



Using Open-Date appointments & Early Physiotherapy intervention to prevent ED re-attendance and address long Orthopaedics leadtime

Dr Lee Wee Yee, Leo Yiru, Ong Mui Kiang & Hong Zigui
Changi General Hospital

BACKGROUND

The lead-time for Emergency Department (ED) - Orthopaedics (non-fracture) outpatient appointment is 16-20 weeks. This often resulted in non-traumatic back pain patients re-attending ED for admission due to pain or defaulting SOC appointments with resultant appointment wastage.

AIMS

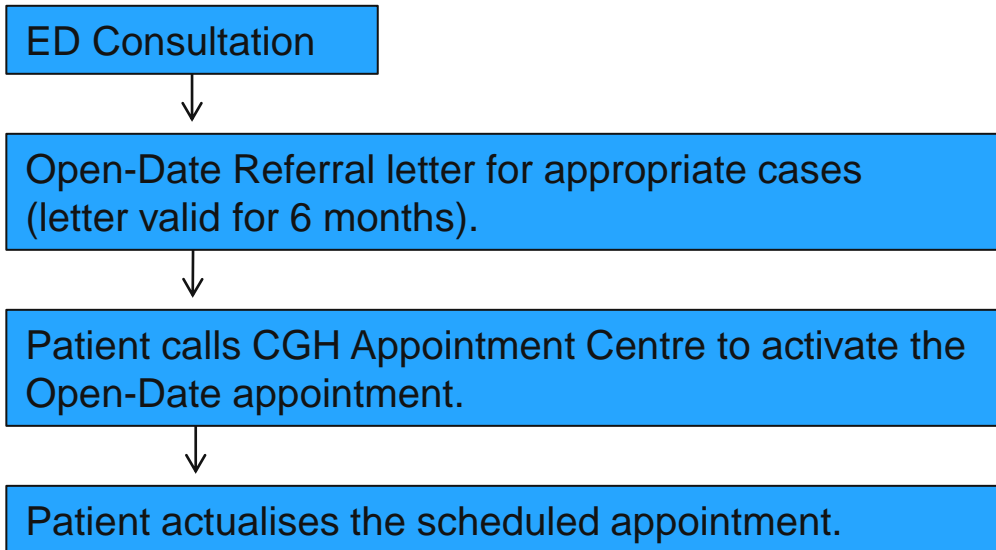
The ED team studied ways to alleviate the situation:

- Reduce ED re-attendance by providing early physiotherapy intervention for pain relief
- Issue Open-Date appointment to patients thus letting them decide on the need for orthopaedic follow-up to reduce appointments wastage

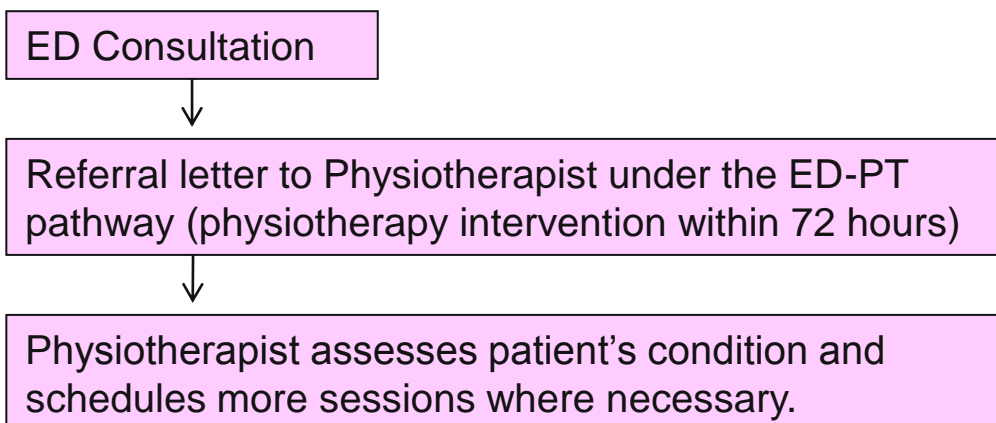
METHODOLOGY

From our RCA and previous pilot studies, early intervention via physiotherapy will provide pain relief and enable the patient to go home. The patient also gets an Open-Date appointment to see the Ortho Specialist.

➤ Reduce demand via Open-Date appointments



➤ Provide early intervention via physiotherapy & Avoid ED re-attendance

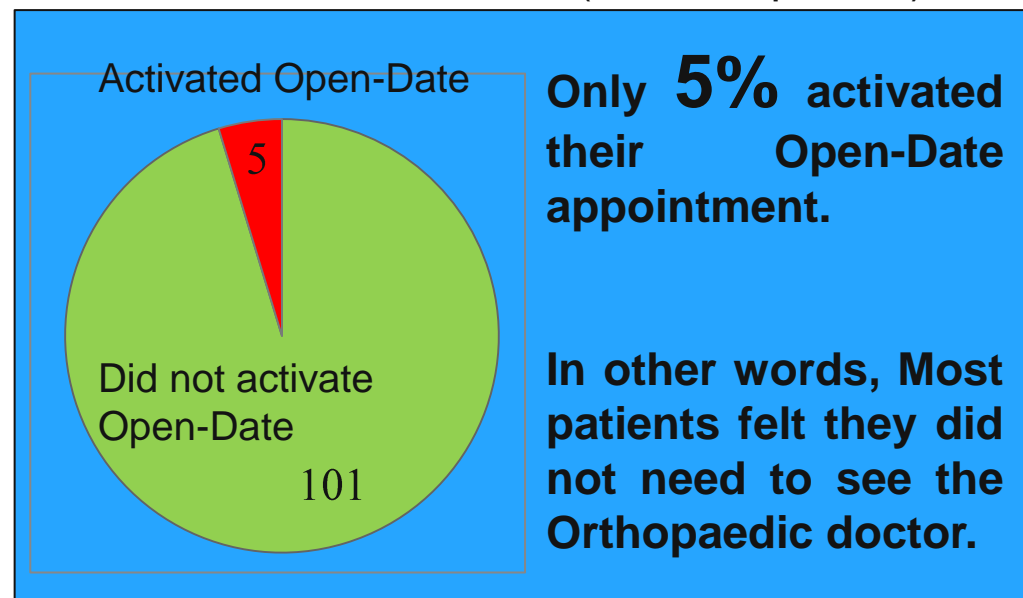


CONCLUSION

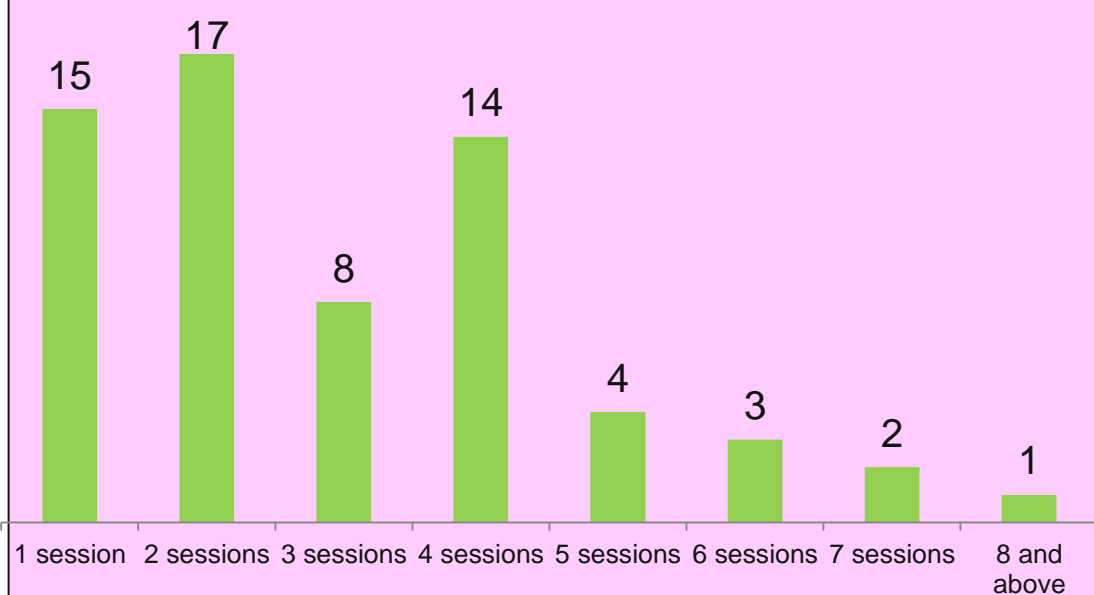
Open-Date appointments and early physiotherapy intervention are efficient options which improve patients' care and reduce SOC appointment wastage. We are studying the use of this option to other disease conditions by careful selection.

RESULTS & CONCLUSIONS

From a 4-month audit (Jun – Sep 2013)



> 80% of ED-PT patients utilize an average period of 4 PT sessions (around 6 weeks).



Only 15% of them returned to the ED within 30 days for Ortho-related complaints.