CGH ED TELE-CARER
Improving Patient Services with Post Discharge Care

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Almost half of the patients discharged from the Emergency Department (ED) are likely to have problems and a follow-up telephone call offers an opportunity to intervene on potential problems.

Starting in 2 April 2013, Changi General Hospital's Emergency Department started a telephone follow up service for at-risk patients who were treated and discharged from the ED named "ED Tele-Carer".

Reduce Re-attendance Rate

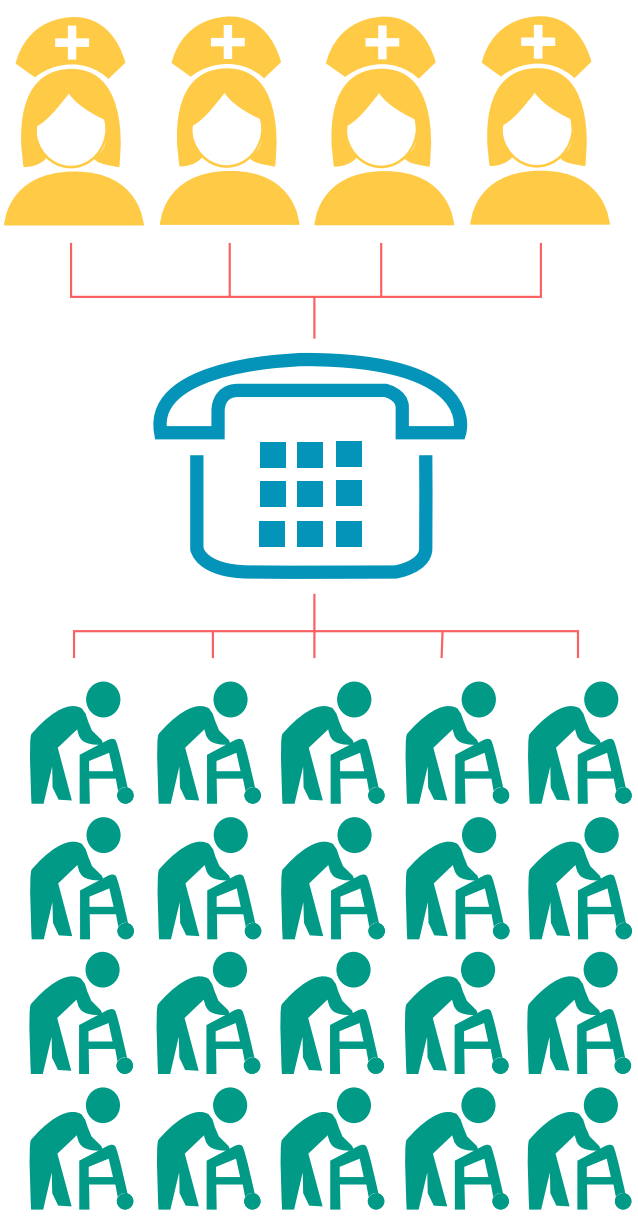
Reduce unnecessary and preventable re-attendances so that quality care can be directed at patients who need it more

Improve Right Siting

Effectively assess the complexity of a patient's questions and appropriately advise them over the phone or triage them to the correct provider for further care

Improve Patient's Safety of High Risk Patients Discharged From ED

Ensuring that patients comprehend their discharge instructions and medication regimen. Identify or prevent adverse events before they escalate



The team, led by an ED Senior Consultant, comprises of Nursing and Operations, analysed the situation through Root Cause Analysis and statistics from the ED system.

High risk and high rate of re-attendance patient groups and conditions were identified. Mainly those above age 60 under 9 specific protocols.

Call scripts were developed to use telephone follow-up calls to pick up disease deteriorations, common miscommunication and patient's education on coping with their condition.

Tele-carers (a team of experienced senior ED staff nurses) call the identified patients between 24-72 hours from ED date of discharge, using the protocols and call scripts developed.

Links with the hospital allied health, transitional care service and community care services for referrals and better siting of post-discharge care where necessary were forged.

A comparison of the re-attendance rate of the identified groups pre and post service was done.

32%
reduction in ED re-attendance rate within 7 days

46%
of the identified patients were given further instructions or referrals for post discharged care

85%
of the patients called found the service to be beneficial

Changi General Hospital

EASTERN HEALTH ALLIANCE