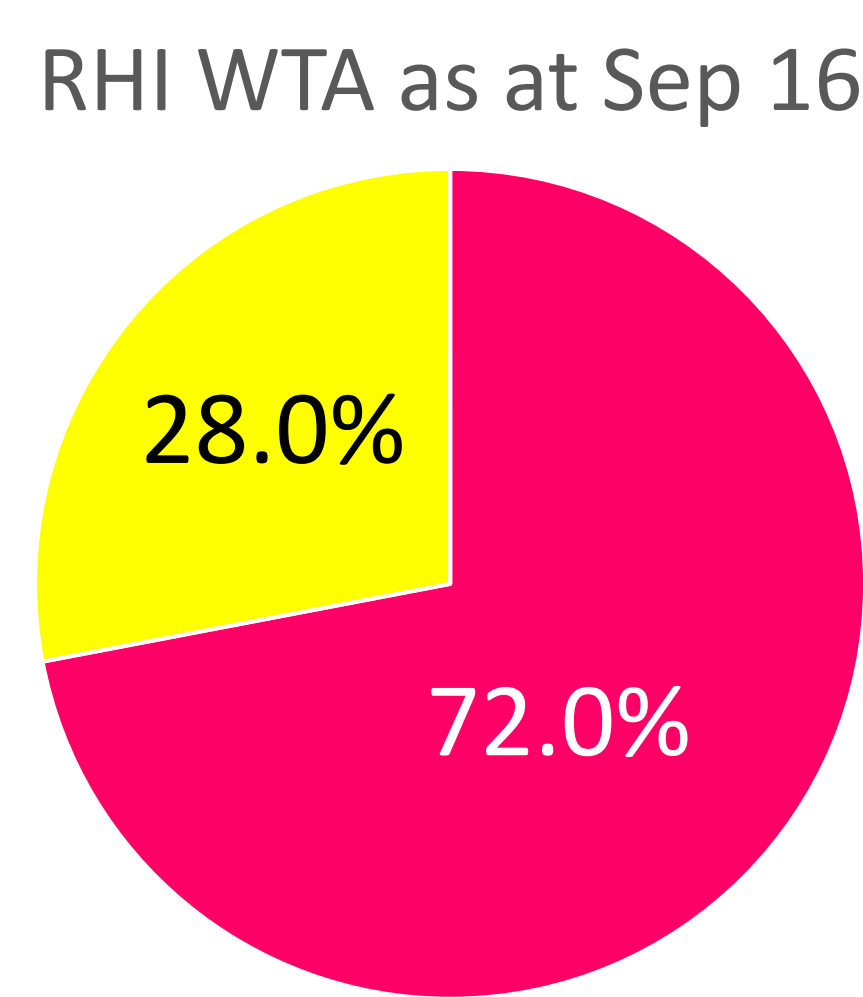
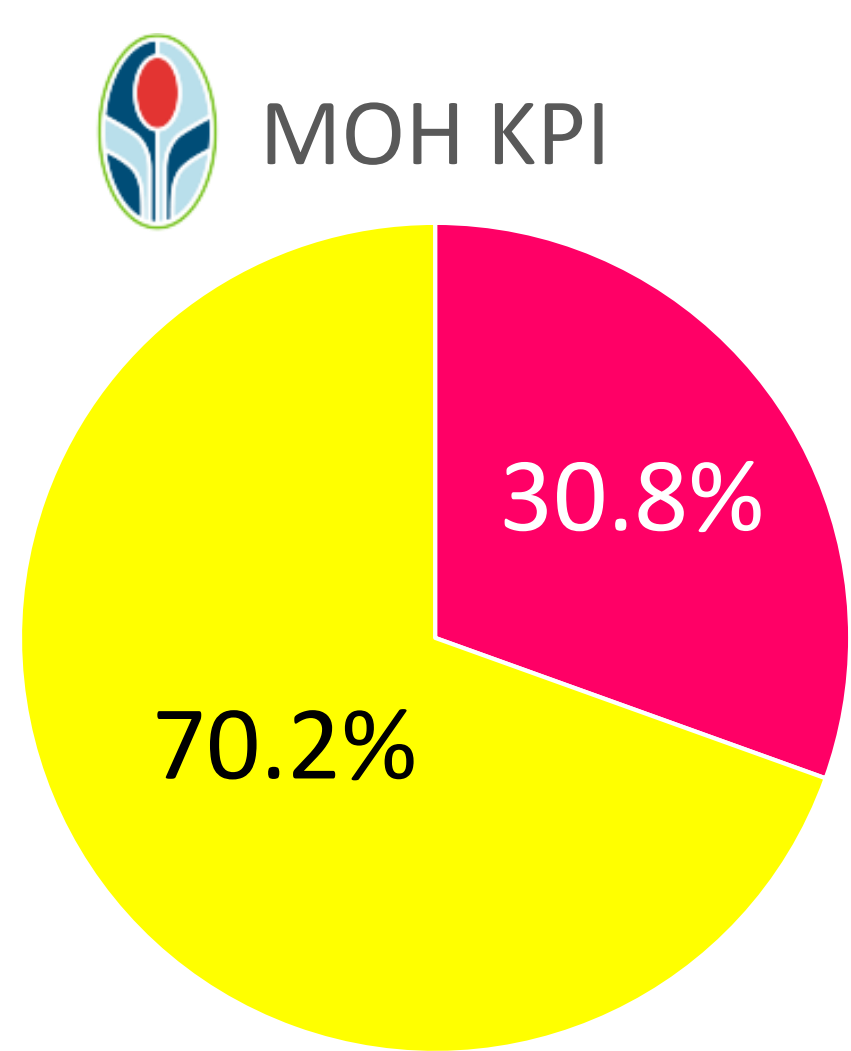




Improve Access to Care for RHI (Rheumatology & Immunology) Patients

Introduction

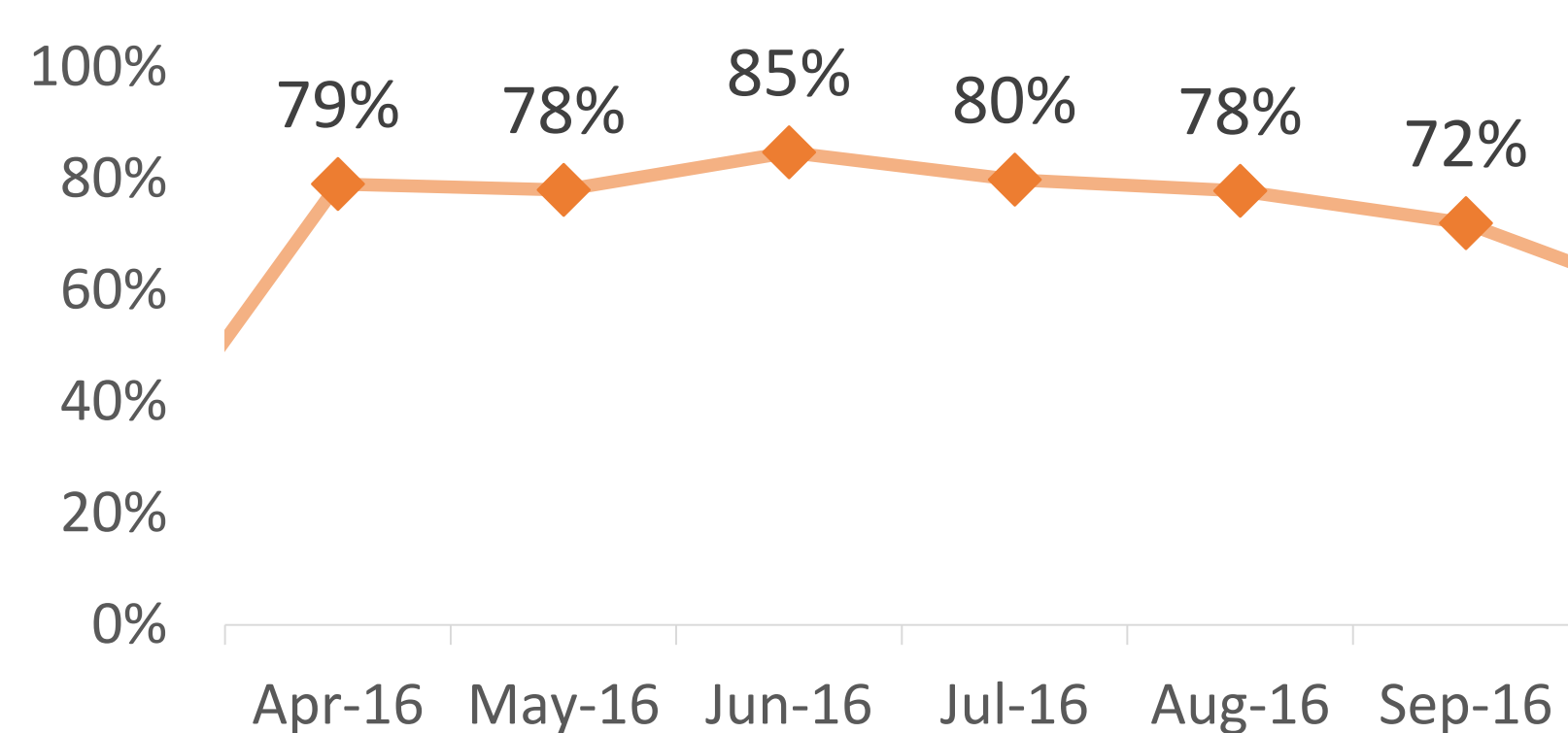
New Case SUB Waiting Time for Appointment > 60 days (NC SUB WTA > 60 days) is a MOH KPI that targets less than 30.8% of these NC patients wait for more than 60 days for an appointment



■ > 60 days ■ < 60 days

■ > 60 days ■ < 60 days

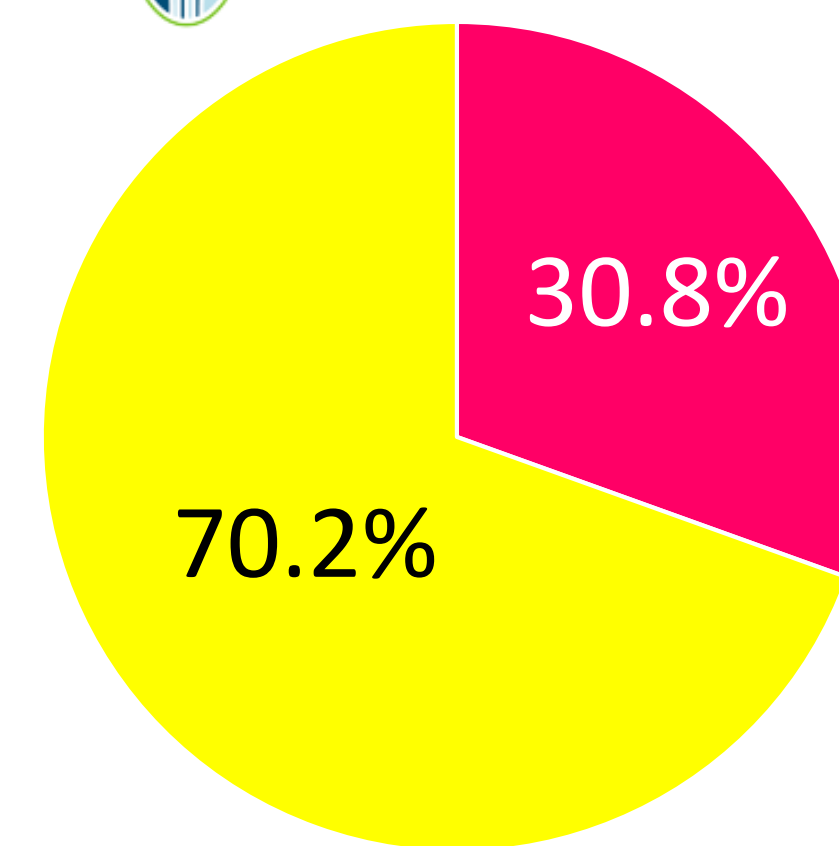
Between Apr and Sep 16, more than 70% of RHI NC SUB patients wait more than 60 days for an appointment



Aim to reduce RHI NC SUB WTA > 60 days from 72.0% to 30.8% in 6 months

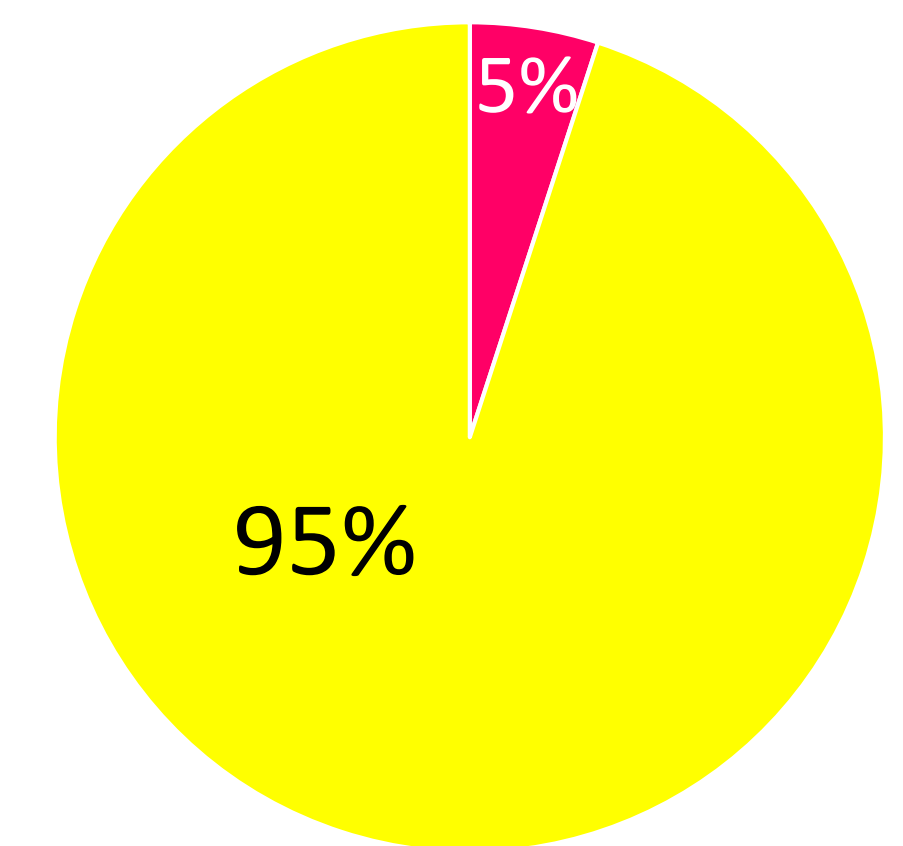
Results

1 WTA dropped within 2 months!



■ > 60 days ■ < 60 days

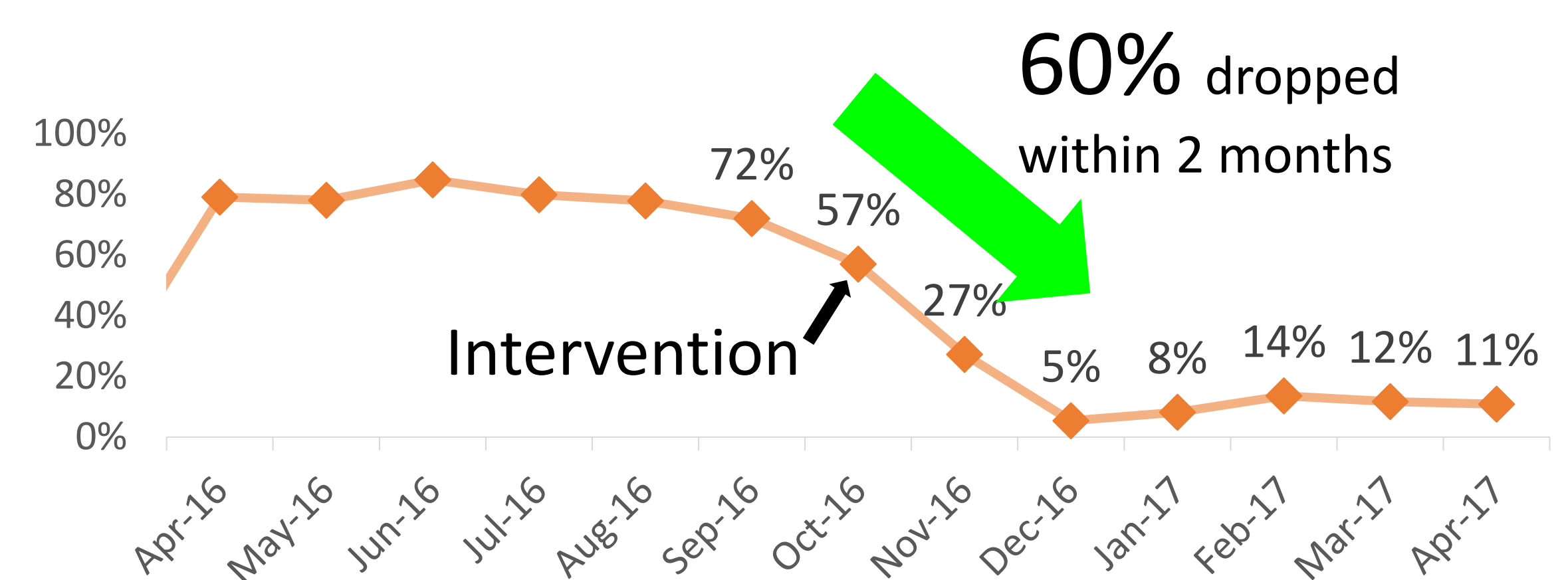
ARC as at Dec 16



■ > 60 days ■ < 60 days

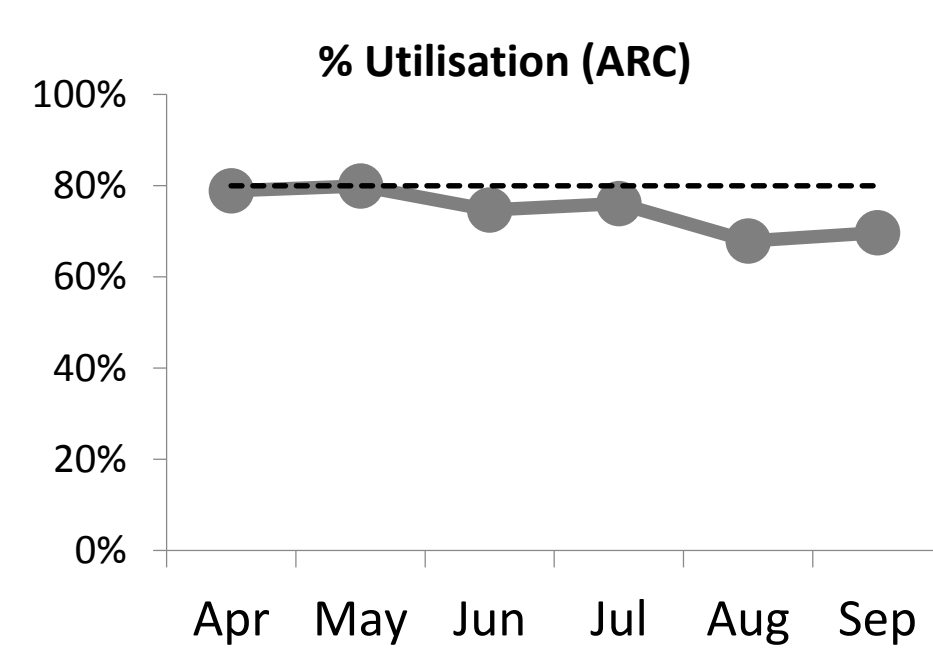
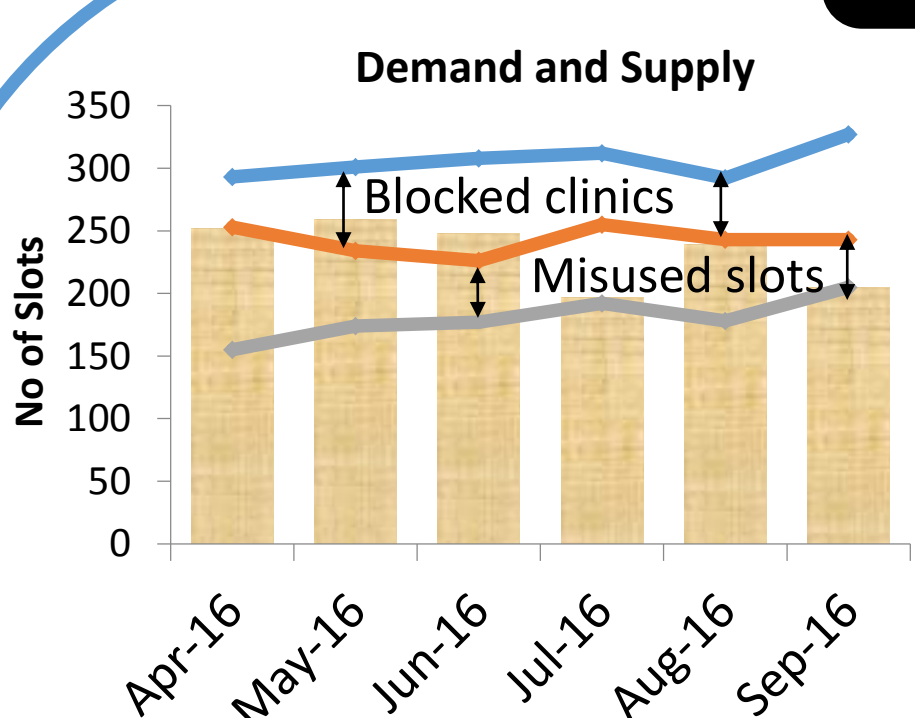
In Dec-16, 95% of RHI NC patient can get an appointment within 60 days

2 Monitoring showed sustained outcomes



RHI NC SUB WTA > 60 days remained consistently below 30% from Nov 16 to Apr 17

Methodology



Median Demand ≠ supply

Across clinic: Blocking of clinics
Within clinic: Misuse of slots

↓ Utilization

of clinics of ARC

Better utilize slots
Vacant sessions available

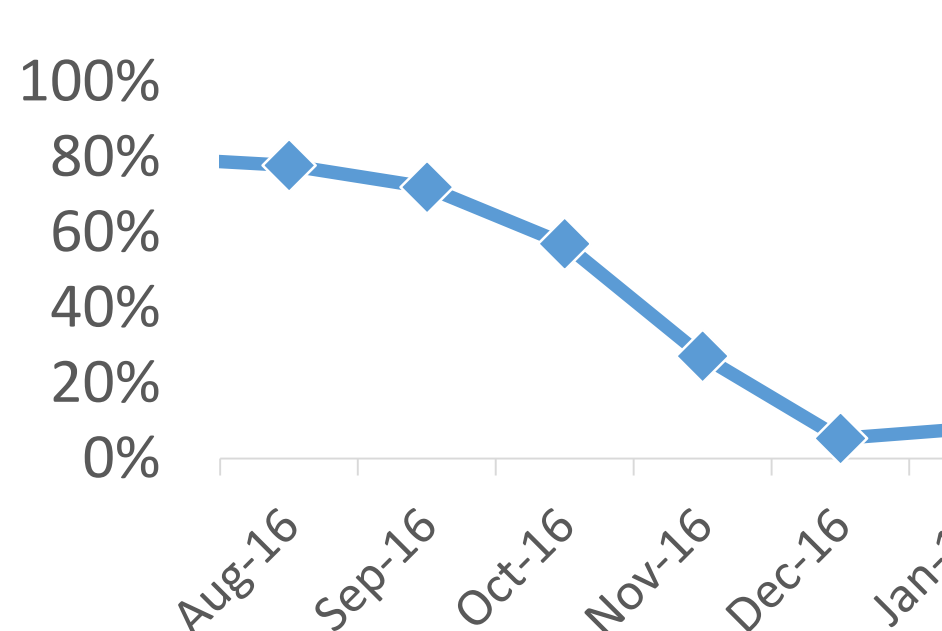
1 Detailed Data Analysis

Improve resource management
• Make up sessions for blocked clinics
• Room assistant to notify doctors of wrongly booked slots

Urgent Care Clinic
• Change Fast track slots to NC slots

New clinics
• New Registrar (2 clinics)
• New AC (3 clinics)

2 Solutions Implemented



RHI NC SUB WTA Data
• Observe & analyze effect of the above solutions

3 Monitor & feedback



Monthly meetings
• Feedback to HOD & clinic director on NC SUB WTA

Conclusion

1 Right data aids in healthcare management

- ✓ Provide evidence for data driven solution development & implementation
- ✓ Better management of resource and setting up of additional clinics were needed

2 Solutions

- ✓ Multi-pronged approach to increase supply
- ✓ Short term – better resource management
- ✓ Long term – optimize slot type & set up new clinics

3 Monitor & feedback

- ✓ Important to monitor RHI NC SUB WTA data to ensure that outcomes are sustainable
- ✓ Feedback must be timely to ensure effective intervention

4 Enhanced access to care

- ✓ 95% of RHI NC SUB patients can get an appointment in 60 days
- ✓ Patient experience timely access to care & treatment

