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An Integrated Hub providing a one-stop service for patients with Allergy and Immunology-related conditions - Immunology Hub

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Background

Fragmentation of Care

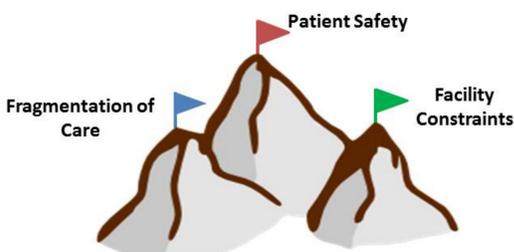
- Decentralised of immunology-related services at BLK 5 Level 1, Clinics A & J and Haem Centre (Blk 7 Level 2)

Patient Safety

- Inadequate resources to carry out best practices
- E.g. Drug Challenge

Facility Constraints

- Resource shortage at Clinic J and Autoimmunity Rheumatology Centre
- Long Waiting Time to Appointment (Dermatology)
- Borrowed facilities (biologics infusion done at Haem Centre or admitted electively)



Aims

The project aims to:

Immunology Hub

To create a **conductive and safe** environment for patients and staff

To **right-site patients** to clinic setting to free-up beds for more acute admissions

To **co-locate complementary specialties and advocate Multi-Disciplinary Team (MDT)** concept for care optimisation

To improve access to care by creating **additional capacity**

Methodology



- Scan the existing environment and workflows to identify deficiencies.
- Focus on patient safety and expanding capacity for better care accessibility and outcomes.

TARGET ZERO HARM

Improve patient safety through:

- Protocolising care and incorporate review rounds
- Ensuring good planning of flow, room design, systems and equipment
- Designated drug challenge day to optimise resources and ensure patient safety

Streamline services through:

- Centralising and optimising resources (services and manpower)
- Setting up Multi-Disciplinary Team clinics to provide synergistic care for patient
- Increase efficiency via technology (e.g. OAS to book for biologics infusion)
- Smoothen workflows for pharmacist and nurses for drug challenge and biologics infusion

Results & Conclusion

A patient-centric Immunology Hub was opened in Nov 2017 with improved patient safety, workflows and holistic services to deliver better patient experiences.

Facilities Improvement

- New capacity
- Purpose - built** infusion room
- Continuous monitoring



Operations Improvement

- One stop **patient centricity** at heart



- Increase capacity of **67%** for biologics infusion and drug challenge
- RHI New Case Waiting Time to Appointment **reduced by 74%**
- Reduction of waiting time for specialised clinic (e.g. Immunoderm)
- Short Stay Ward (SSW)

Patient Care

- Fortnightly allergy rounds**
- Protocolised care
- Develop **workflows** for monitoring and adverse events

