC for follow-up
- Some patients were given TCU because they requested for it or doctors feel that there is a need for continuity of care
- A significant no show rate was observed when patients did not turn up for SOC appointment after referral and appointment given.
- A high no-show rate means a longer lead time for other patients, depriving an earlier appointment for other patients who need it.

Objectives

- To reduce no show rate and demand for SOC slots.
- For patients to request appointment if they really need it, enabling patients take greater control of their health

Method

Review current workflow (As Is)

Patients **fail to show up for appointment** due to:

- Patients recovered after a while, and naturally felt there was no need to attend the TCU.
- Made arrangement with other provider (private specialist, family doctor)

As such, **TCU given** for such cases were **“wasted”**.

New workflow (To be)

- Patient discharged from A&E with **OPEN DATE TCU** are advised to **call within 14 days** if they still need to see doctor at SOC.
- When such patients do call, they have a **stronger commitment** to attend the TCU.

Patients discharged with **OPEN DATE TCU** receive the information sheet from nurse upon discharge:

Dear Sir / Madam,

Should you need to see the doctor at Specialist Outpatient Clinic, kindly call the appointment hotline 6555 8828 within 14 days from the date of discharge. We will assist to allocate a suitable appointment date. Thank you

Date of appointment	Time	Clinic

Results

Based on a study period of 1 year, the initiative helped to save:

- 2410 TCU slots and**
- 402 man hours**

Open Date TCU (Oct 2014-Sept 2015)	
Number of Open Date TCU offered at A&E (A)	2604
Number of call back received by Contact Centre (B)	194
Number of patients who actually attended the TCU after calling back (C)	147
Average % attendance (Without Open Date) = C/A	5.6%
Average % attendance (With Open Date) = C/B	75.8%
Total Number of TCU Slot Saved =A-B	2410
Manhour saved: <input checked="" type="checkbox"/> In creating TCU slots <input checked="" type="checkbox"/> In contacting patients Above are effort by Contact Centre staffs (10 min/patient)	402 Manhours
* Did not include other efforts like case notes retrieval/returns (MRO)	

Conclusion

- Patients are in greater control of their health
- SOC slots are saved for patients who needs it more
- Reduction of workload of A&E/Contact Centre/MRO staff in preparation of patients' appointment and notification
- Continuity of care for patient is provided

Impact

- Free up more TCU slots.
- Reduce no-show rate.

Sustainability

- Open Date TCU has been configured as an option for referral for clinicians in A&E's Electronic Medical Record (EMR)