



Singapore Healthcare Management 2017

To reduce the number of defaulted cases for patient on maintenance depot injection

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INTRODUCTION

In Psychological Medicine Centre (PMC), there is a group of patients who require maintenance depot injection. Studies have shown that long-acting depot antipsychotic medications can reduce relapsed rate and rehospitalisation. (Heyscue, Lebin & Merrick, 1998) Therefore, our team aim to reduce the number of defaulted cases for this group of patients to at least 50%.

Defaulted cases will affect the PMC nurses as it will lead to an increase of unplanned appointments and prolong waiting time for patients as case notes have to be traced to verify doctors' orders. The extended waiting time may agitate this group of defaulted patients as they may be suffering from relapse.

Inevitably, patients on scheduled appointments will also be affected by the longer waiting time.

METHODOLOGY

Idea A

Date/Time	Patient Particulars	Appt. Date	Patient Contacted		Injection Given		Patient Education		Staff Ack.	Remarks
			Yes	No	Yes	No	Yes	No		

Call Reminder: A follow-up call to patients up to 3 days prior to their scheduled appointments

- To render an extra social support service to serve as reminders to patients on the scheduled injection appointment
- To record the intervention(s) given to each patient and their turn up outcome

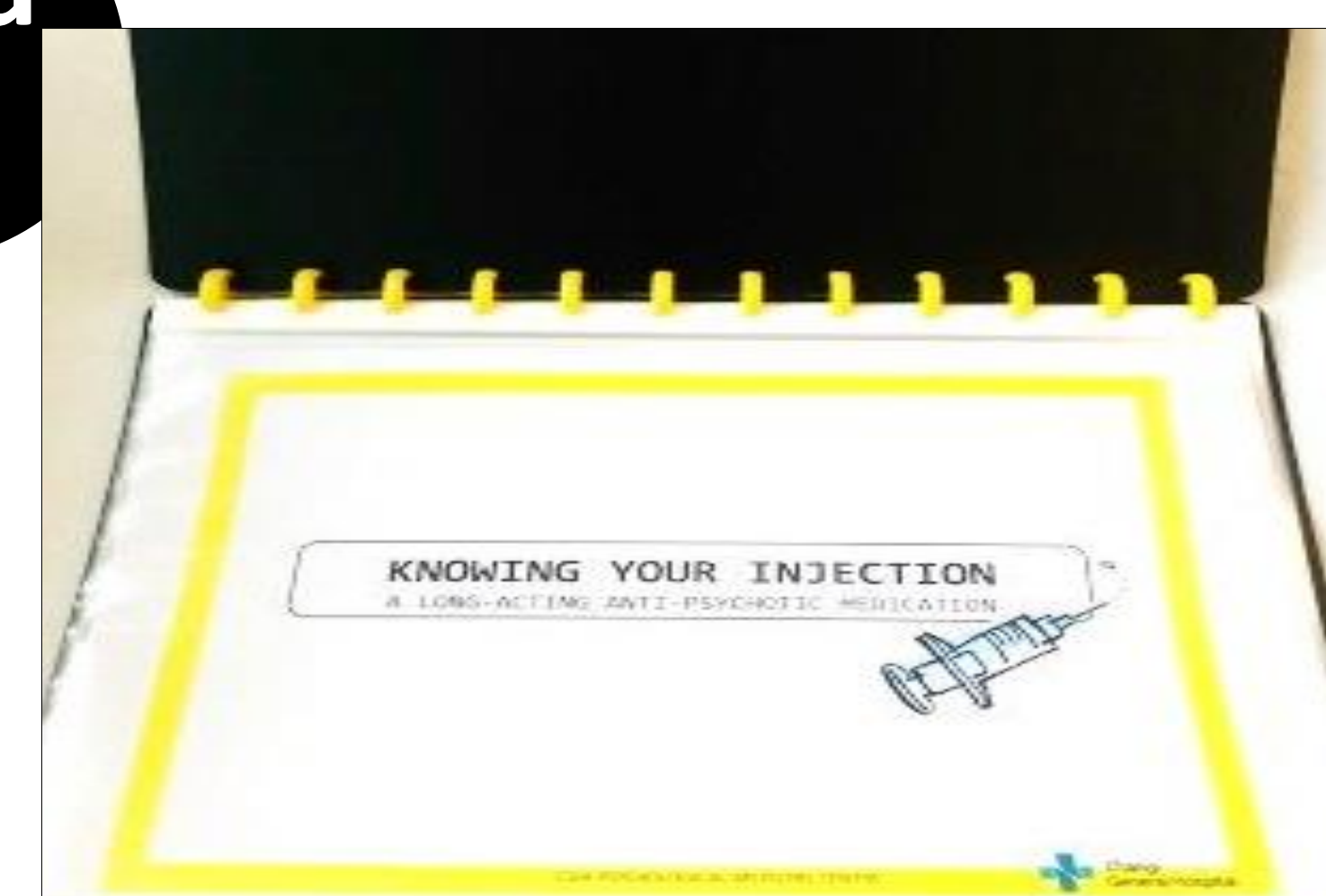
Idea B

DEPOT INJECTIONS		
This treatment will require careful monitoring to make sure that you get the best possible benefit from your prescribed depot injections. This will help treat and prevent any recurrence of symptoms to improve your condition.		
Keep to your regular injection appointments to receive your treatment timely so that your progress can be monitored.		
If you are not feeling well, or unable to make it for the scheduled appointment, please contact the CGH Appointment Centre at Tel: (65) 6850 3333 for another appointment as soon as possible.		
If you missed your injection over time, the medicine will stop working and some old symptoms may recur.		
REMINDER		
Your next injection:		
DATE	TIME	REMARKS

Patient Education Leaflet: Patient Education leaflet was introduced to patients to reinforce the importance of compliance with their injection

- To offer a proactive cue/ reminder on the importance of adherence to scheduled injection appointment

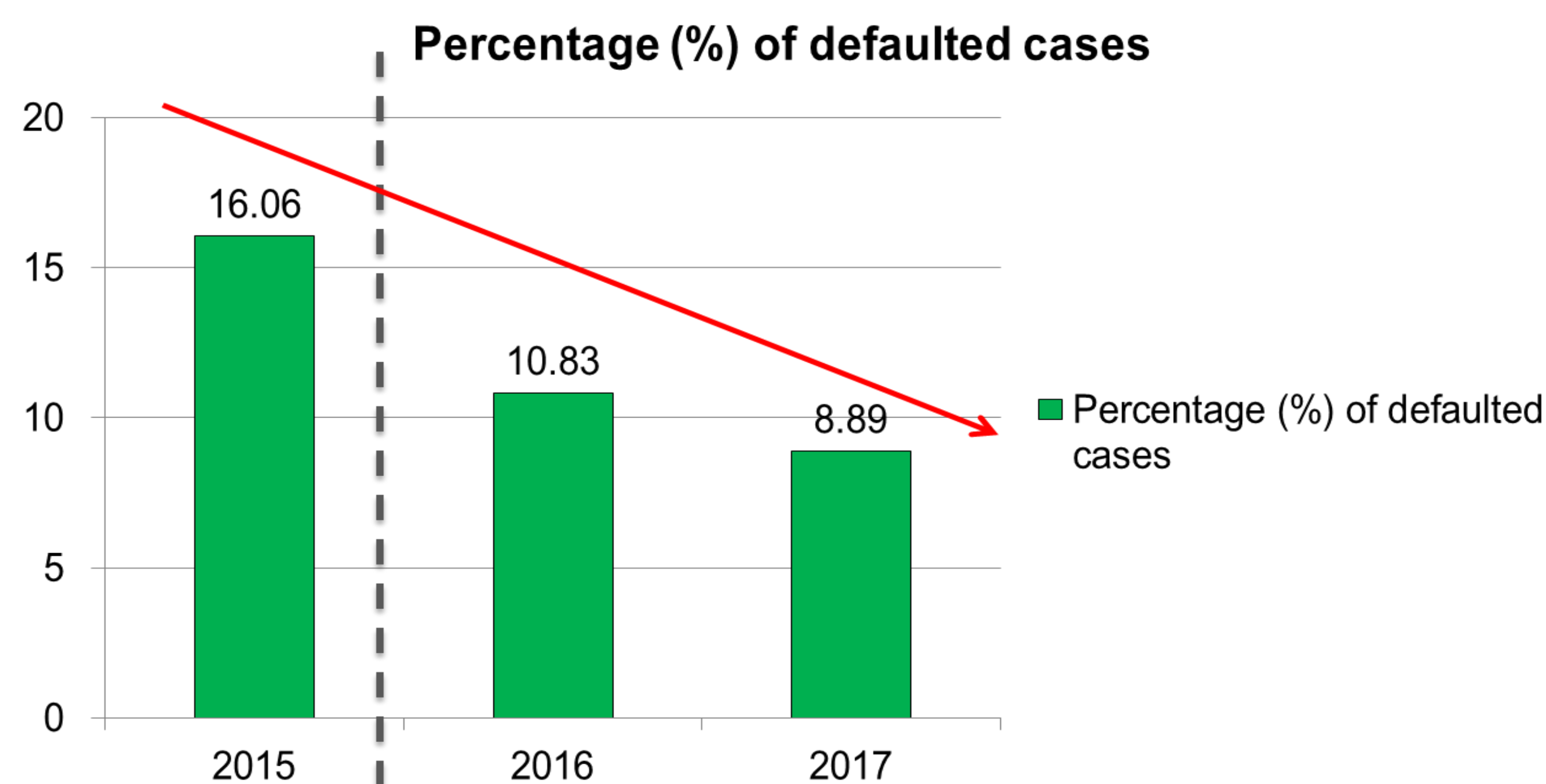
Idea C



Patient Education File: Patient Education File was created for patients who are new to the depot injection

- To offer reinforcement to what the doctor said in the consultation room (For new cases and re-education)

RESULTS



After implementation of the project between April to December 2016, there is **10.83%** significant reduction of no show cases. The sustainability of the project is progressing as the rates continuously reduced. This year, there has been **8.89%** reduction number of defaulted cases for patient on maintenance depot injection.

CONCLUSION

The project was designed to assess the compliance rates with depot injection. The interventions have resulted in successful reduced default rates. The scheduled appointments were also maintained and collection of data is still on-going.

This project is applicable to other speciality clinic where patients require regular injection. One of the biggest challenges faced by the team was the new implementation of the follow-up calls as these calls came in unexpected for the patients due to a new work process. However, most of the patients and caregivers appreciate the follow-up calls.

This has also created a strong bond among nurses as we work together to improve patient care and services