



Singapore Healthcare  
Management 2017



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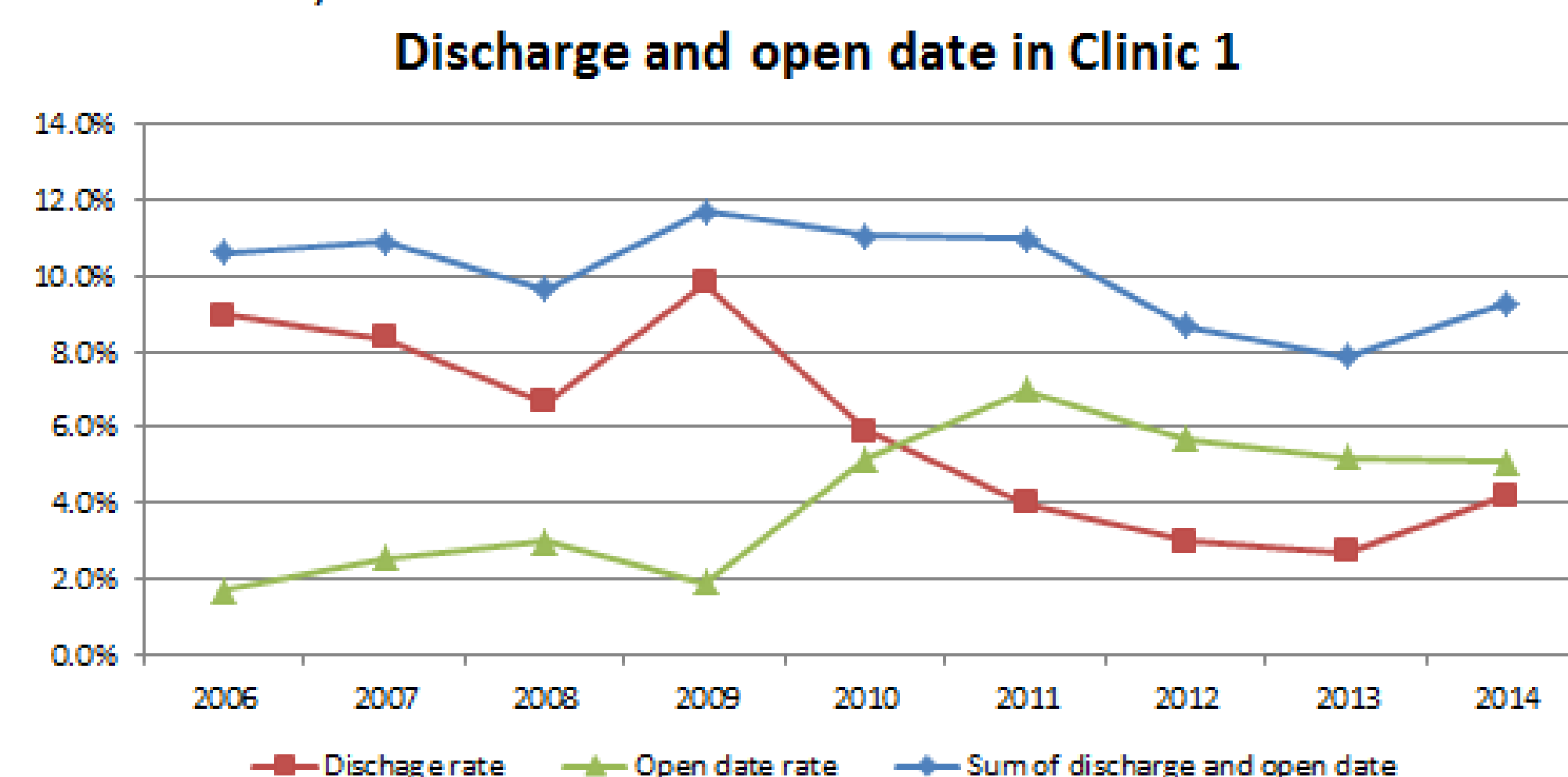
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# Improving Discharge Rate in Subsidized General Eye Clinic (Clinic 1)

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## Background

- Historical data shows the discharge rate in clinic 1 remains at 2-4% of the total patient load in recent 4 years:



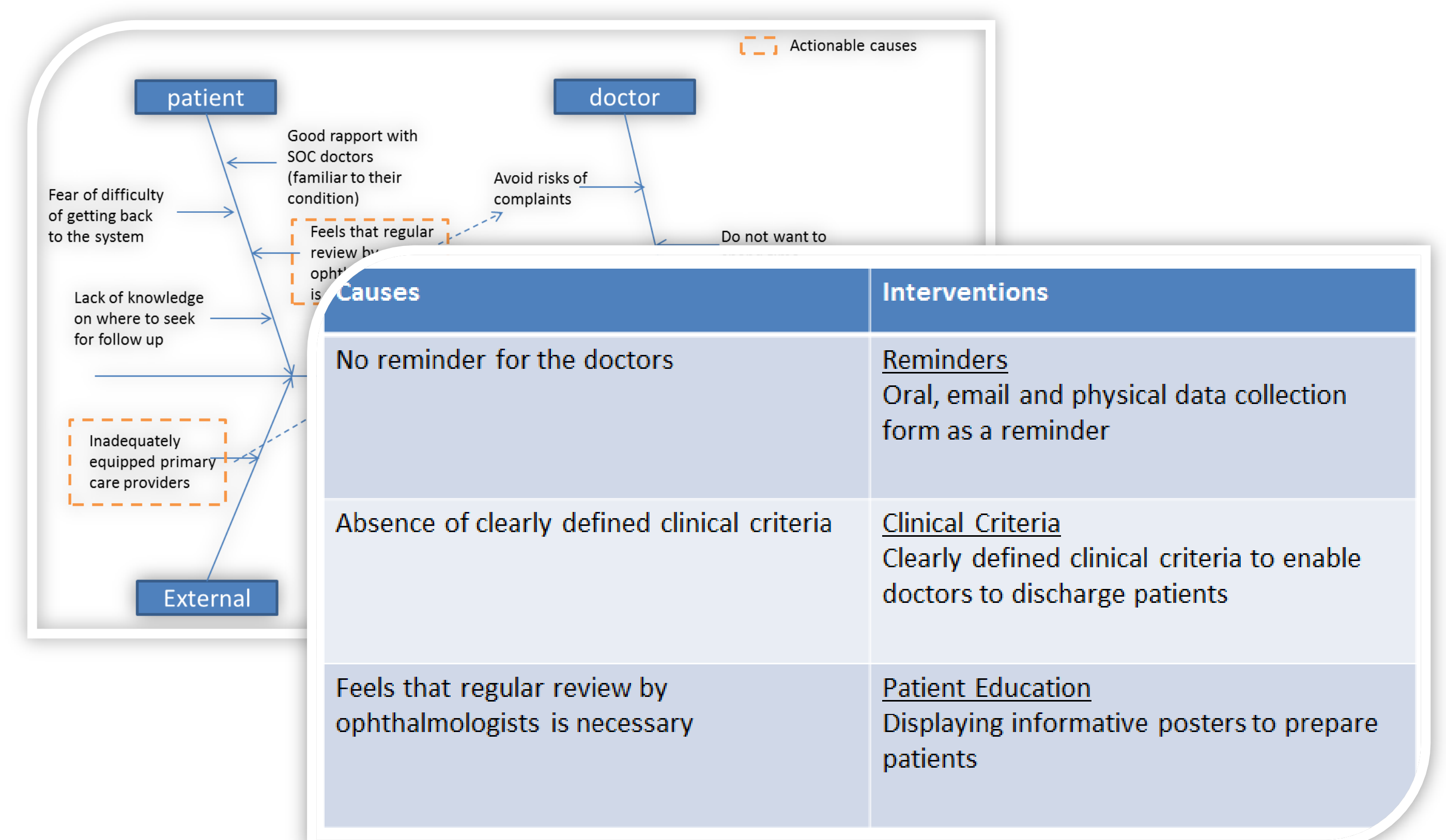
Doctors found it difficult to discharge patients,  
as patients preferred to have yearly review  
by ophthalmologists

## Purpose

Timely discharge of SOC patients is critical in allowing  
appropriate use of specialist clinics' service and  
management of the capacity of specialist clinics to  
treat new patients.

## Methodology

Analysis of the current problem by doing survey with 2  
main stakeholders (patients and doctors) on their  
expectation of ophthalmic care. With the analysis, the  
following interventions were implement at different  
intervals:



## Interventions

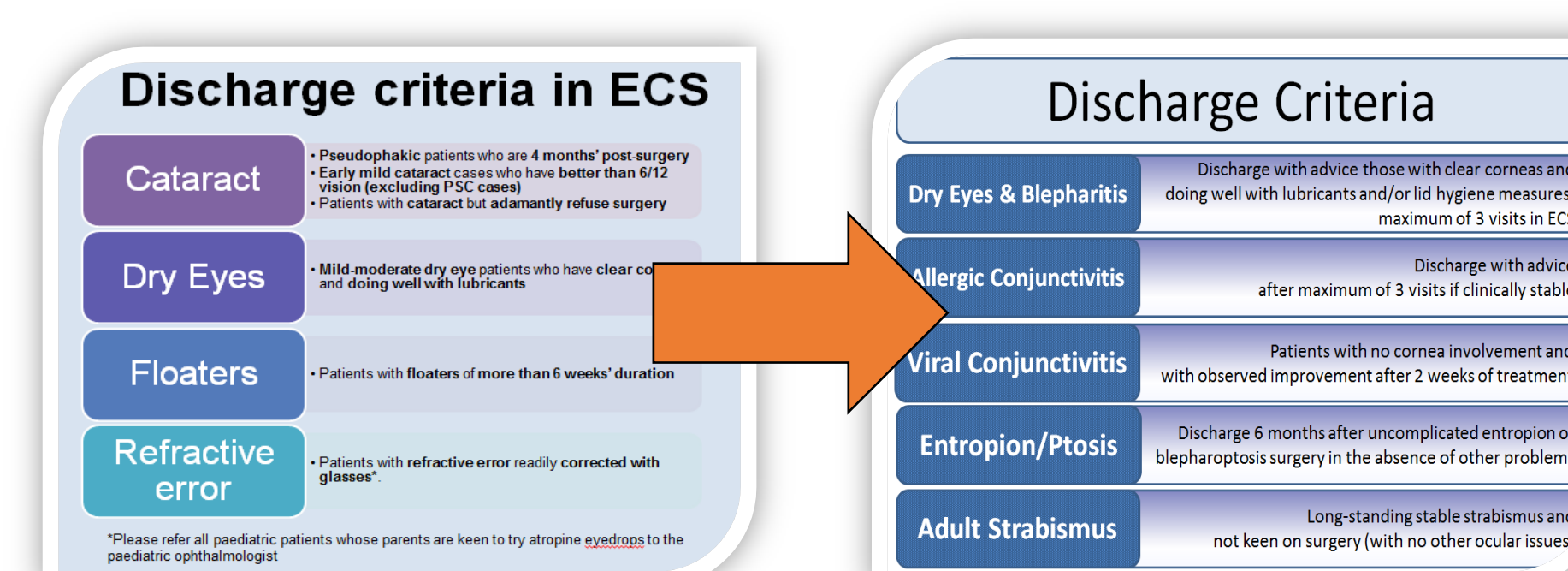
### Reminders

Oral, email and physical data collection form as a reminder

Discharge & Decant To PEC Recording	CIC USE	Date:
Dr	Dr	
Sticker	Sticker	
Sticker	Sticker	
Sticker	Sticker	

### Clinical Criteria

Clearly defined clinical criteria  
to enable doctors to discharge  
patients

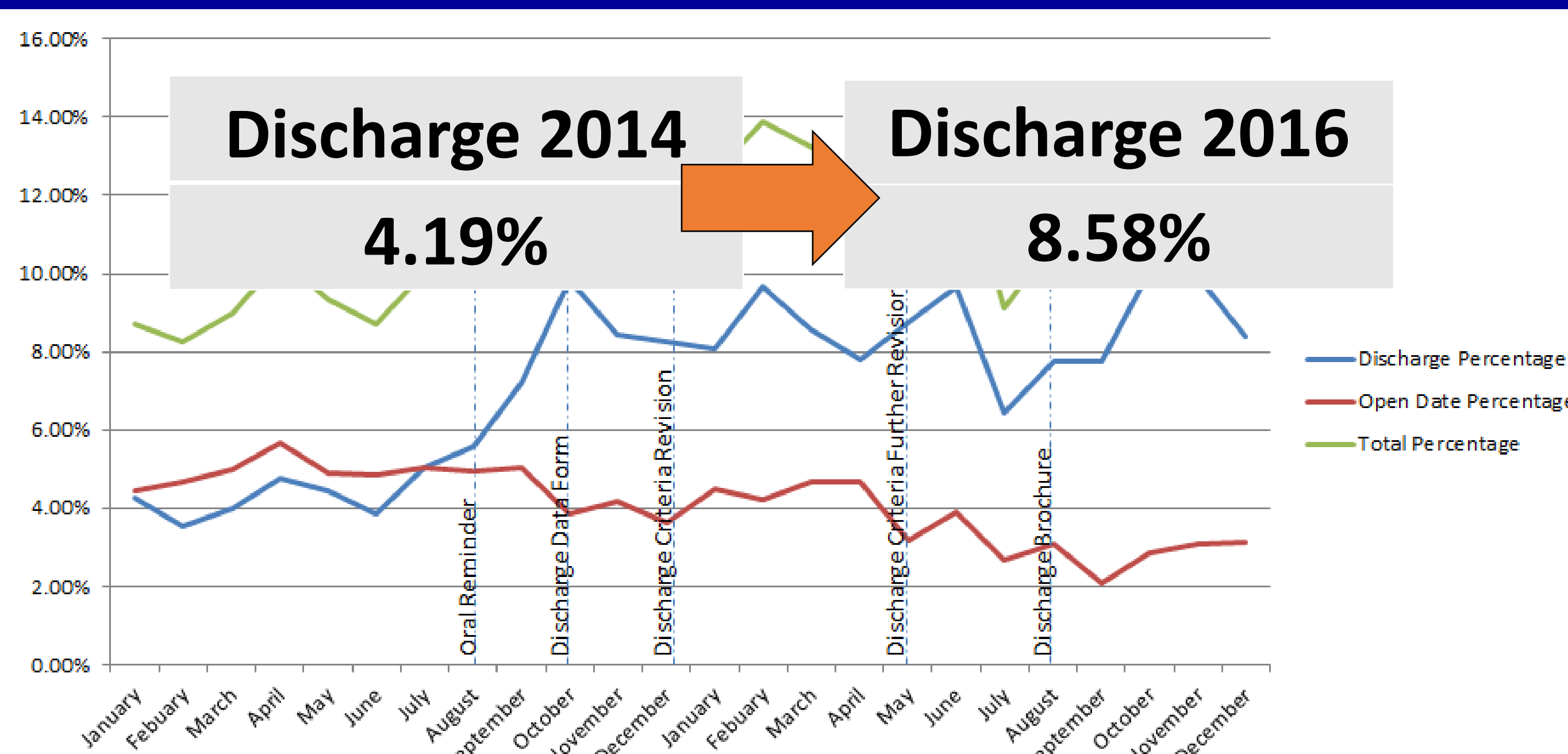


### Patient Education

Displaying informative posters  
and providing brochures to  
prepare patients



## Results



## Conclusions

Pre-intervention surveys facilitate understanding of  
behaviour and identify actionable areas.

Step-wise introduction of interventions help to  
assess effectiveness of each intervention

Constant reminders are required: easy to slip back  
into old ways of doing things

Clearly defined clinical criteria and reminders in the  
form of data via email to each doctor aids in  
improving the discharge rate.