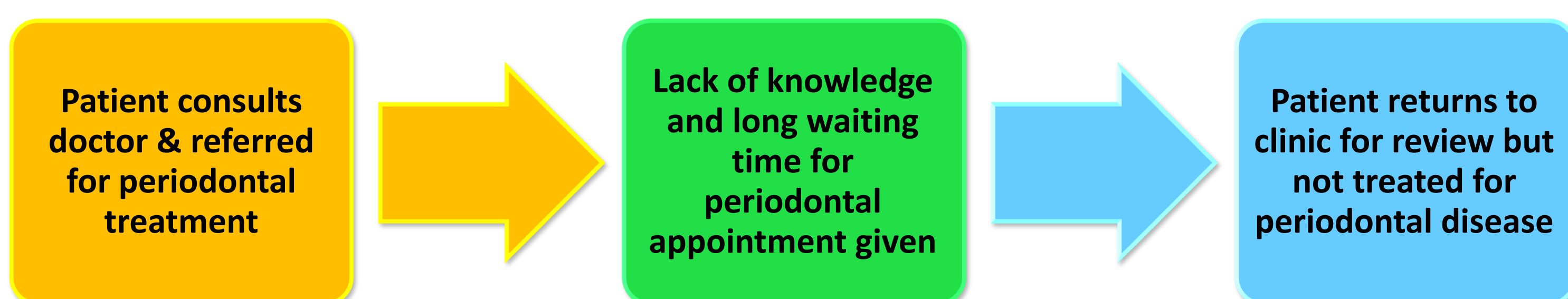


BACKGROUND

Periodontal disease is a complication resulting from diabetes. When left untreated and uncontrolled, periodontal disease in diabetic patients will leave a negative impact on their metabolic status. It will eventually result in loss of tooth, impacting mastication, speech and aesthetics. As such, oral and periodontal health are promoted as integral components of diabetes management.



← Total delay time for Periodontal treatment > 3 months →

Problems & Issues

- ✗ Gum issues are often disregarded and considered as less important compared to other medical conditions
- ✗ Lack of knowledge of periodontal disease from patients prevents early medical intervention and treatment
- ✗ Detrimental outcome if periodontal disease aggravated, especially in diabetes patients
- ✗ Long waiting time for Periodontal appointment, resulting in patient not seeking treatment

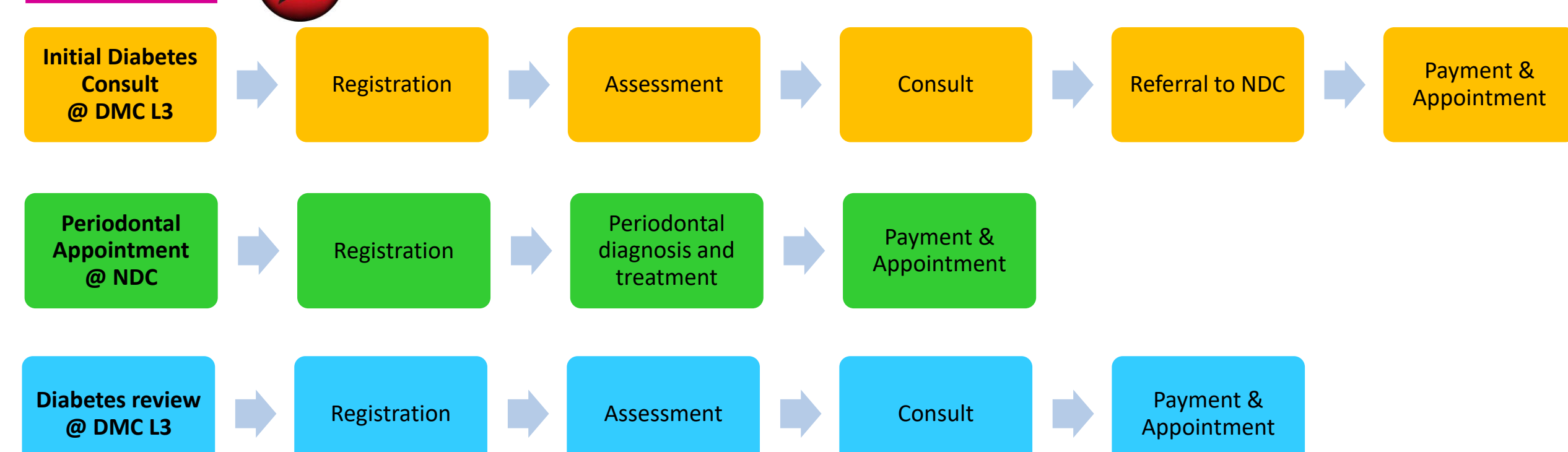
METHODOLOGY

Form a **multi-disciplinary team** comprising Endocrinologists from SGH, periodontist / dental officers from NDC, SOC operations, Facilities Development and stakeholders from ambulatory areas.

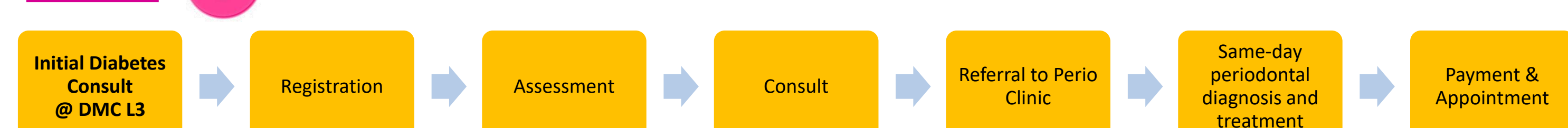
Analysis and Change Process

1. Review the current clinic space, model of care and patient journey
2. Propose a new model for amalgamated services within a single clinic visit for patients
3. Engage senior leadership to secure necessary resources to support the relocation and new model of care
4. Engage Facilities Development on design and renovation to optimize limited consult room space for a dental screening facility
5. Work with Business Office and Finance to create a viable financial model
6. Collaborate with IT to set up applications and conduct User Acceptance Test (UAT) to address various IT issues
7. Train clinic staff on the new workflow
8. Provide on-site support during implementation

BEFORE



AFTER



AIM

To establish a Periodontal Clinic in Diabetes & Metabolism Centre (DMC) to complete DMC as a one-stop centre in managing the multiple conditions associated with diabetes.

RESULTS

- ✓ Increased outreach to Diabetes patients served
- ✓ Integrated facilities within Diabetes and Metabolism Centre (DMC) to ensure convenience and seamless patient journey
- ✓ Seamless and coordinated care provided by diabetes doctors and periodontist, nurses and ancillary staff, with services organized around the needs of patients
- ✓ Functional and physical proximity of Perio services to SOC improved staff optimization and stronger collaboration cross-institution, improving patient care
- ✓ More timely intervention as same-day referral to Perio Clinic was possible for urgent / critical cases
- ✓ All services were performed within DMC - patients and caregivers do not have to navigate to another location or end up lost in the process - which causes frustration to patients and staff who have to handle negative feedback
- ✓ Saved patients and their caregivers precious time and inconvenience from multiple visits to multiple locations

INFRASTRUCTURE REDESIGN

BEFORE

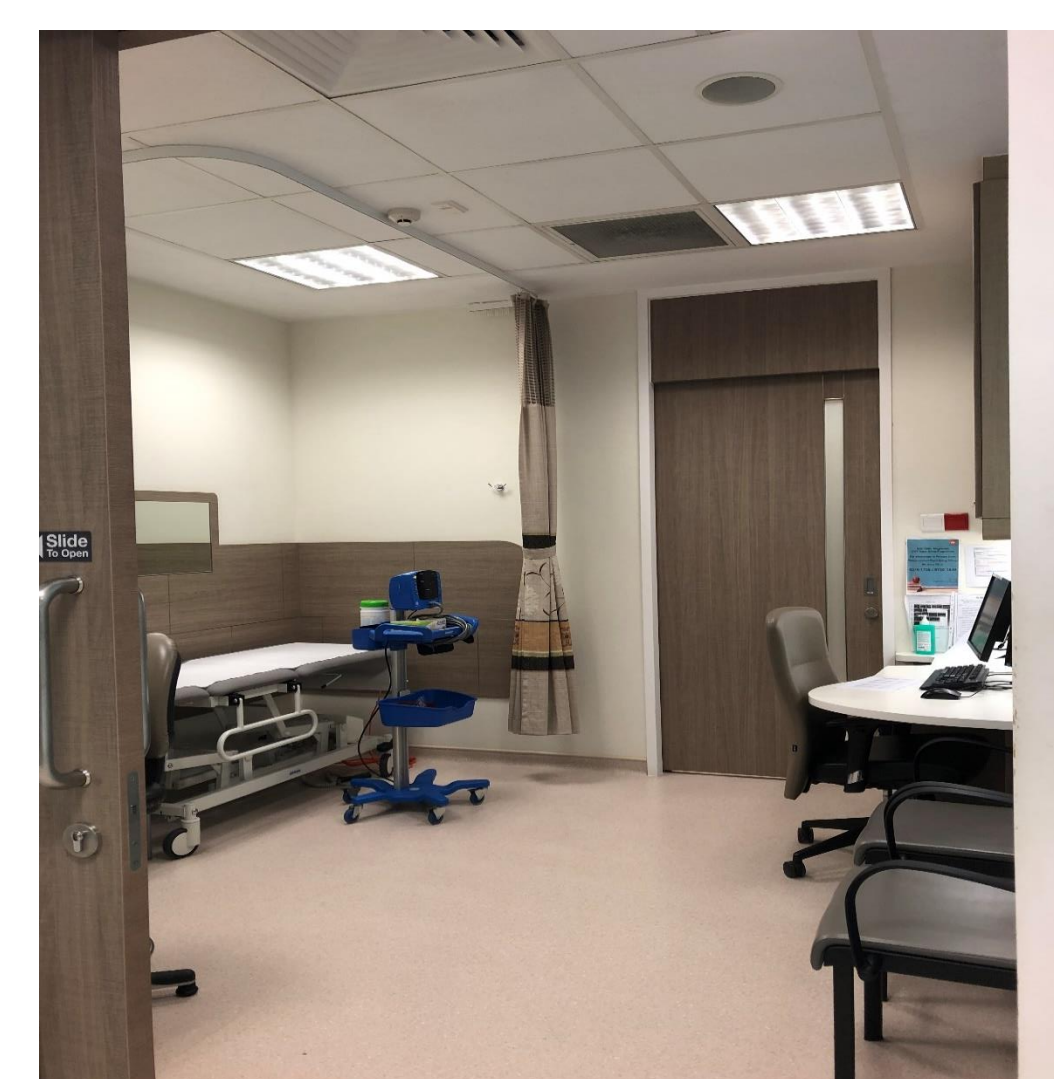


Fig 1: Original consultation room design



Fig 2: Original room assistant workstation

AFTER

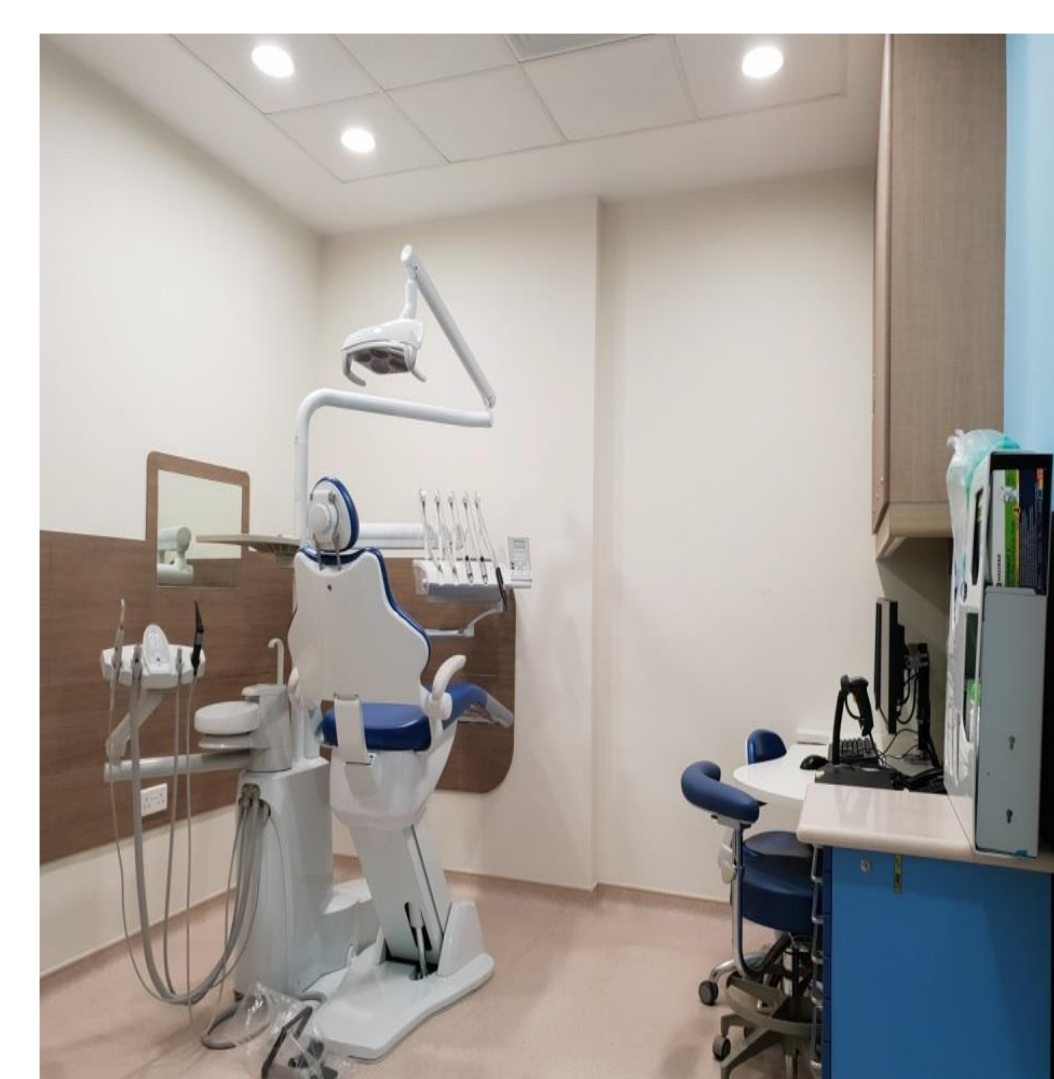


Fig 3: Conversion of consultation room to Perio Clinic

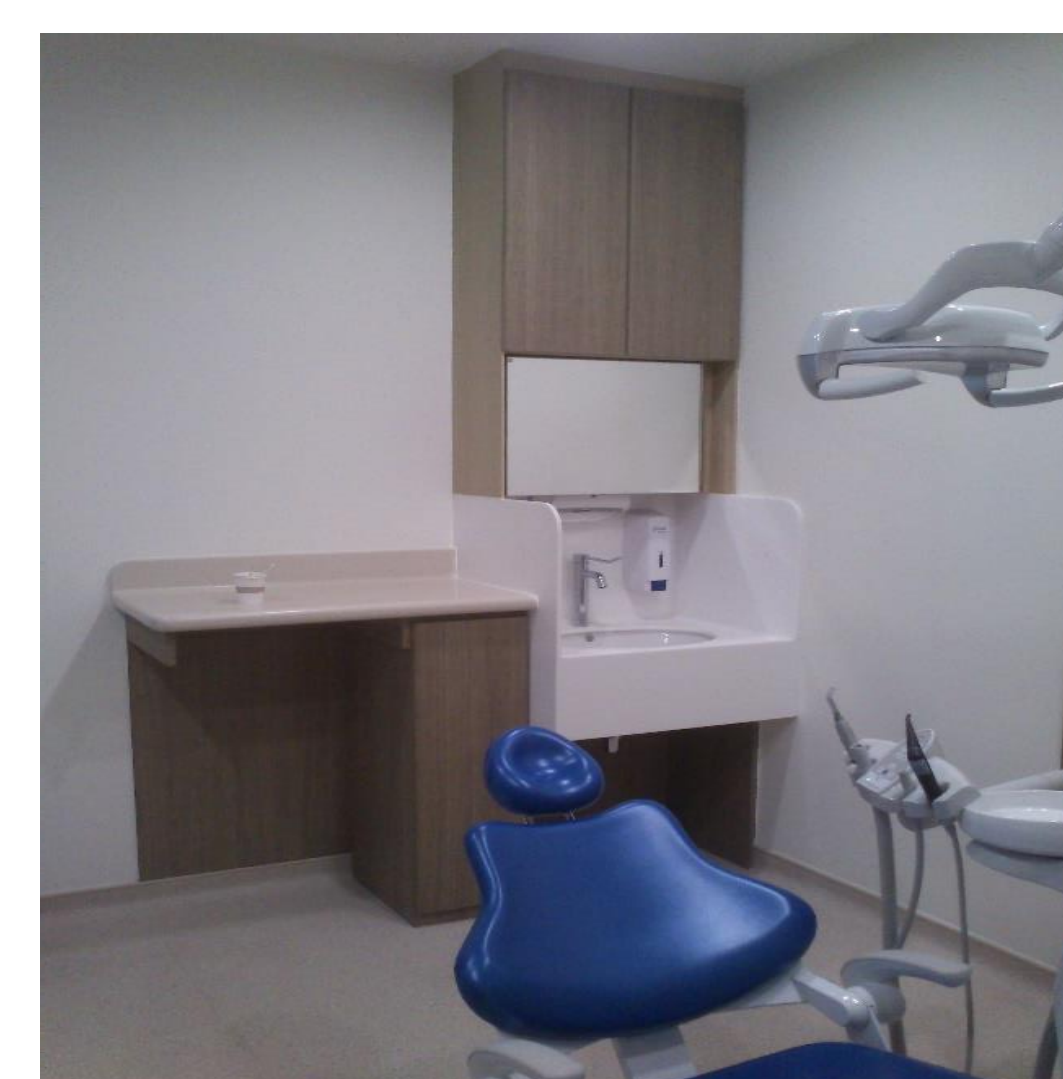


Fig 4: Redesigned procedure preparation station for Dental Officers

CONCLUSION

The Periodontal Clinic completes DMC as a one-stop centre for the management of the **multiple complications associated with diabetes**, bringing convenience to these patients and **improving oral health with timely intervention**.

The project is also in line with SingHealth's shift towards **patient-centric, coordinated care**, which organises services around the needs of patients.