



Singapore Healthcare
Management 2019

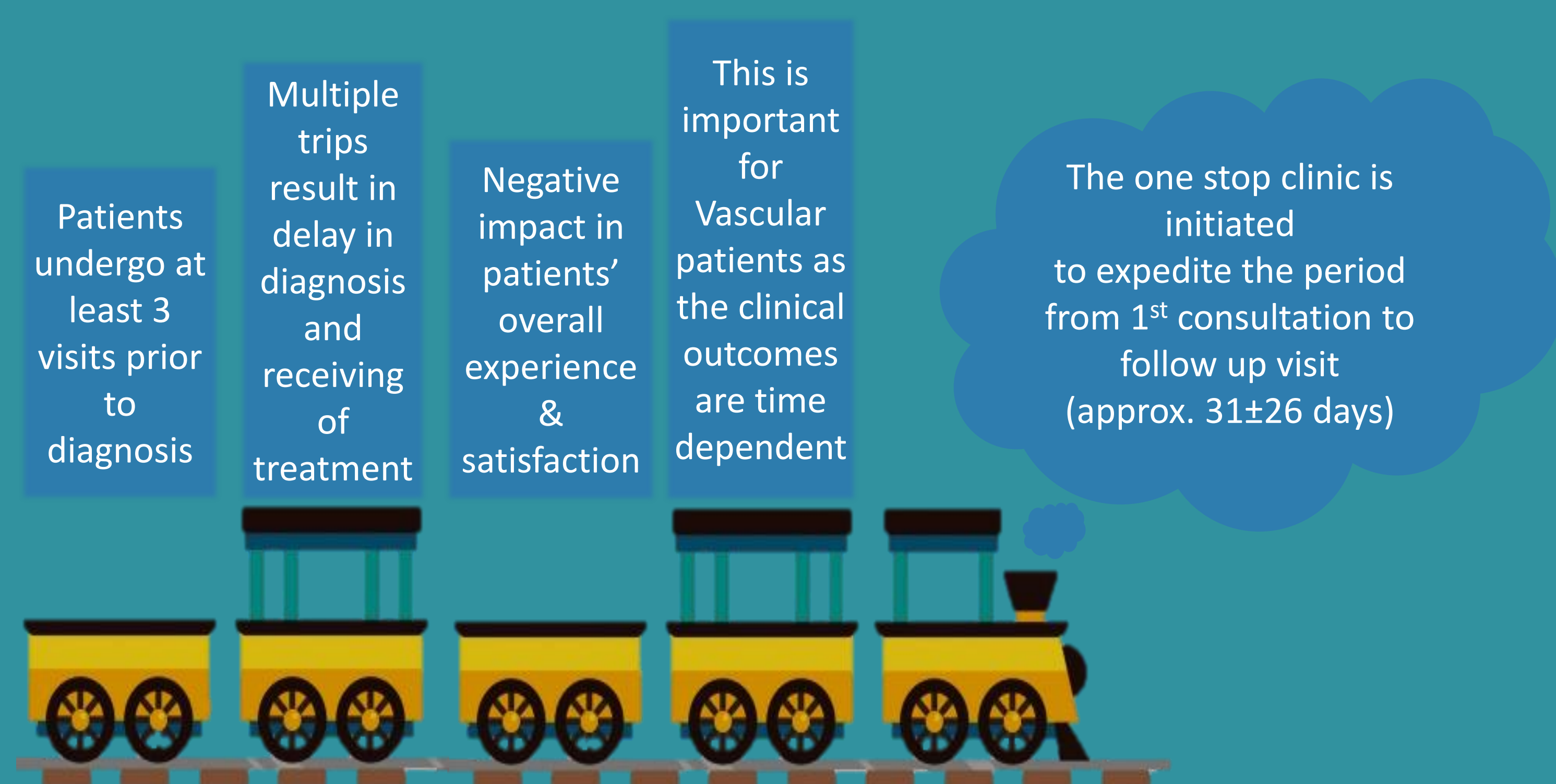
One Stop Holistic Care Setting for Patients in Vascular Outpatient Clinic



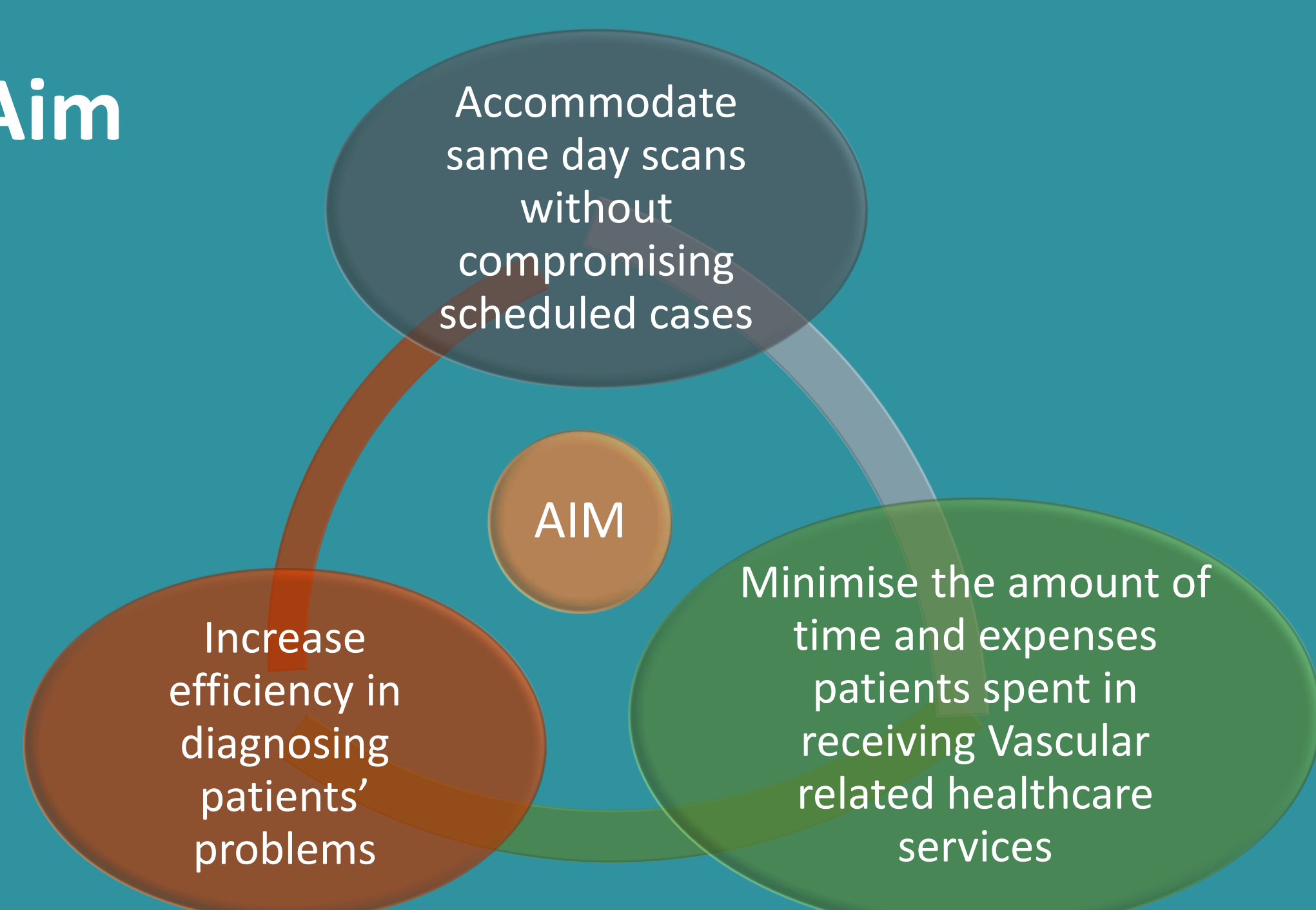
Sengkang
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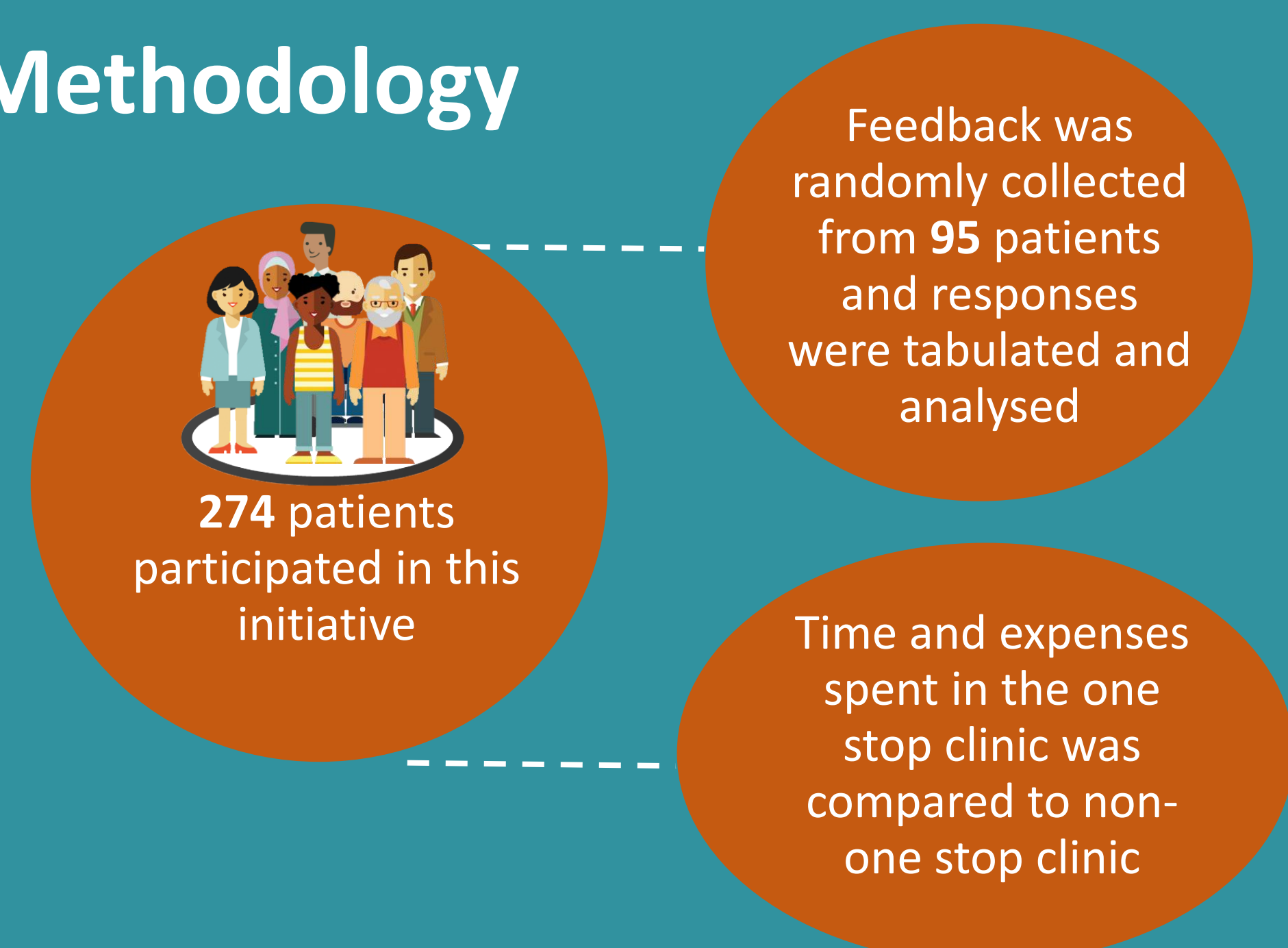
1. Introduction



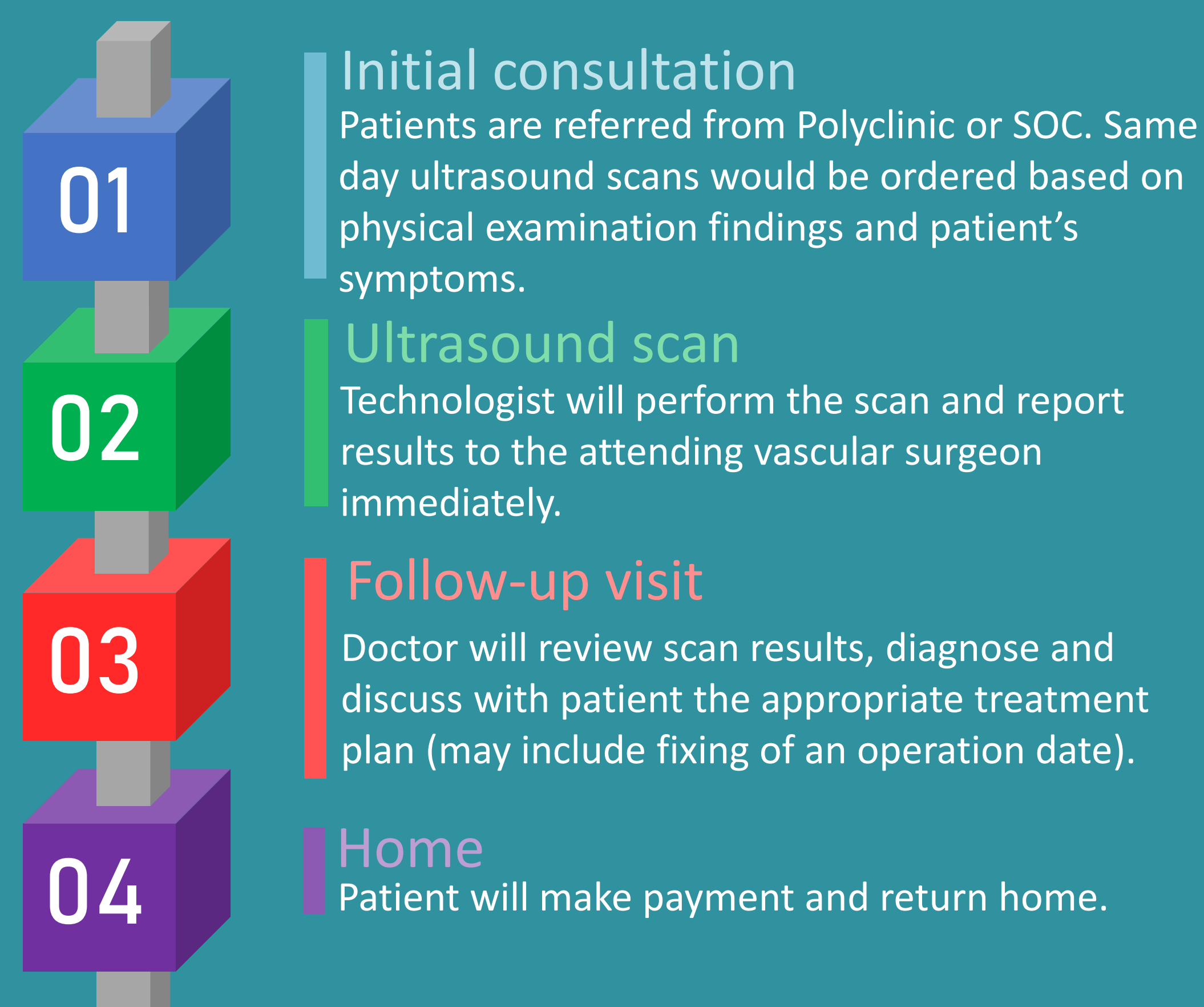
2. Aim



3. Methodology

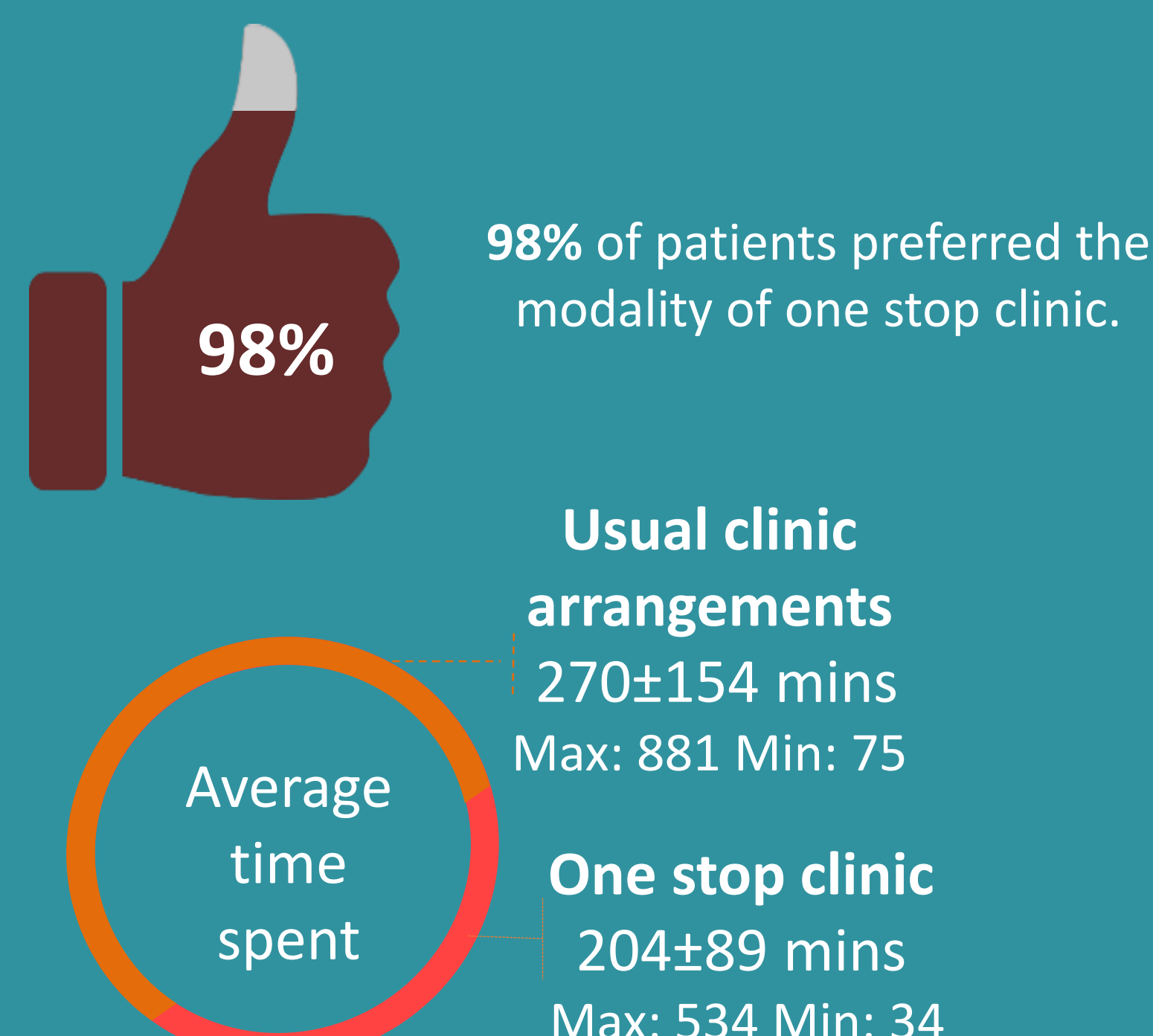


4. Patients' Journey

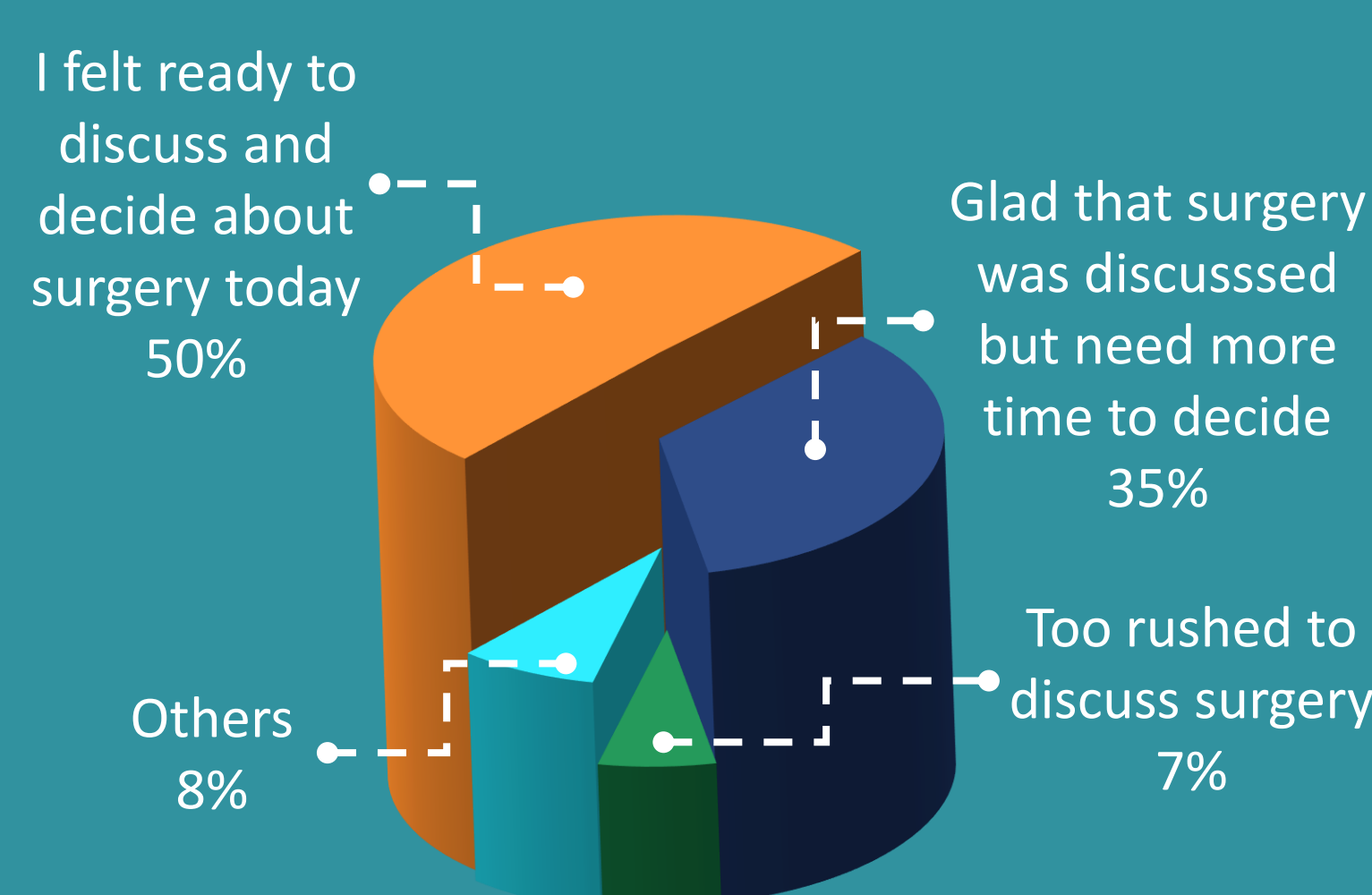


** The conventional model will have Steps 01, 02 and 03 in 3 separate visits.

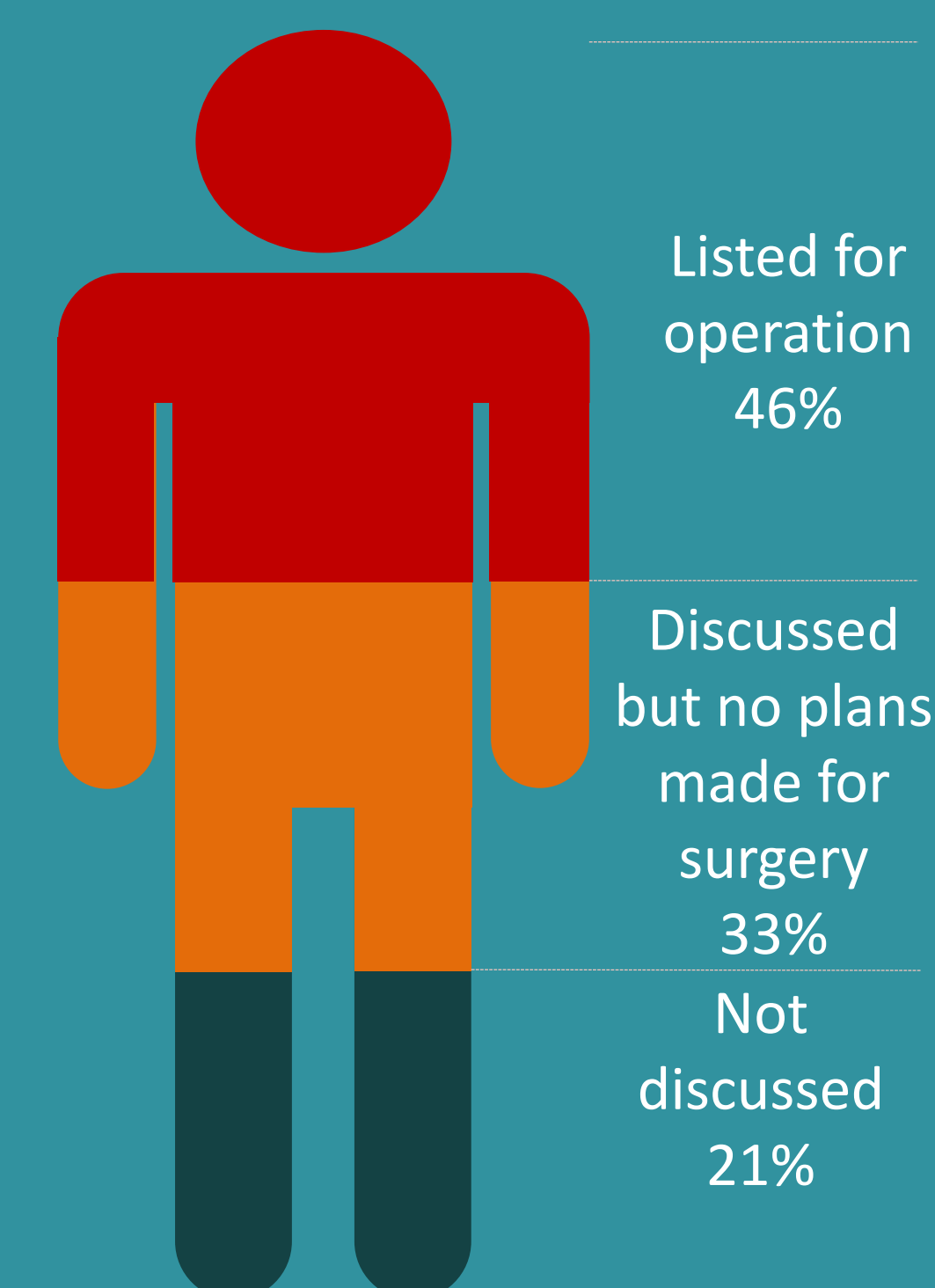
5. Results



We were also able to reduce the waiting time spent in hospital by approximately **24%** which is one of the main indicators for patients' satisfaction and a major concern based on MOH's Patient's Satisfaction Survey (2015).



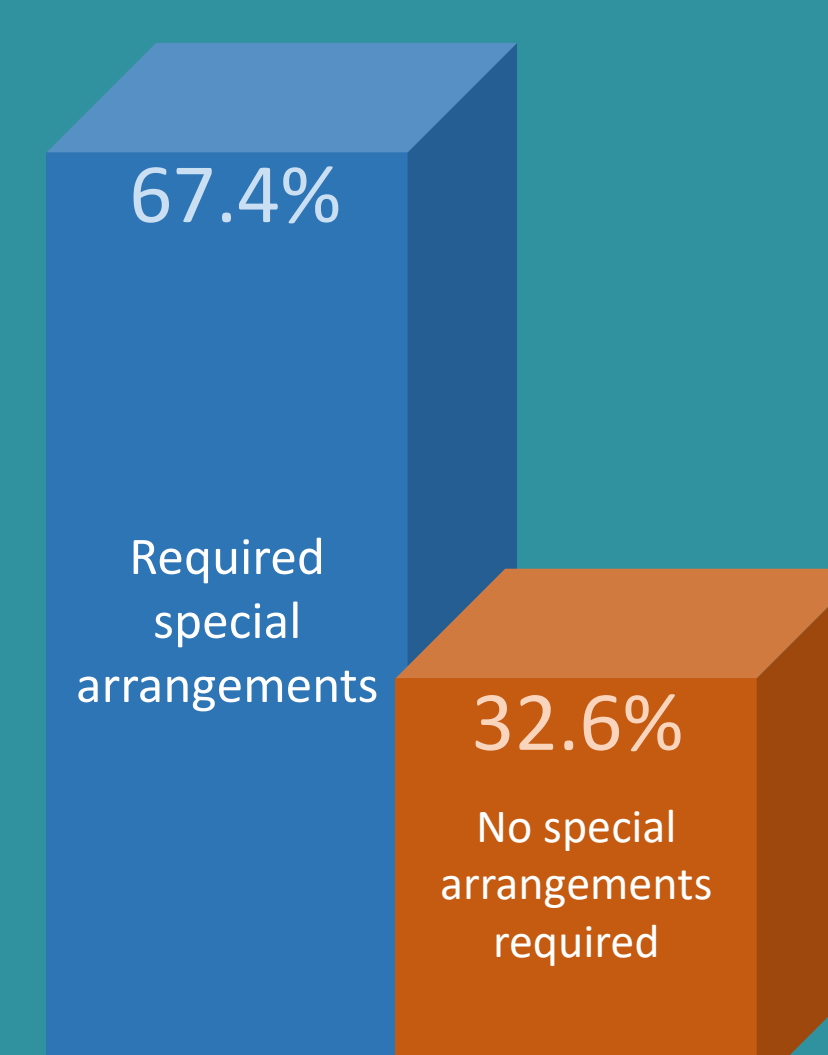
85% of the patients were receptive to having surgery discussed on the same day. However, some required more time for decision making.



Treatment options were offered after the ultrasound scans and **46%** of the patients were listed for surgery, ensuring efficient management of patients' conditions and prevent progression of disease.



Patients were able to save an average of **\$103** (doctor's consultation and transportation fees). **67.4%** of patients require special arrangements for clinical visit (e.g. requiring time off, an accompanying caregiver due to translation or mobility issues). Thus, this initiative can alleviate the frequency of arrangements required.



6. Conclusion

The one-stop clinic was well received by vascular patients. It improved efficiency and patients' satisfaction as diagnosis and treatment discussions occurred on the same day consultation. This model saved costs and time for the patients as the number of visits to the hospital was reduced.

7. Acknowledgement

We will like to express our gratitude to our fellow colleagues in Clinical Measurement Centre for the help and support rendered during this period.