

Establishment of **Short Stay Ward Model (SSW)** in Outpatient (OP) Setting

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Background

Total no. of cases referred to Haem Centre for **Advanced Infusion Therapies** in CY2015 and CY 2016 4500 4000 3500 ▲ 32.7% 3000 **%** 2500 **5** 2000 3683 2798 1000 500 CY2015 CY2016 Calendar Year # of Short Stay Elective Admission # of Outpatient Cases

- 32.7% increase in infusion cases referred to Haem Centre from CY2015 to CY2016.
- Limited capacity at Haem Centre; WTA can be up to 3 weeks long; Not ideal for patient care
- 8.8% of Rheumatology (RHI) infusion cases were admitted into acute beds in the ward each year;
- Aggravate inpatient bed occupancy rate and impact accessibility to care for acutely ill patients requiring inpatient acute care management, in times of hospital bed crunch.

Aims

The project aims to:







Address growing needs for infusion therapies

Alleviate tight inpatient beds situation in SGH by decanting cases to OP setting

Standardise setup of operating, monitoring, hardware and systems protocols for future implementation in other OP sites

Methodology

Gap

Identify fixed parameters

Gap Analysis





Operating hours of the SSW will follow that of the SOC



- Inpatient bed / recliner chair / patient trolley
- Designated area for monitoring
- Resuscitation equipment located in close proximity



System requirement include:

- SAP for elective inpatient admission and billing
- OAS for scheduling of appointment
- BMS and Electronic Admission Form (EAF) for bed request if patient require admission to wards
- Electronic financial counselling (eFC) as part of financial counselling

Developed workflow for:





Discharge



Administration & monitoring



Adverse Events, Delivery of Drugs etc.

Development of protocols, financial charges and workflow for day to day operations

Development of:



Protocols for administration of SSW Infusions and monitoring of patients



Discharge Criteria

- Patients to fulfil 8hr inpatient stay
- Patients parameters are normal
- There is no drug reaction or no progression of reactions after monitoring for at least one hour from onset of symptoms



Resuscitation and Patient Transfer Protocol

Results & Conclusion

	Optimised Resources	Improved Patient Care	Enhanced Patient's Journey
Increased capacity by 67%			
Decant 54.8% of Haem Centre short stay cases to OP			
Protocolised Care			
Avoid elective admission of patients into acute beds	\odot		\odot
Eliminate possibility of hospital-acquired infections and extended ward stay		\odot	

The SSW model:

- Is scalable and can be adopted by other specialties or services at the OP setting
- Has been implemented at Immunology Hub effective on March 2018



