



Singapore Healthcare  
Management 2019

# Surprised U With DFS Care Bundles



Polyclinics  
SingHealth

SNC Lee Hwee Khim, SHP - Outram  
Sreenivasan Senthami Selvi, SHP- Outram  
Wang Xue Fei, SHP- Outram  
Wong Mei Poh, SHP -Outram  
Dr. Lim Jie Tong, SHP- Outram  
Thoo Wen Chien, SHP- Outram  
Dr. Sinead Wang, SHP-Outram

## BACKGROUND

- Foot screening is essential for patients with diabetes to detect early foot problems, identify and monitor of foot-risk status. Hence, reduce foot complications
- Clinical KPI has shown that the DFS (Diabetic Foot Screening) rate was below SHP red indicator (75%)

## OBJECTIVES

- To increase DFS appointment utilization rate to 60%
- To increase DFS rate to 80% within 3 months

## PROBLEM STATEMENT

- DFS appointment utilization rate was low (42%) from January to July 2018
- Ratio of Appointment cases (40%) Vs Walk in cases (60%)
- Feedback showed that patients preferred to have DFS service on the day of Doctor's consultation rather than separate visit

## METHODOLOGY



### Plan

- Multidisciplinary Team was formed in October 18
- To screen patients who have Doctor's visit within 12.11.18 to 23.11.18
- To book DFS appointment on the same day as Doctors' visit if not done more than a year

### Do

- Telephone survey conducted in early November for 20 DFS defaulters and 40% patients surveyed preferred DFS on the same day of the Doctors' visit
- 131 patients (due DFS) were screened and DFS bundled with date of Doctors' visit
- Survey was performed for 77 patients who attended DFS and Doctors' visit

### Study

- Data was analyzed on patients who attended DFS:
- The experiences of the bundle care
- The receptiveness towards the DFS bundle care
- The effect of the bundle sequence on patients' DFS attendance

### Act

- Additional DFS service station was introduced to support the service



## RESULTS

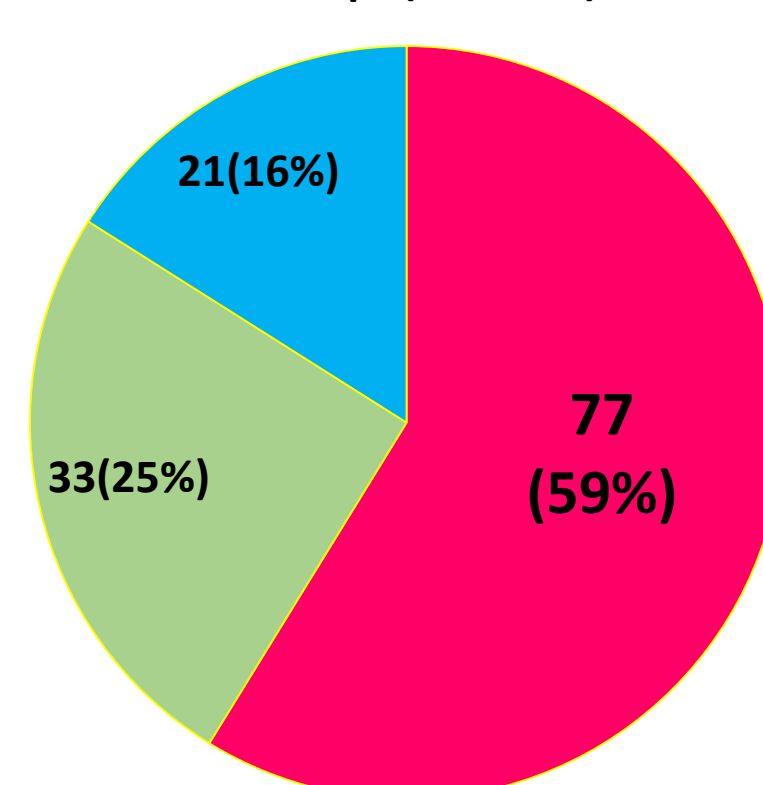
### 77 patients bundle with Day of Doctors' visit and attended DFS

- 85% (65)** of patients were comfortable to do DFS on the day of Doctors' visit
- 69% (53)** of patients were not aware they were due for DFS
- Majority (86%)** were Surprised but **HAPPY** to be part of our Bundling project
- 97% (75)** of patients satisfied with the DFS service
- Majority (64%)** were receptive to have DFS done on the day of Doctors' visit even though there were no prior notification for DFS appointment

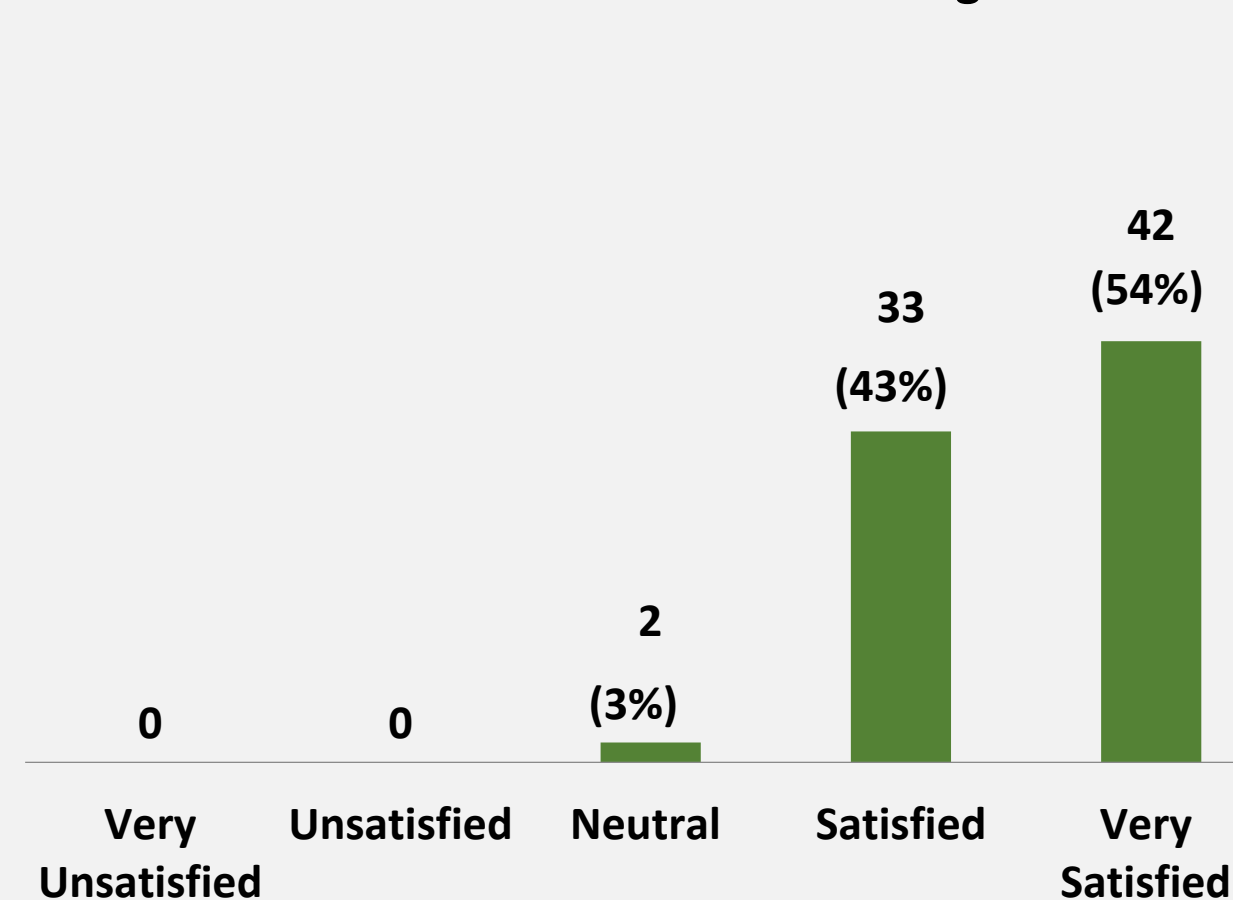
### Impact of bundle with Day of Doctors' visit

- Average Walk-in Cases was **reduced** from **60% to 30%** of total DFS attendance
- LESS interruption for staff
- Reduced Wait times for patient
- Reduced number of defaulters

■ Attended DFS  
■ Seen Dr but Did not attend DFS  
■ Missed Dr apt (no show)



Satisfied with DFS service Bundling Care

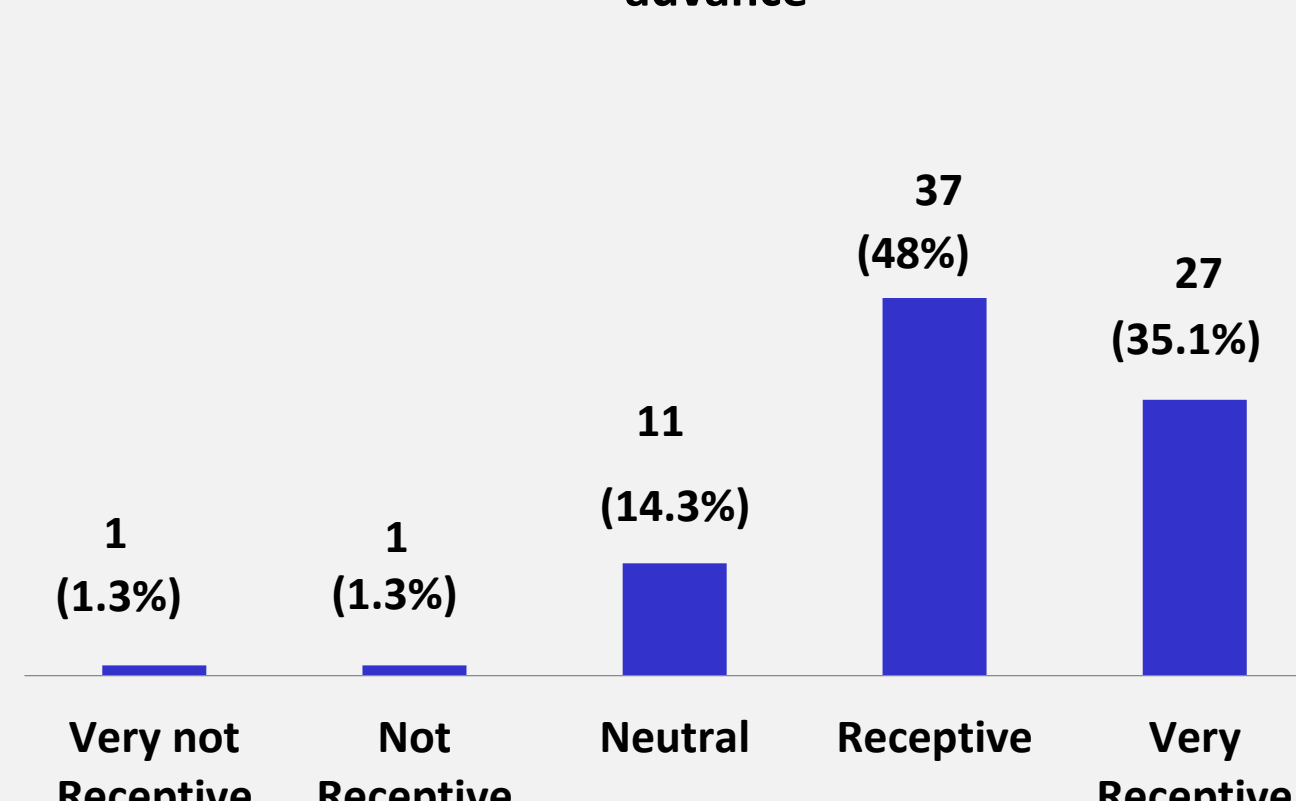


SEQUENCE OF BUNDLE – 131 patients

Bundle	Total	Attended	Defaulted	No show
DR → DFS	78 (60%)	38 (49%)	26 (33%)	14(18%)
DFS → DR	53 (40%)	39 (74%)	7 (13%)	7(13%)
Total Bundled	131	77	33	21



In future, how receptive are you when we bundle DFS service for you without notify you in advance



Analysis of DFS appointment booking vs Walk-in when bundled with doctor visit. DFS stats November (by days)

Day	Total	Attended	Defaulted
Day 1	28	18(64%)	10(36%)
Day 2	33	18(56%)	15(44%)
Day 3	28	19(68%)	9(32%)
Day 4	33	26(79%)	7(21%)
Day 5	25	22(88%)	3(12%)
Day 6	29	20(69%)	9(31%)
Total	176	123 (70%)	53 (30%)

## CONCLUSION

- DFS bundled with same day Doctors' visit improved the utilization rate of DFS appointment
- Bundling sequence is essential. Bundling DFS service first and follow by Doctors' consultation prevent patients from defaulting the DFS service
- Bundle care provides convenience to patients as it reduced extra visit. This cut down patients' travelling cost and time
- With the reduction in walk in cases, the nurses experienced less interruption in DFS service and hence less stressful

Acknowledgement:

We thanked Chief Nurse Stephanie Teo and Assistant Director Tan Ai Meng for providing the support