

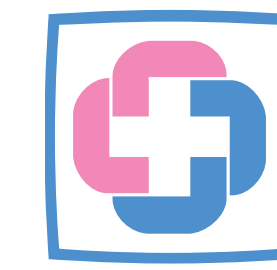


Singapore Healthcare Management 2017

# Streamlining Paediatric Psychosocial Services in KK Women's and Children's Hospital (KKH)

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## Introduction

The World Health Organization recognizes mental health as an "integral part of health" (WHO, 2014).

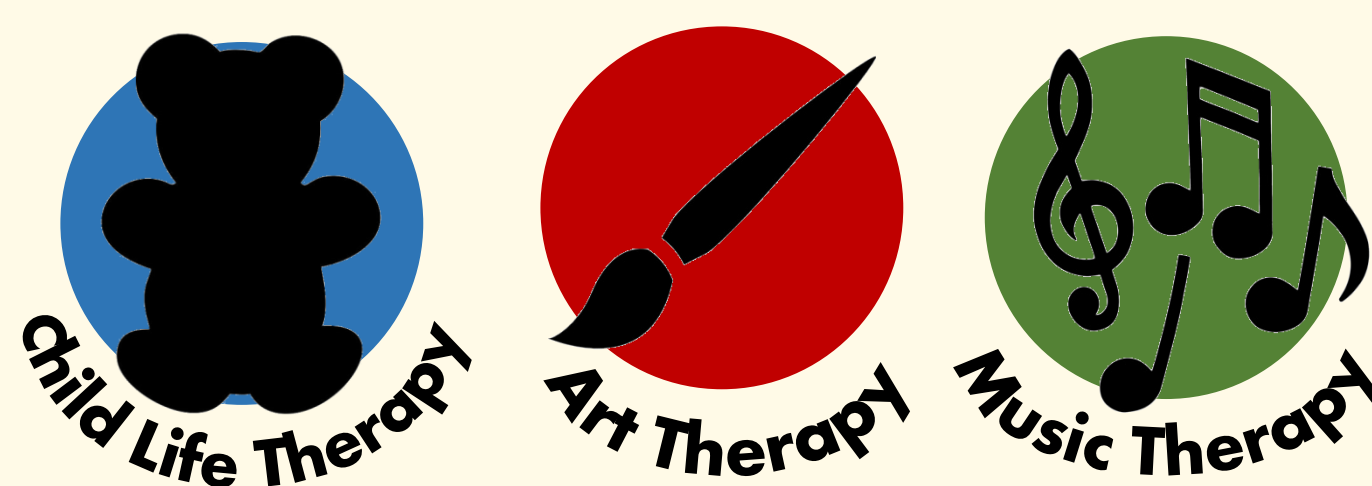


### OVER-ACTIVATION

*i.e. activating more than 1 modality for one child.*

The aims of this project were to:

In KKH, the psychosocial needs of its patients are supported by:



A partial review of FY13 data (n=50) revealed that at least 2 modalities were simultaneously activated for 42% of the cases.

It was found that over-activation was due to staff being unsure of the unique needs addressed by each modality.

1. allay staff misconceptions and ensure proper referrals were made
2. improve team productivity.

World Health Organization. 2014. Mental health: strengthening our response. (ONLINE) Available at: <http://www.who.int/mediacentre/factsheets/fs220/en/>. [Accessed 11 April 2017].

## Methodology



Since 3<sup>rd</sup> March 2014, the modalities aligned themselves as:



Child Life, Art and Music Therapy Programmes  
Empowering patients to become CHAMPIons of their hospital stay

A new combined referral form was designed where each modality would highlight its area of clinical focus.

Psychosocial Emotional Well Being (PEW) section was also developed where referrals pertaining to pain, fear etc. would be addressed by any of the modalities.

The launch of CHAMPs and its common referral form was followed by a series of professional educational in-service sessions.

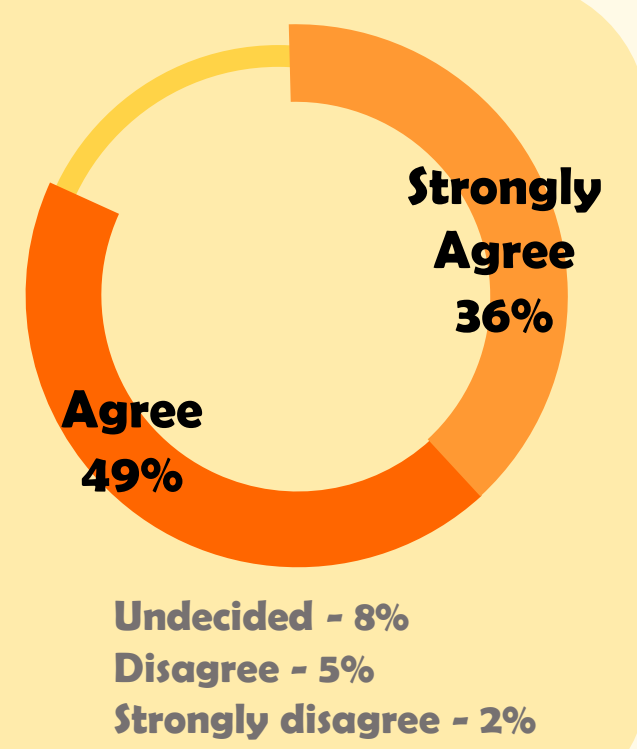
## Results

### Aim 1 Allay staff misconceptions and ensure proper referrals were made

A survey was conducted with relevant stakeholders (5-point Likert scale)

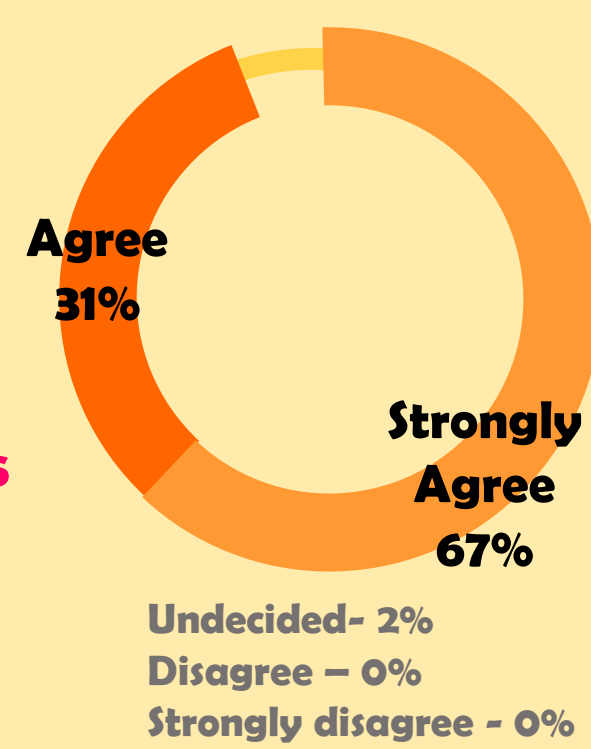
85%

Have a better understanding over each modality's area of focus



98%

Found the streamlining of the services more efficient and effective



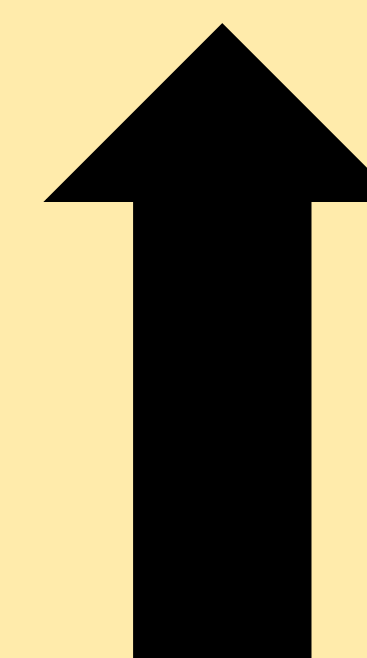
Data analytics revealed that

Over-activation decrease from **42%** → **28%**  
FY 13                      FY 15

### Aim 2 Improve team productivity



Team Productivity



53.6 → 55.8  
units/month                      units/month  
FY 13                      FY 15

Currently, the average productivity stands at **60** units/month.

## Conclusion

The decision to streamline the 3 modalities proved effective and efficient. Clinicians have a better understanding over each modality's area of focus and are now able to make appropriate referrals to the different modalities based on the psychosocial needs of the patients. The decrease in over-activation allowed the therapists to address the unique psychosocial needs of more patients, thus increasing team productivity.