



Singapore Healthcare Management 2017

Interventions to Increase the Endodontics Microsurgery E&D Charting Compliance Rate

Project Sponsor : Dr Lui Jeen Nee, NDCS
Project Leader : Dr Helena Koh, NDCS
Members: Ms Teo Shao Chu, NDCS

Background

Endodontic treatments are high cost procedures with long treatment times. Among the various indicators being monitored, Examination and Diagnosis (E&D) Charting Compliance needed improvement. A comprehensive E&D facilitates in:

- Proper diagnosis and treatment for the patient
- Data collection regarding treatment outcomes
- Data collection for research purposes

E&D Chart compliance is one of the key factors towards achieving a higher level of clinical outcome. The compliance data for Year 2015 was only 39% which caught the attention of the Head, Endodontics Unit, as an area with a need for improvement. An Improvement Team was formed to brainstorm on ways to improve the compliance rate of Endodontics E&D Charting among clinicians.

Objective



To increase and maintain the charting compliance rate from a median of 39% to 70% by September 2016.

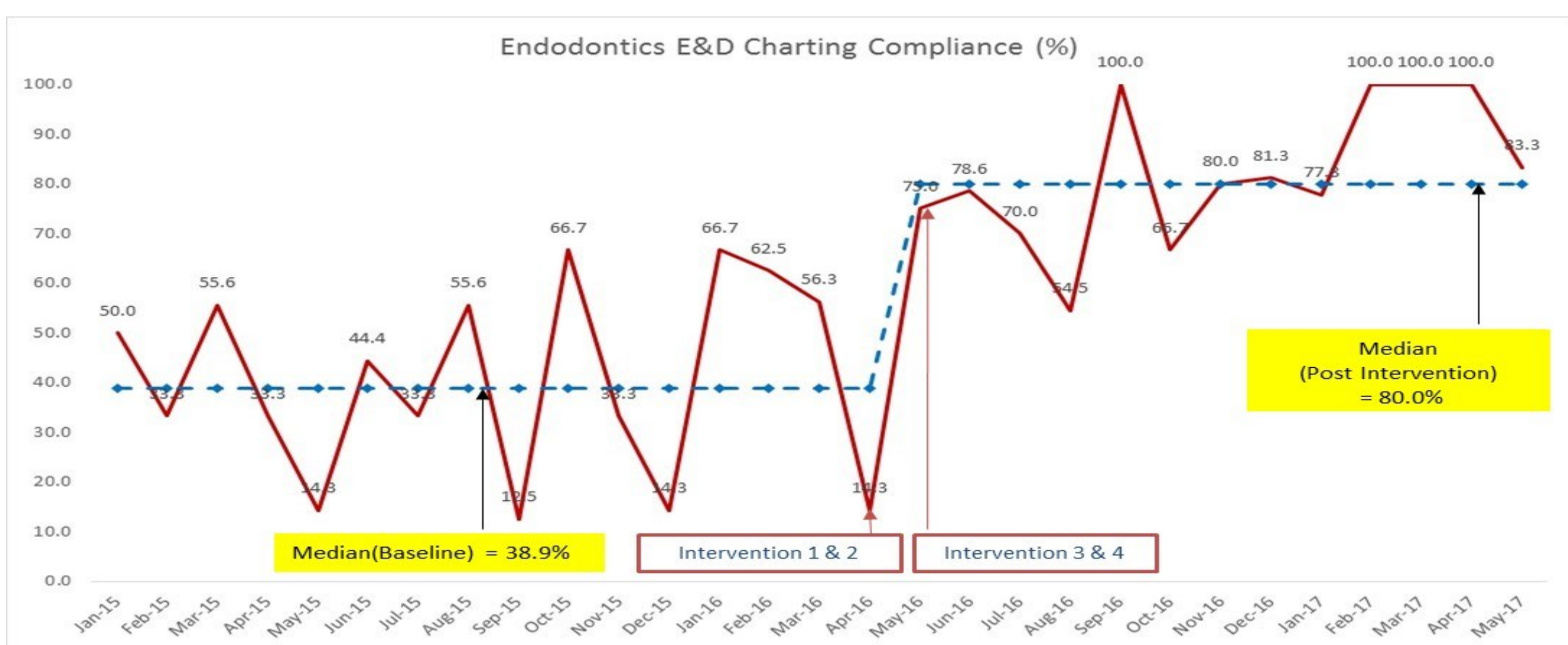
The team felt that 70% is a stretched and yet realistic target to achieve due to the various challenges and constraints in the system.

Root causes

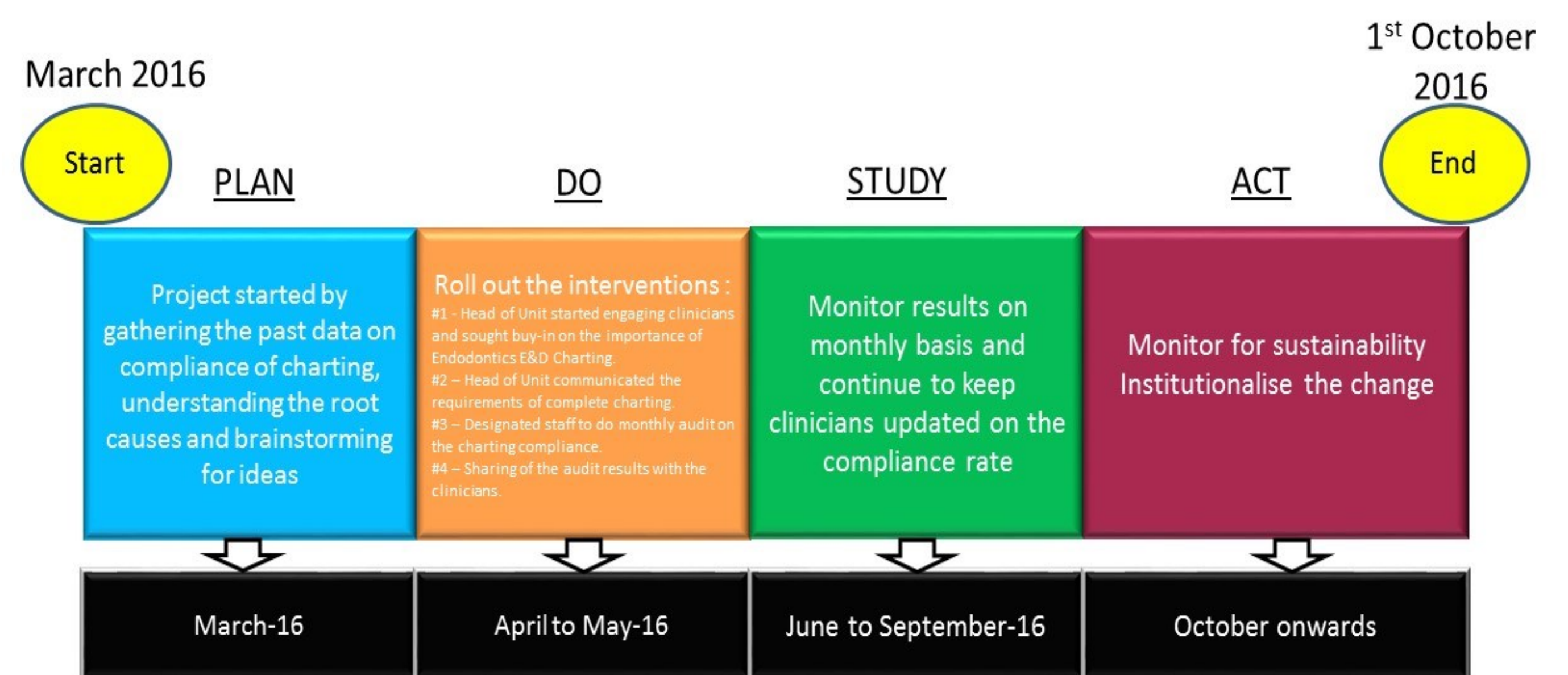
The team analysed the root cause of the problem and identified the following:

- 1) Clinicians are not aware of the importance of keeping good records.
- 2) Clinicians are unaware of how to create the chart.
- 3) Clinicians are unaware of the critical information to capture in the chart.
- 4) EDR Chart is not intuitive as it has duplication of fields requiring re-entry of information which leads to time wastage and inconvenience.

Results

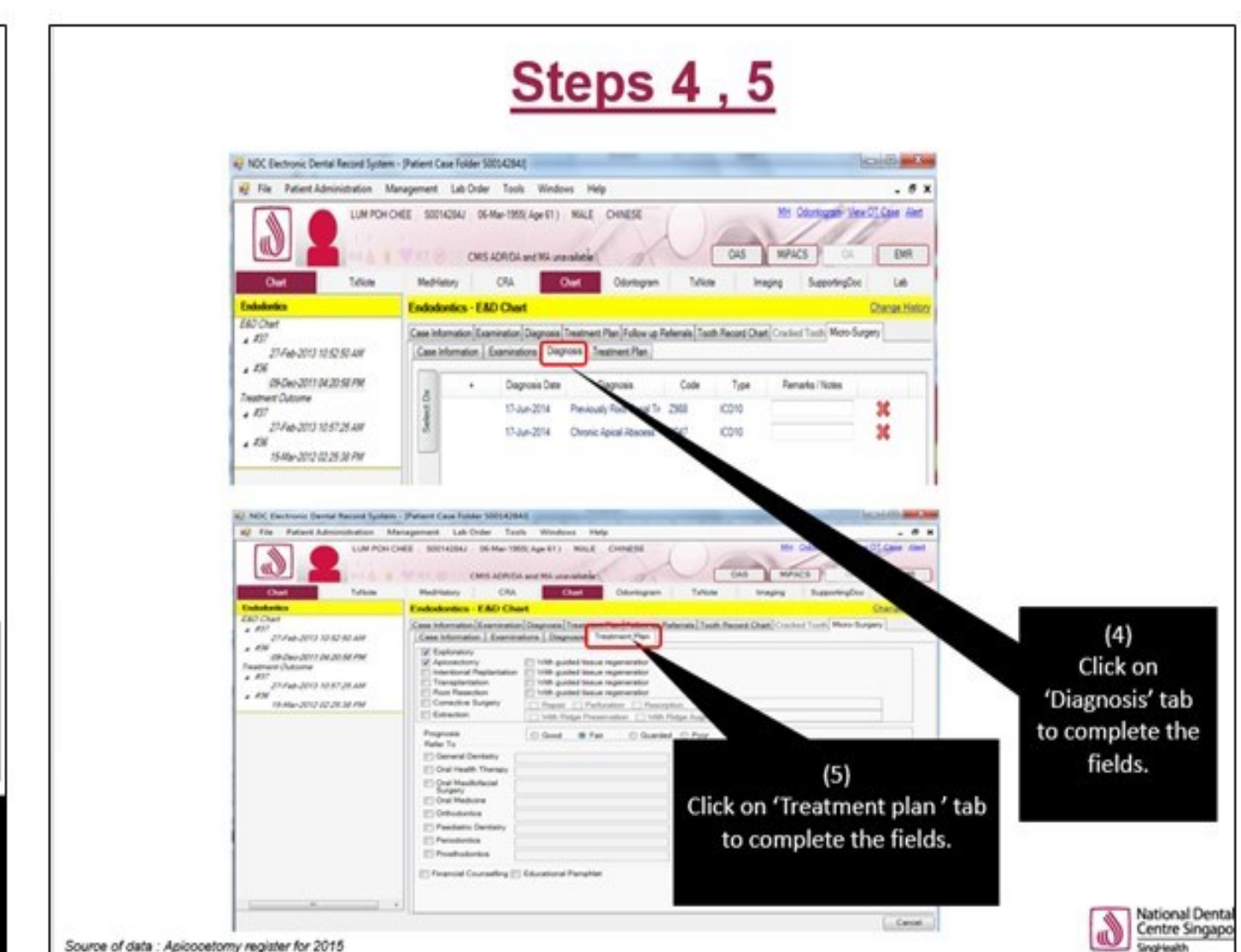
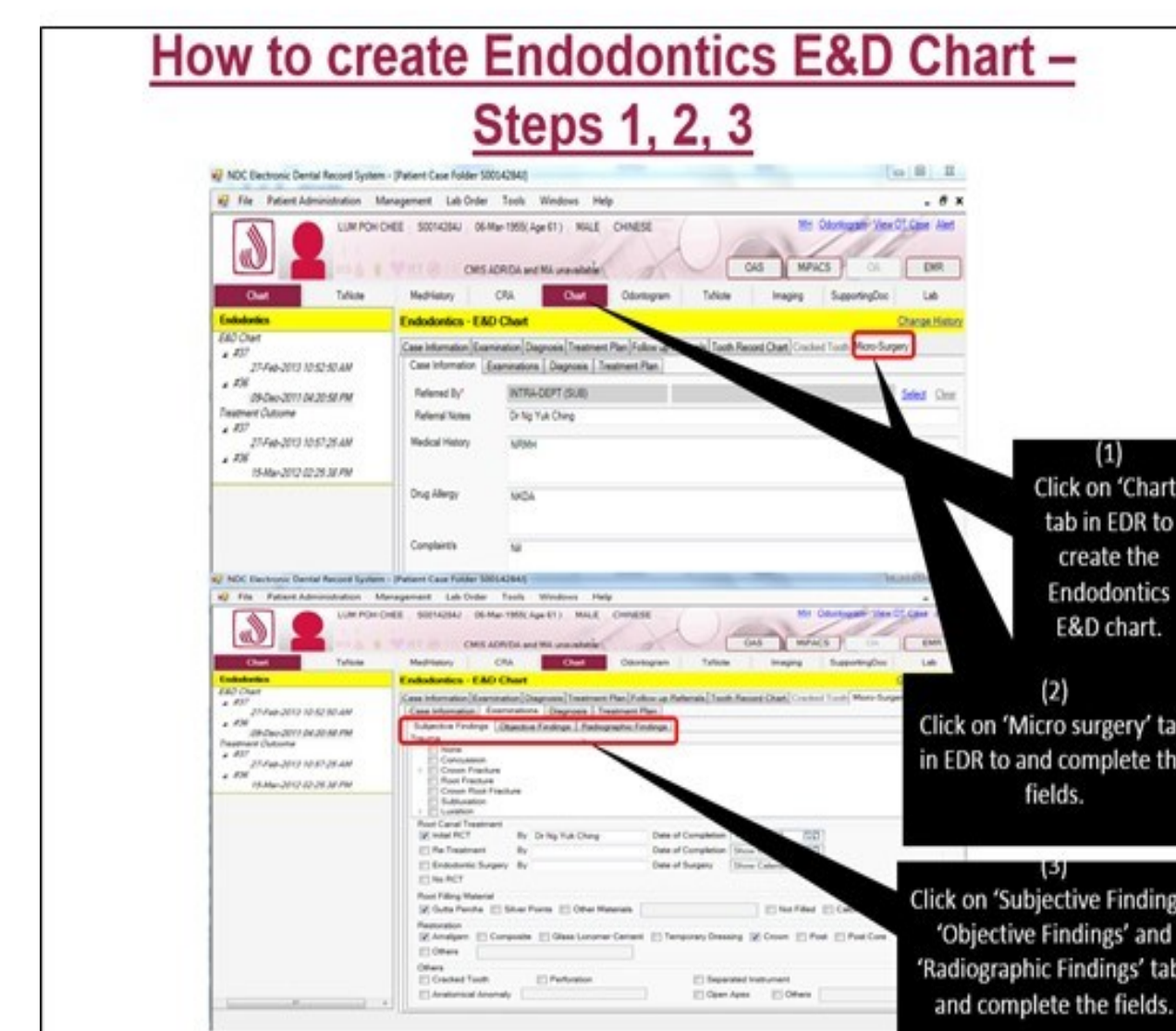


Project Milestone



Interventions

- Intervention**
- #1 – Head of Unit started engaging clinicians and sought buy-in on the importance of Endodontics E&D Charting.
 - #2 – Head of Unit communicated the requirements of complete charting.
 - #3 – Designated staff to do monthly audit on the charting compliance.
 - #4 – Sharing of the audit results with the clinicians.
- Monthly Audit for sustainability. Audit results is communicated to the clinicians.



Conclusion

The results have shown that the interventions are effective and with continuous monitoring, sustainability is assured. The team will share this project with other specialties to spread the good practices.