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Project Background

Locating the final appointments for patients upon discharge, is one of the biggest challenges in scheduling appointments as they are 'hidden' in different sources.



The different sources by different requestors, make it easy to miss out one or two appointments.

Aim

A consolidated worklist for AHP and Nursing appointments in Sunrise Citrix Manager (SCM).

Measures

Single source of information, ensures accuracy, validity and clarity of non-doctor Care Plans.

AST takes 8 seconds to locate non-doctor Care Plans, resulting in a **95% time saving**, comparative to the average of 2.8 minutes required from searching through multiple sources.

Empowering Ancillary and Nursing requestors to directly input and communicate the Care Plans to AST advocates **ownership** and continuity of patient care.

FINAL EVOLUTION!!

| | |
|---|---------------------|
| Outpatient Appointment Request | |
| From | 22-Apr-2018 0:00 to |
| Task Description | 23Apr... |
| CGH-W46-0005-18; | 0:00 |
| OUTPNT APPOINTM | |
| Outpatient Appointment Request (Non-Doctor) | |
| TCU details-Dietician | |
| TCU Date-TCU in CSMC (dietitian 2) in 2/52 on d/c | |
| Once | |

GOT TO CATCH THEM ALL!

Changes (Methods)

DO

A CPOE order for Outpatient Appointment Request (Non-Doctor) could be raised by Ancillary and Nursing staff. These orders are consolidated in a Worklist Manager, accessed by Inpatient Ops Appointment Specialist Team (AST).

This was piloted by Dietitian and Podiatrist teams on 15 January 2018.

THE PLAN

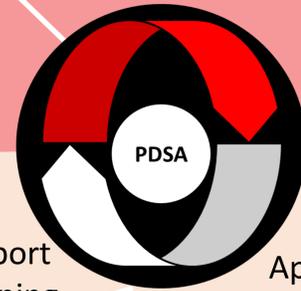
1. Develop a common online platform
2. Build the platform in a system that requestors are already using

ACT

- Create outstanding case report
- Conduct roadshow and training for AHP and Nursing

STUDY

Challenge: Appointments documented after discharge, may be missed



Accessibility and Adaptability

- ✓ The online platform allows AST access to appointment orders in a glance
- ✓ The buy in by requestors, as the order is integrated in their work process

Conclusion

The synergy from collaborative efforts with multiple stakeholders boosts positive activity, working towards overall time saving and increased productivity. Direct and clear communication of Care Plans contributes to patient's safety, continuity of care and experience.

Sustainability and Scalability

To include all Ancillary and Nursing requestors, so that all appointment instructions can be documented on the common online platform.