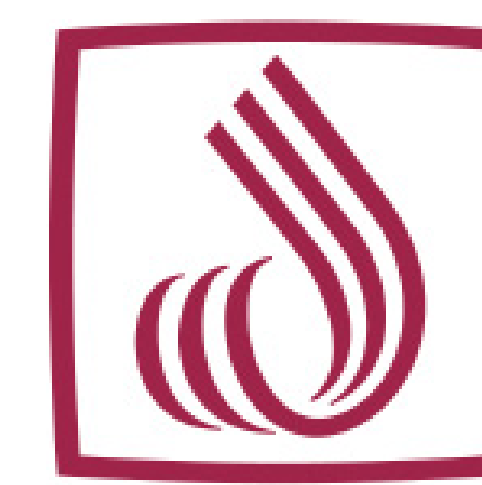




Introduction Of Point-of-care INR Test For NDCS Patients On Warfarin For Better Patient-centric Care

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Background

Warfarinised patients undergoing invasive dental procedures used to have their INR tests performed at Outram Polyclinic / NHCS / SGH just prior to their dental appointment at NDCS. It was a hassle for these patients because:

1. patients had to travel to and fro between Outram Polyclinic/NHCS/SGH and NDCS;
2. unpredictable waiting time for INR testing at the above institutions;
3. missed NDCS appointment times due to delays.

Mission Statement

To design a workflow for NDCS patients requiring INR point-of-care test (POCT) before the invasive dental procedures to improve patient's experience and reduce the median waiting time for the test to be performed.

Scope of Project

Patients seen by dental officers in the Dental Officers Advanced Practice Programme (APP) as they see the most numbers of such patients.

Aim

To reduce the median waiting time from 45 minutes (baseline) to less than 30 minutes from registration to completion of INR POCT in 3 months (pilot period).

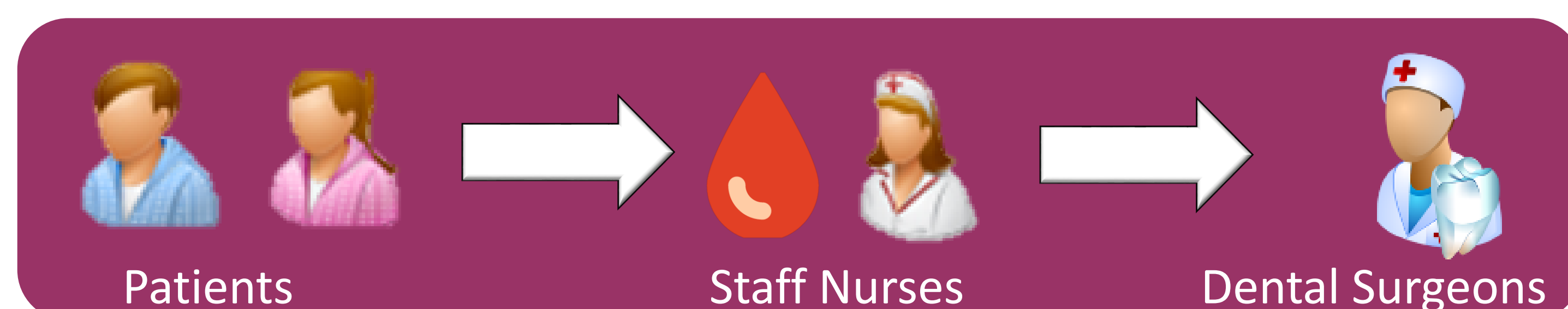
Previous INR Workflow

INR performed outside NDCS



New INR Workflow

INR performed by NDCS Staff Nurses



Interventions

PDSA	Plan	Timeline:	Adopted	Done By:
1	a) Design of the workflow to enable INR test be performed at the Centre for I. Test on Arrival II. Pre-ordered Test	01-20 October 2017	Yes	Dr Adrian Shi, Vincent Lee
2	a) Briefing to the Dental Officers, PSCs, Clinic Executives on the new workflow	25 October 2017 02 January 2018	Yes	Dr Adrian Shi
3	a) Design of the INR order form.	a) October 2017	Yes	a. Dr Adrian Shi, Vincent Lee
	b) Transition to electronic workflow.	b) From March 2018	Yes	b. Dr Adrian, Lena Wong, Audra Tan

Benefits

Patients:

- a) Reduced 1 touch point and provided an one-stop solution
- b) Reduced waiting time for INR test and for treatment to be completed

Clinicians:

- a) Able to track patient's location easily
- b) Better manage appointments and reduce idle time

Results

During the pilot period (3 months), the team has managed to reduce the median waiting time from 45 minutes (baseline) to 22 minutes (after intervention), which met our aim. Refer to Figure 1.

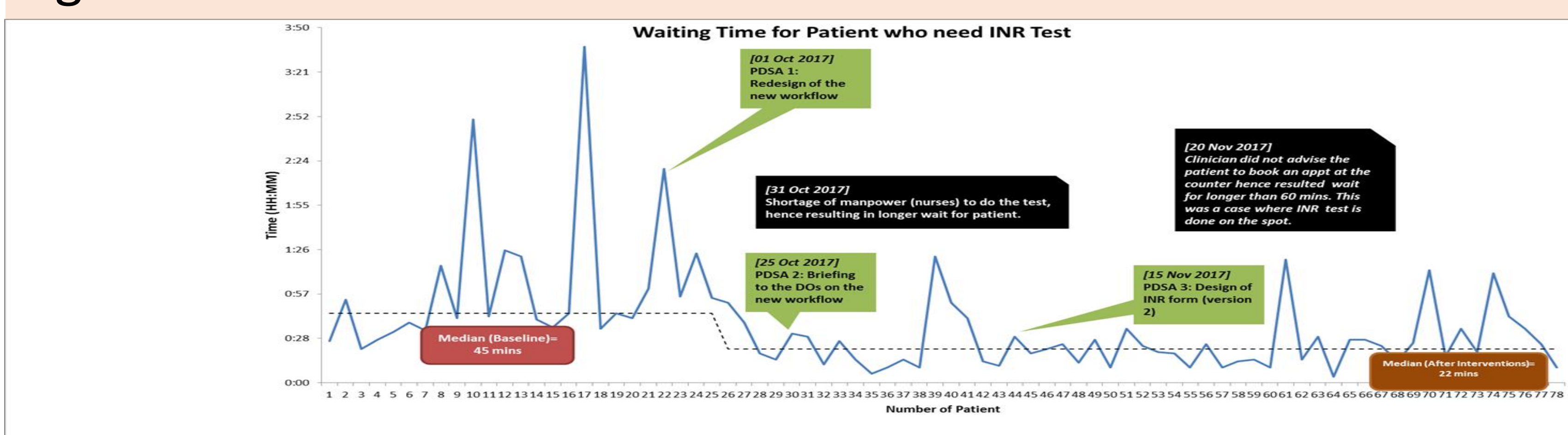


Figure 1

Hear from the stakeholders ...

Patient

1. "Great! I do not have to wait long for the test"
2. "Meticulously planned for the new workflow"
3. "I don't need to come back on a separate visit for INR test"
4. "It's very convenient for me"

Dental Officers

1. Convenient, Fast
2. Integral to the workflow
3. Definitely adds value to patients

Medical Nurses

It's value-adding to the patients

Note: The above feedback was gathered through verbal interview from October to December 2017