



Singapore Healthcare
Management 2019

Improving the Care Processes For Total Knee Replacement (TKR) Patients in Sengkang Community Hospital (SKCH)

Team Members:

Dr Xu Bangyu, Yip Shu Min, Abigail Koh, Sun Enchao, Young Ming Ee, Cynthia Cheng, Adelina Lim, Caelyn Wong



SingHealth
Community Hospitals

Bright Vision • Outram • Sengkang

INTRODUCTION

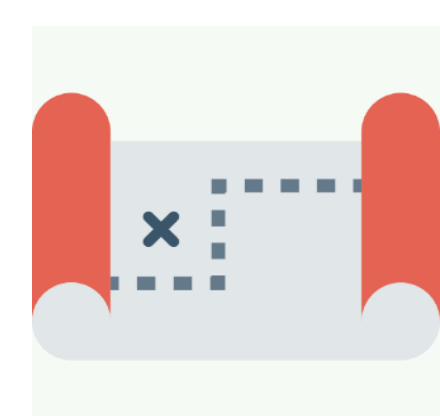
This poster presents the approach taken to improve care processes for TKR patients admitted to SKCH by putting key interventions in-place for value-driven and improved care over 6 months.



AIM

To improve:

- Care team's efficiency
- Patient's experience through a more coordinated approach of interacting with patient; and
- Discharge planning process



METHODOLOGY

From Oct 18 to Apr 19, 6 TKR patients were shadowed from admission to discharge (before and after interventions were tested).

The scope of shadowing were:-

- Where the patient went;
- Who the patient interacted with;
- What the patient experiences or does not experience;
- Time spent: At each location and/or interaction with staff
- Aspects of the experience that go well or could be improved.

OBSERVATIONS & INTERVENTIONS

After shadowing the first 2 patients, following were tested:



A) Admission to ward & ward routine

Observations:

- Patients with similar condition (i.e. TKR) were admitted to different wards – based on availability of beds. There was no designated ward for TKR patients.
- Clinical team assessed patients at different timing for similar purposes
- Increased number of manpower

Intervention #1: To place patients with similar conditions in the same cubicle

B) Discharge

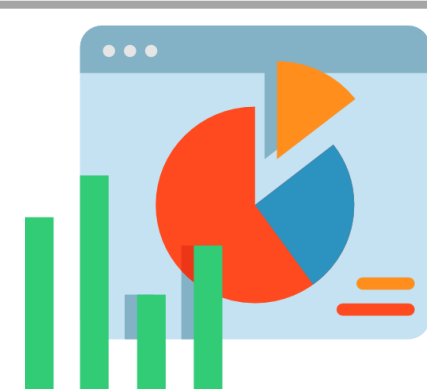
Observations:

- Preparation for discharge only start on D-1 and patient was discharged at 1300hrs

Intervention #2 :

Review discharge processes that can translate into better patient experience and outcome. Recommended enhancements:

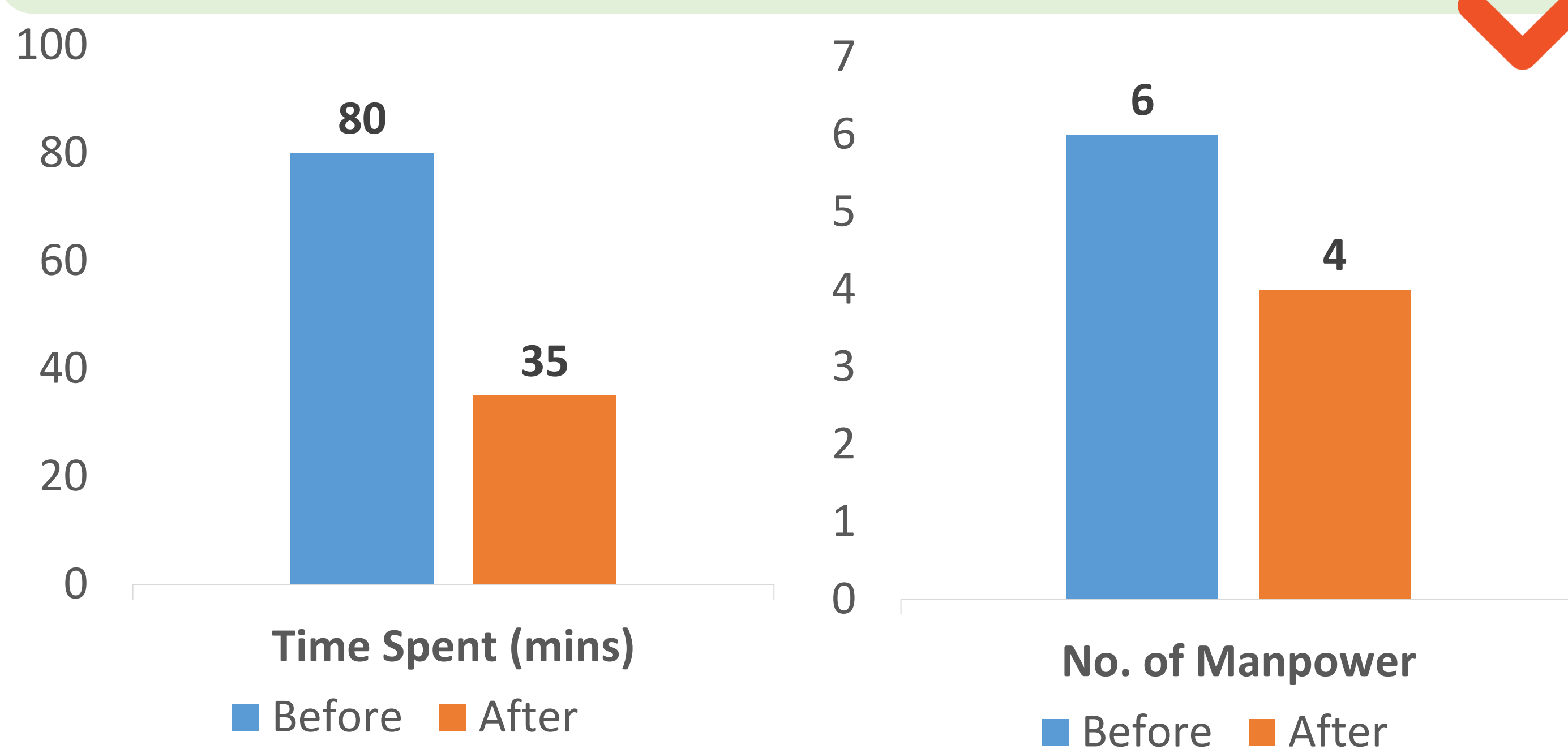
- 3 days before discharge (D-3):** Clinical teams to prepare discharge documents
- D-2:** Send prescription to Pharmacy
- D-1:** Patient received all documents for discharge
- Day of Discharge:** Target for Patient to be discharged by 1100hrs



RESULTS & CONCLUSION

Intervention #1

A) Time Spent & No. of Manpower: Improvement in Care Team's efficiency



The average time spent for each patient has reduced by **45.5 mins (49.4%)**.

No. of manpower has reduced by **2 staff (20 %)**

B) Patient's Experience: More data is required to support improvement in patient's experience through a more coordinated approach of interacting with patient.

Feedbacks

Patient Feedback (verbally) that she felt more assured of the care knowing that all members of the care team are working together.

Patient Experience Survey 1 out of 4 patients provided positive feedback of the care team
• *Feedback will not be obtained if discharge date is earlier than the planned discharge date or patient(s) do not wish to provide feedback.*

Care team Clear and common understanding between patient and care team on care plans for patient

Shadower Patient does not have to repeat his/her answer to similar questions asked by the care team members at different timing.

Intervention #2: Enhanced Discharge Process

After intervention, the enhanced discharge planning process **was able to meet the targeted time of discharge at 1100hrs.**

Patient	#1	#2	#3	#4
D-3	No			Yes- Discharge documents prepared
D-2	No	Prepared discharge documents & medications		Yes-Prescription sent to pharmacy
D-1	• Patient requested to be discharged the next day • Prepared discharge documents & medications		No	Yes- Discharge documents & medications given to patient
Day of Discharge	1100 hrs • Discharge documents & medications given on the day of discharge			1100 hrs



Moving Forward

- Patients with similar conditions to be placed in same cubicle. This also allows the ward care team to better coordinate their review of the patients to achieve the cost saving.
- Continued monitoring is required to ensure the discharge planning process is adopted consistently for all patients as only four patients were observed.