

Fast Track Admission (FTA): With A Single Click

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Introduction

The process of community hospital (CH) referral from the restructured hospitals (RH) involved many steps. With the implementation of FTA program with a referral team (1st phrase), many workflow processes has been streamlined.

However, filling up the electronic referral form by the different members of the team is still time consuming and information is often not as updated as time lapses. As a result, it will cause transfer delays and will be costly to the healthcare system.

The aim of this project is to further improve FTA work process by harnessing technology with the focus on electronic referral form in Citrix itself so to reduce and minimize delays for patients referred to BVH from SGH.

Method

Problem identified:

Time wasted and maybe wrong/outdated information

Awaiting various members of RH team (Nurses, doctors, physiotherapist, occupational therapist and medical social worker) to fill up the different sections of the referral form before submitting. (1-2 days process)

Click to go to an external site to raise electronic referral form

Number of tabs of information needed to be filled up

See Button	Biodata	View Correlated By Patient History
See Button	Service Application	
See Button	Functional Status	
See Button	Medical Report	
See Button	Nursing Procedures	
See Button	Occupational Therapy (OT)	
See Button	Physiotherapy (PT)	
See Button	Speech Therapy (ST)	
See Button	Social Report	

Referral submitted

Referral "Bounce Back" if missing information

Intervention:

Referral to CH: Click to create "Inpatient Referral" using Citrix. CH referral team will be able to read the relevant important information and decide on case acceptance once "Inpatient Referral" is being put up. (Real time)
Information are now being "pull" in by just reading through rather than "key" in inaccurately and outdated.
CH referral team: Click to create "CH reply" which informed the RH team directly of referral outcome.

Step 1:
Doctor: Click to create "Inpatient Referral"
Only brief information in 'SBAR' format needed.

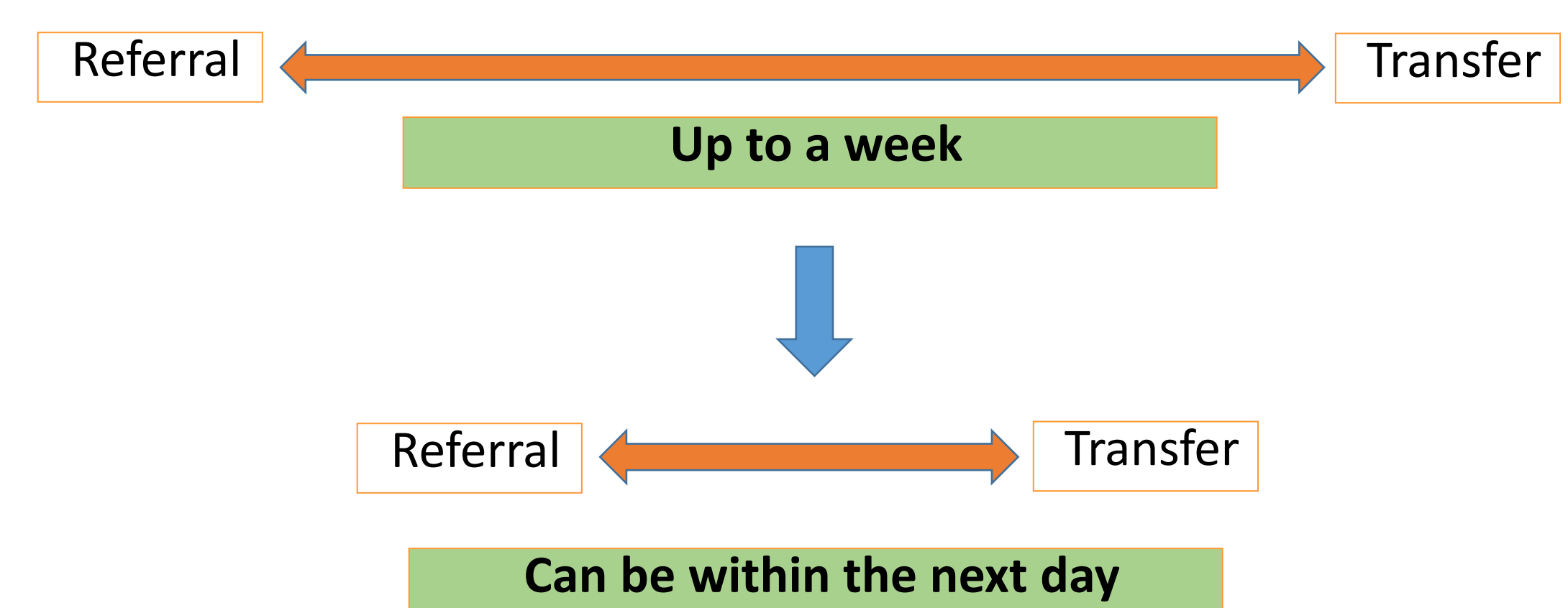
Step 2:
CH referral team: Search for the important information needed.

Step 3:
CH referral team: Click to create "CH Reply".
Referral outcome received by RH team.

Results

Time saved:

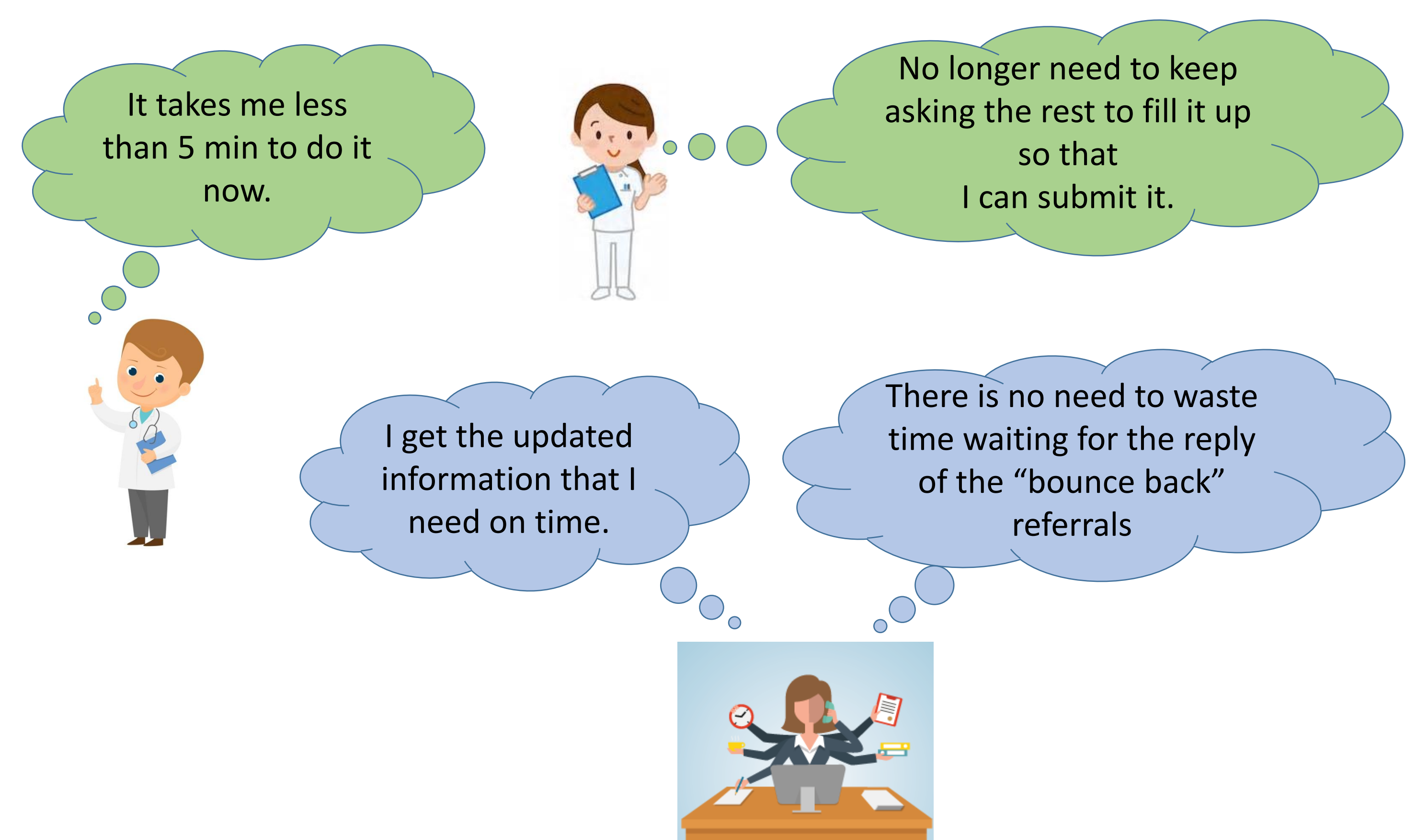
Time needed to raise an Inpatient Referral is shorten: **2-3minutes**.
Same day "CH reply" can be given.



Qualitative feedback:

RH doctors no longer need to wait for other members to input information before referral can be submitted. Therapist and Medical Social Worker do not need to spend time copying their entry into another electronic referral system, hence free up more time for clinical work.

CH referral team able to get the latest and updated information required in order to assess suitability and fitness for transfer to CH.



Conclusion

The change in the electronic referral system as part of the FTA program is time plus cost-effective and will result in significant savings for our healthcare system.

Plans for a "Central FTA Referral Team" for all RHs and the 3 CHs under Singhealth in the 3rd phase of FTA development.
To further facilitate and streamline the process of transferring cases to CH and off-loading of cases among the 3 CH.

3 great ideas generated- Which will be the ONE?

