



Singapore Healthcare Management 2017

Improving Decant Rate of Stable Glaucoma Patients

An Initiative By:
SNEC Resource Team



Supported & Endorsed By:
Glaucoma Team of Doctors



Ground Support:
Clinic Nurses, Frontline Team



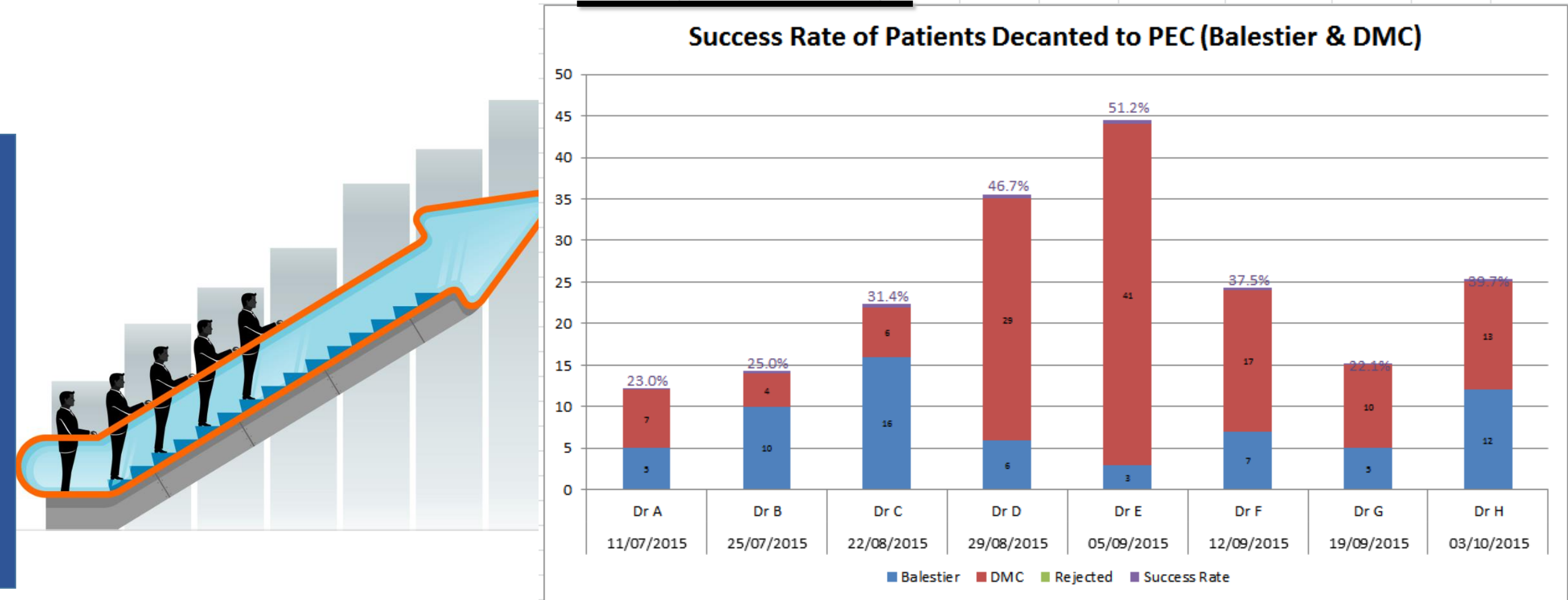
Aim



By improving decant rate of stable Glaucoma patients to step-down care, we aim to:

1. Reduce Waiting Time for an appointment to see a Glaucoma specialist
2. Allow continuity of care at the primary setting for decanted stable patients
3. Improving patient experience with a shorter wait time for an appointment

Result



Adhoc Date	CIC	Potential Pts to be decanted*	Success Rate to PEC*	To PEC Balestier	To PEC DMC	Pts who rejected
11 July	Dr A	52	12 (23%)	5	7	0
25 July	Dr B	57	14 (25%)	10	4	0
22 Aug	Dr C	70	22 (31.4%)	16	6	0
29 Aug	Dr D	75	35 (46.7%)	6	29	0
5 Sep	Dr E	86	44 (51.2%)	3	41	0
12 Sep	Dr F	64	24 (37.5%)	7	17	0
19 Sep	Dr G	68	15 (22.1%)	5	10	0
3 Oct	Dr H	63	25 (39.7%)	12	13	0
Total		535	191 (35.7%)	52	114	0

*Based on last TCU date (longer than 9 mths) identified



Methodology

Plan, Do, Check, Act:

- ✓ Discussion with Doctors and Nurses in doing focused ad hoc discharge sessions
- ✓ Extract patients database and identify suitable pts
- ✓ Call up potential patients for appointments
- ✓ Establishing communication plans with Doctors, Nurses and Frontline
- ✓ Execution of process flow and communication plan

Rapid Improvement Experiment:

- ✓ Adjustments to patient flow → Roaming ambassadors to explain on decanting to PEC
- ✓ Amended scripts for elderly → Simple, easy to understand words
- ✓ QnA for all staff → Enable all staff to answer simple queries



I will be most happy to work with you all to ensure we have minimal disruption to the glaucoma outpatient service. Great you coming up with creative ideas to discuss with me and I welcome them.

A/Prof Tina T. Wong
Senior Consultant
Head, Glaucoma Dept



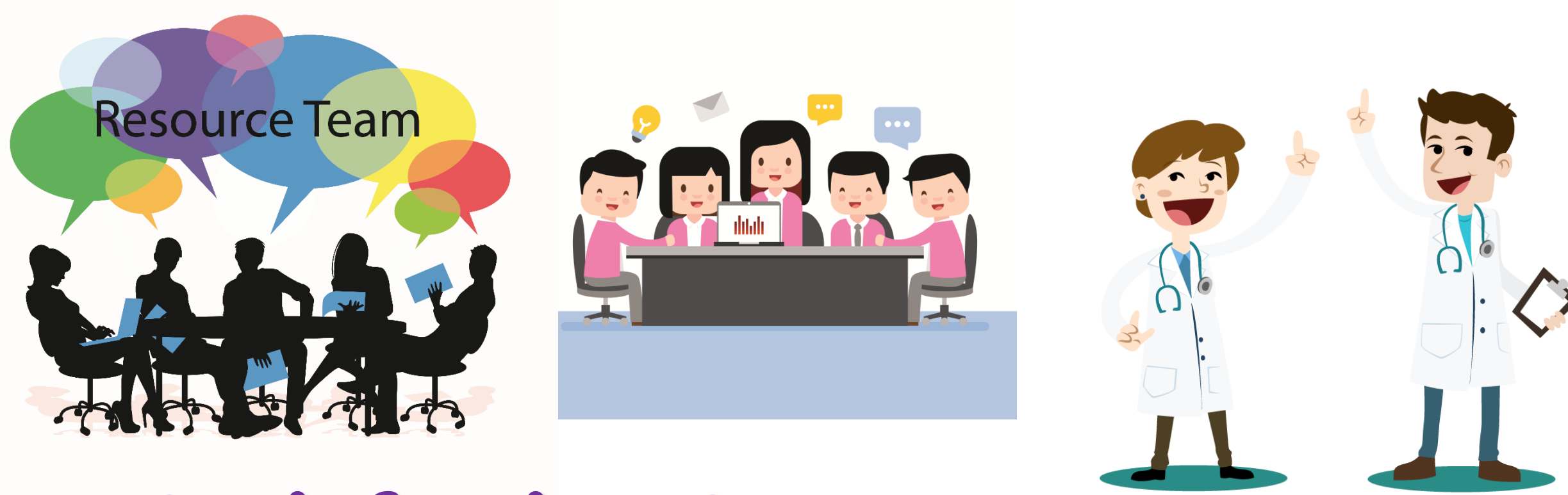
Great. I will try my best to decant and right-site as far as possible. ...I believe (PEC) uptake will markedly improve

Dr Boey Pui Yi
Consultant



(Prof Ho) mentioned she would vet all the casenotes to pick out patients suitable for decanting...she has asked for the key staff to join her in the consultation room to observe/listen to how she speaks to patients about transferring them to PEC

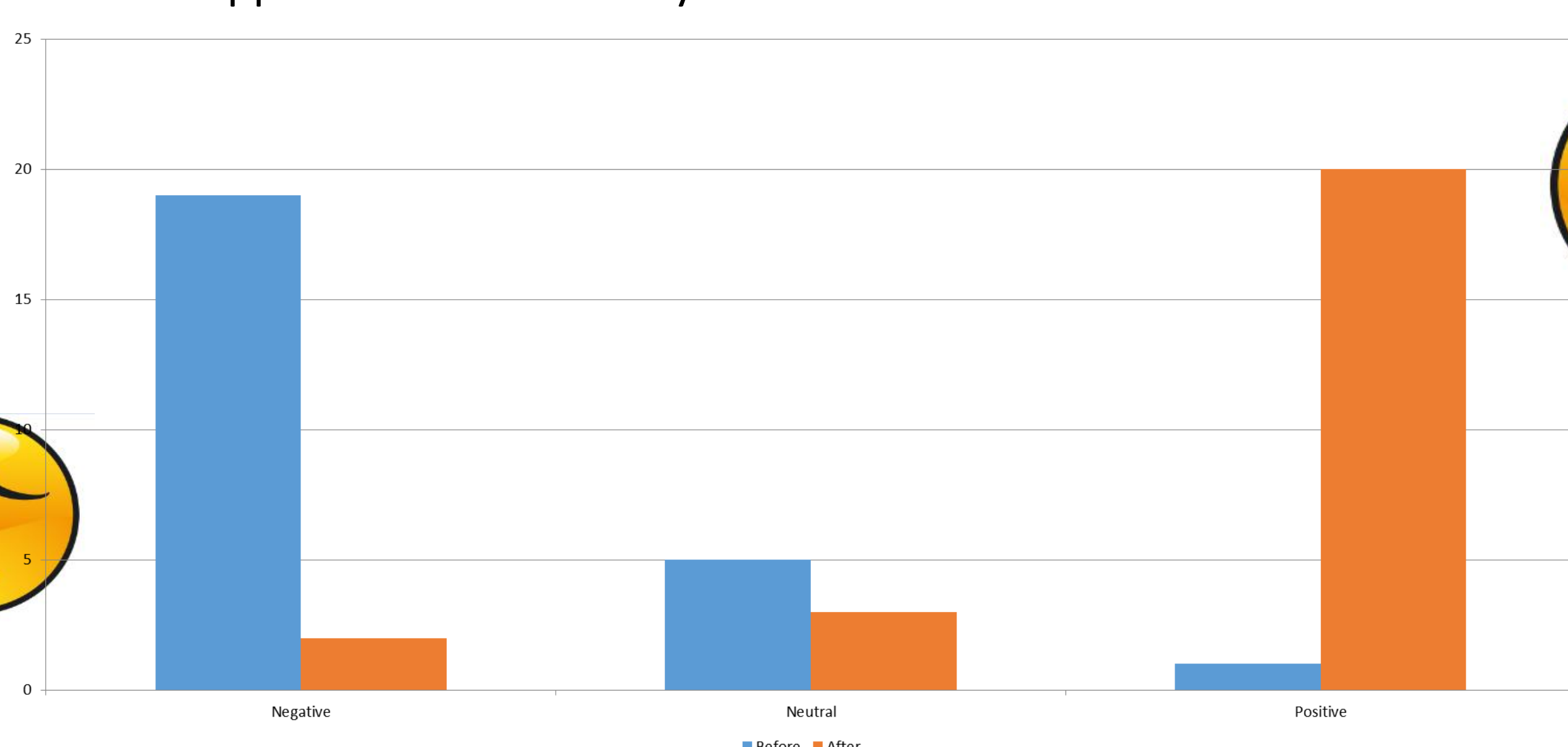
Prof Ho Ching Lin
Senior Consultant



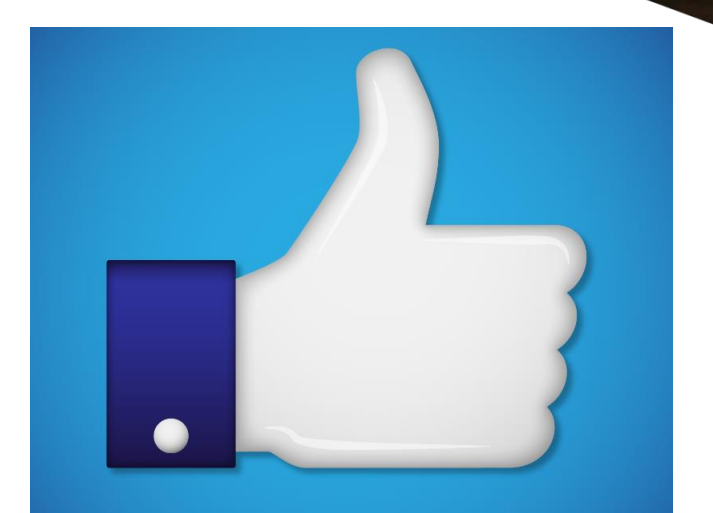
Satisfaction Survey

Pre and Post Survey conducted for 25 staff on matters of:

- ❖ Happy Index at work
- ❖ Workload & patient volume
- ❖ Appointment Availability



Conclusion



- ✓ Waiting Time Improved for an appointment
- ✓ Better Patient Experience
- ✓ Improved Decant Rate