

# Increasing the percentage of patients coming for wound dressing by appointment

## Mission Statement

This project aims to increase the percentage of patients who are coming to National Healthcare Group Polyclinics (NHGP) for wound management by appointment to 60%.

## Team Members

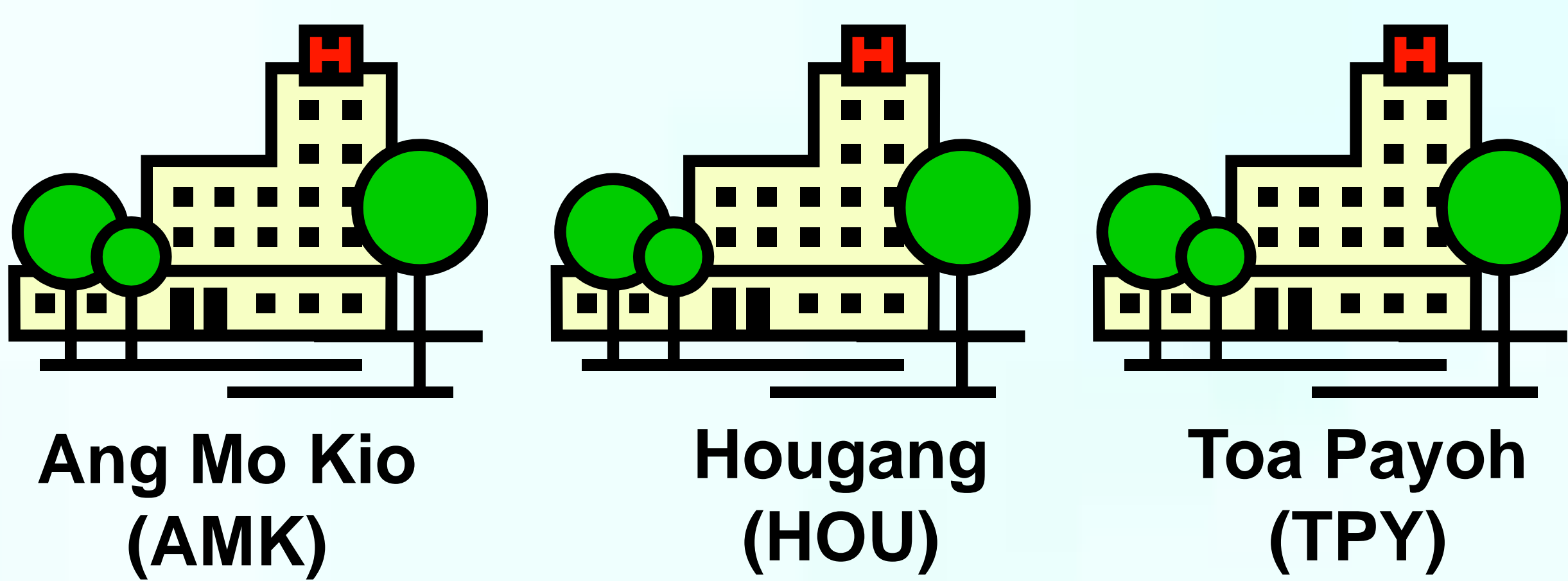
	Name	Designation	Institution
Team Leader	Regina Goh	Assistant Director	NHGP
Team Members	Lynn Wang	Senior Executive	
	Geraldine Chia	Executive	
	Ng Yihao	Executive	
	Tan Tzuu Ling	Nurse Manager	
	Tan Tit Chai	Nurse Manager	

## Root Cause Analysis

A quick survey of wound dressing patients at the 3 clinics revealed that close to **85%** of TTSH patients are not aware of the need to call for an appointment after their discharge. Hence, a discussion was held with 2 TTSH Nurse Managers to identify the root causes to the problem of a low appointment take-up rate.

1	Patients are not informed that they have to call to make an appointment prior to their wound dressing visit at NHGP
2	Patients do not know the number to call to make an appointment
3	Contact Centre is unable to take in appointments for new NHGP patients due to limitations in the IT system
4	Contact Centre closes after 4.30pm on weekdays, and 12.30pm on Saturdays and on Sundays. Patients who are discharged over the weekend are unable to make an appointment

## Evidence for a Problem worth solving



Ang Mo Kio (AMK)

Hougang (HOU)

Toa Payoh (TPY)

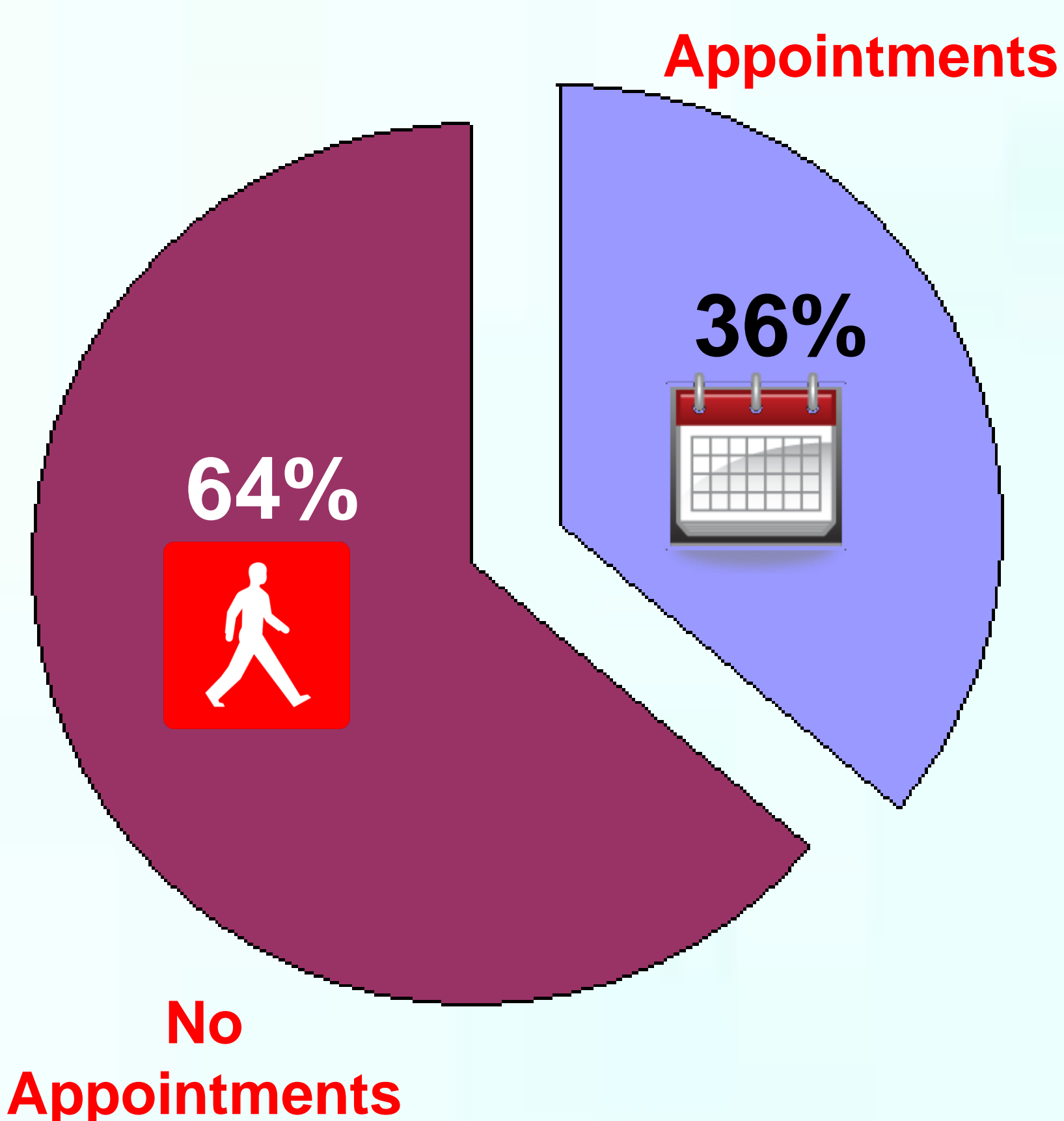


Feedback from the three Polyclinics from the central cluster (AMK, HOU, TPY) revealed that walk-in patients are causing unpredictable wound dressing patient loads.

This results in unnecessary **stress** to the nursing staff, and **long waiting time** for the patients.

As **57%** of their wound dressing patients are from Tan Tock Seng Hospital (TTSH), we decided to work closely with TTSH to increase the percentage of patients who are coming for wound dressing by appointment.

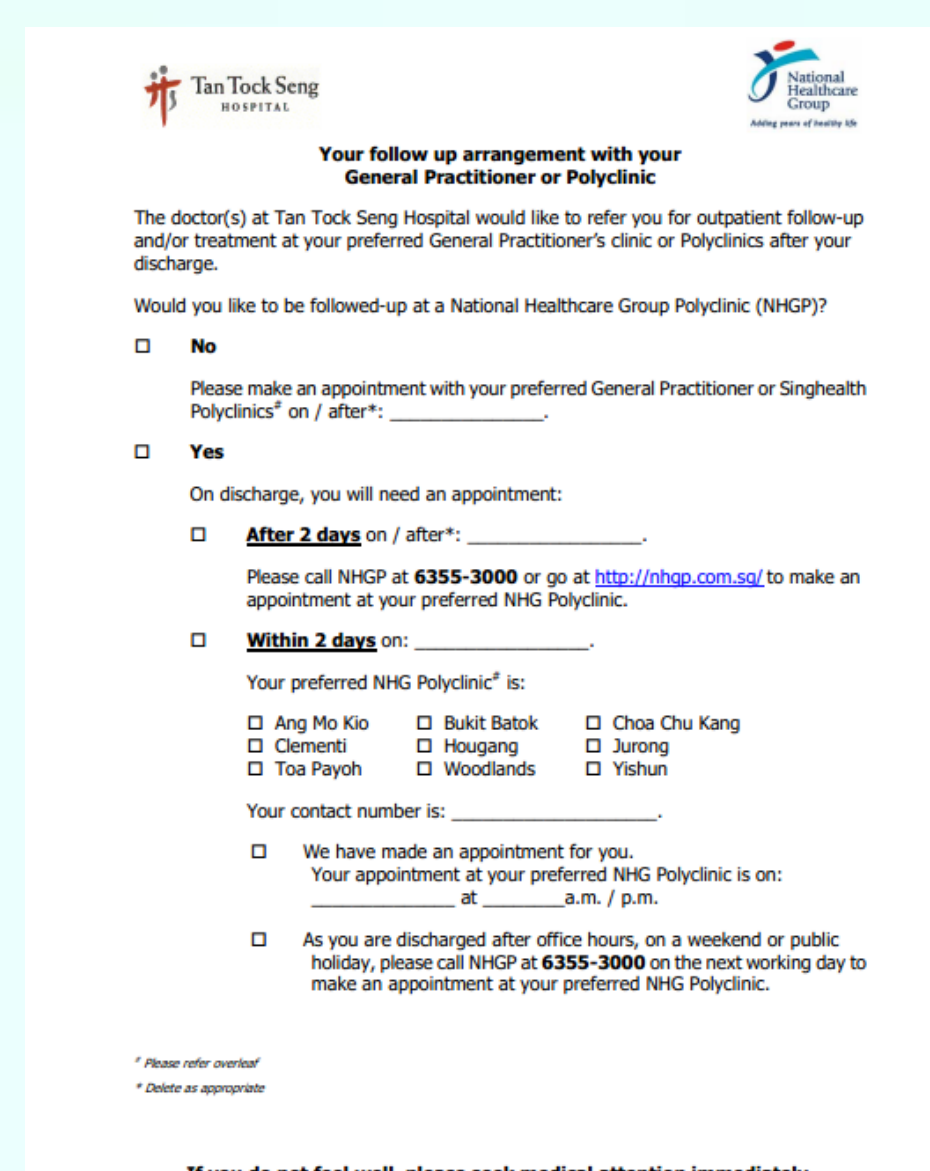
## Data Collection



Data was collated for all wound dressing patients coming for their first visits from 14 May to 26 May 2012.

On average, the percentage of patients coming by appointment for their wound dressing is approximately **36%**.

## Interventions



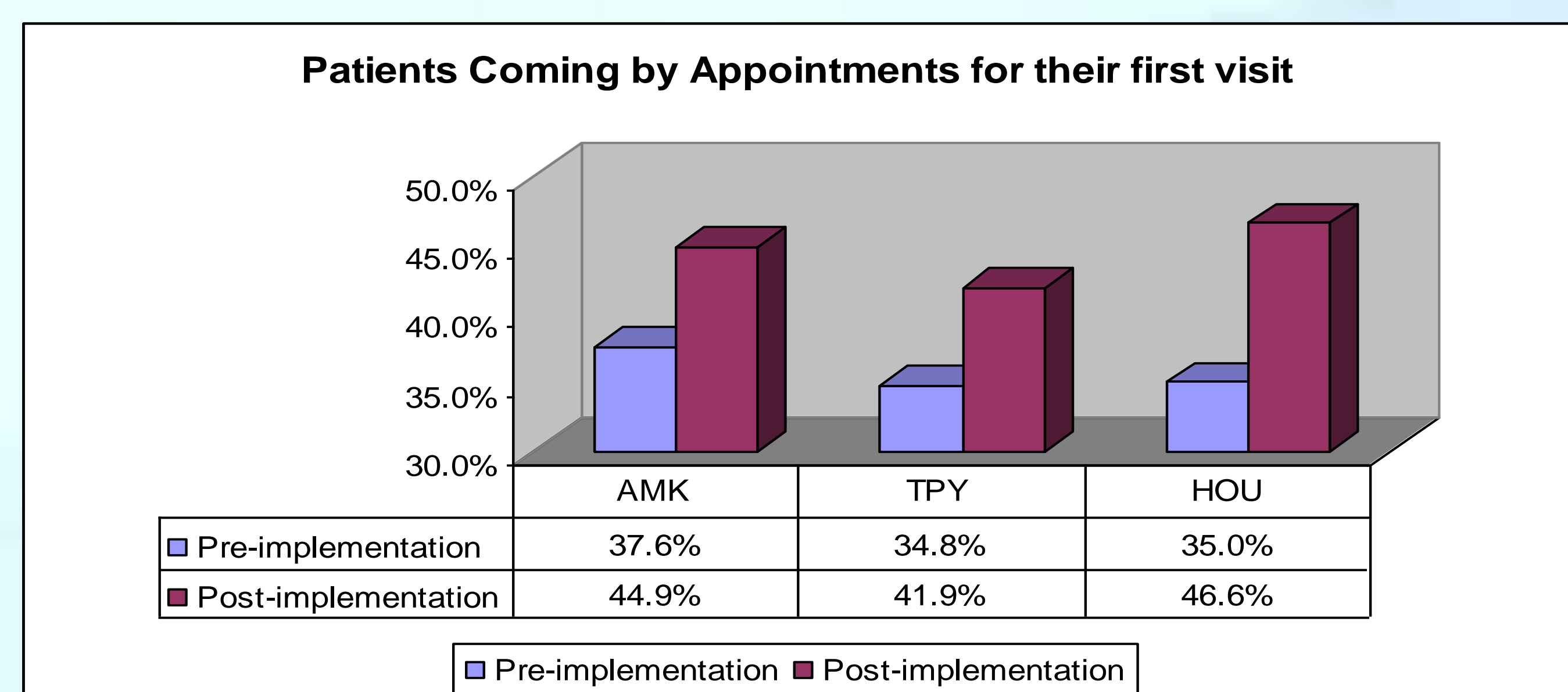
A patient follow-up information sheet is given to patients upon their discharge, with an appointment made for them by the TTSH PSA. The sheet also includes numbers for NHG and Singhealth Polyclinics for patients to make their own appointments where necessary. This addresses the first two root causes.

The work process at the NHGP Contact Centre was redesigned and enhanced so that appointments can be made for new patients who wants to visit NHGP.

A Same-Day-Appointment System was also implemented at NHGP, allowing patients to make an appointment for the same day, effectively overcoming the last problem.



## Results



Post implementation data was collected from 23 March to 6 April 2013. The appointment percentage has increased from an average of 35.8% to 44.5%. More improvement work will be done through the PDCA cycles to further improve the appointment rates.

## Strategies to Sustain and Spread

The appointment take-up rate for wound dressing patients at the 3 clinics will be continuously monitored to track the progress of the project. We will continue to work with our colleagues from TTSH, including visits to the hospital, to understand and overcome obstacles so as to improve the appointment take-up rate.