Singapore Healthcare Management 2019

One Stop Holistic Care Setting for Patients in Vascular Outpatient Clinic

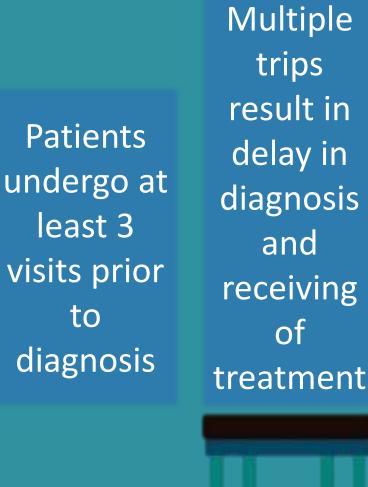
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1. Introduction



Negative impact in patients' overall experience satisfaction

for The one stop clinic is Vascular initiated patients as to expedite the period the clinical from 1st consultation to outcomes follow up visit are time (approx. 31±26 days) dependent



This is

important

2. Aim Accommodate same day scans without compromising scheduled cases AIM Minimise the amount of time and expenses Increase efficiency in patients spent in receiving Vascular diagnosing

3. Methodology



patients'

problems

Feedback was randomly collected from **95** patients and responses were tabulated and analysed

related healthcare

services

Time and expenses spent in the one stop clinic was compared to nonone stop clinic

4. Patients' Journey

02

04

Initial consultation

Patients are referred from Polyclinic or SOC. Same day ultrasound scans would be ordered based on physical examination findings and patient's symptoms.

Ultrasound scan

Technologist will perform the scan and report results to the attending vascular surgeon immediately.

| Follow-up visit

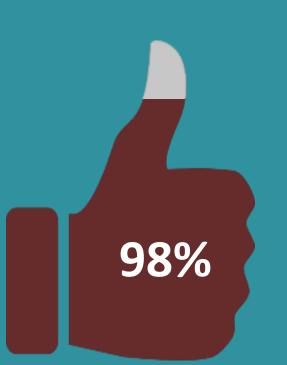
Doctor will review scan results, diagnose and discuss with patient the appropriate treatment plan (may include fixing of an operation date).

Home

Patient will make payment and return home.

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

5. Results



(2015).

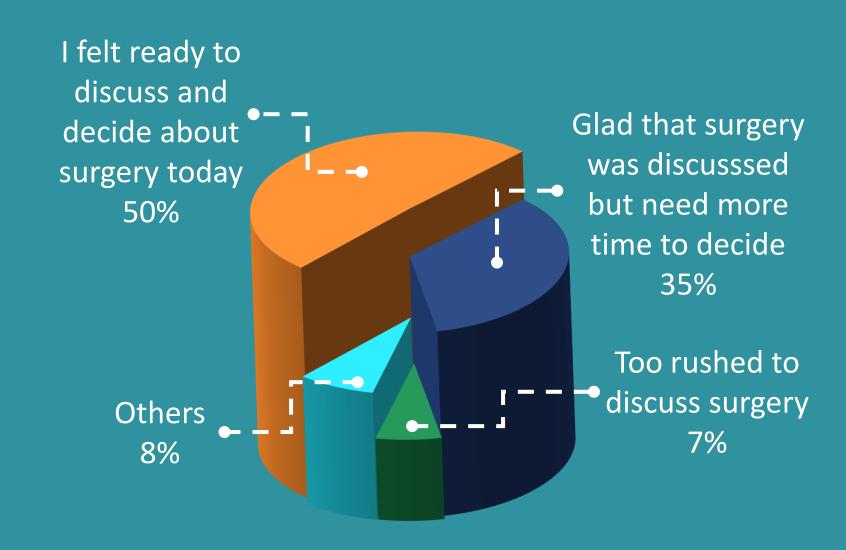
98% of patients preferred the modality of one stop clinic.

Usual clinic

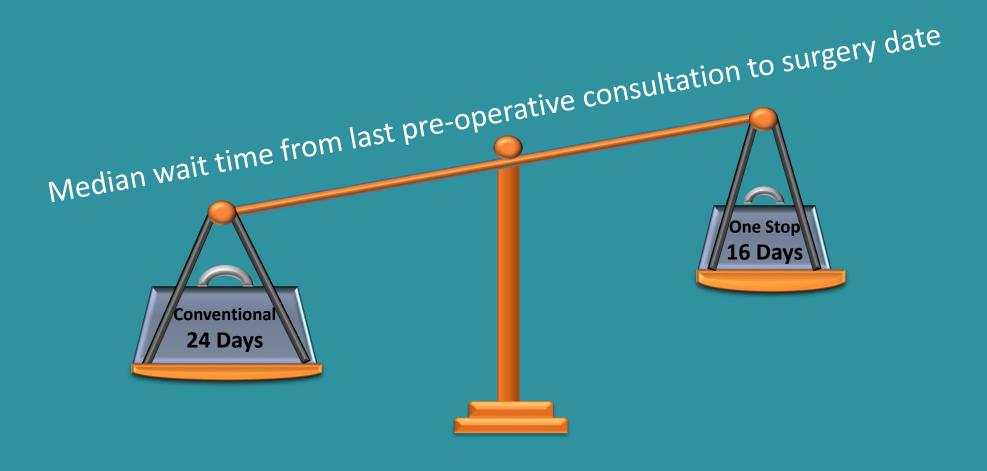
Max: 534 Min: 34

arrangements 270±154 mins Max: 881 Min: 75 Average time One stop clinic spent 204±89 mins

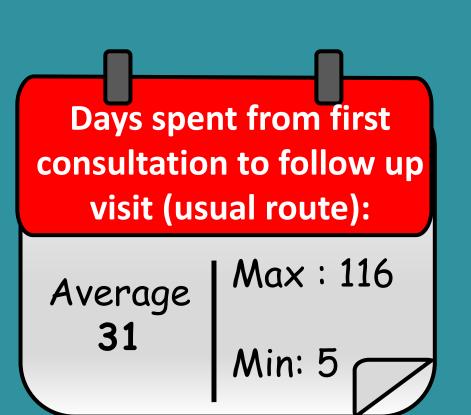
We were also able to reduce the waiting time spent in hospital by approximately 24% which is one of the main indicators for patients' satisfaction and a major concern based on MOH's Patient's Satisfaction Survey



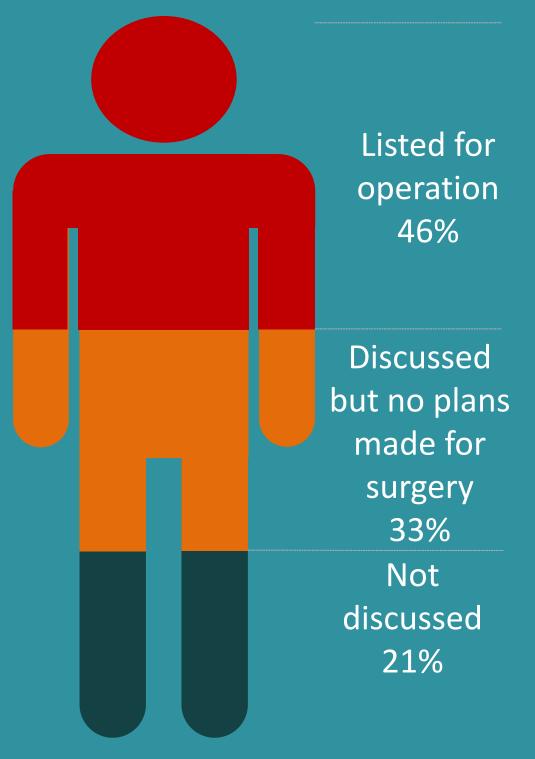
85% of the patients were receptive to having surgery discussed on the same day. However, some required more time for decision making.



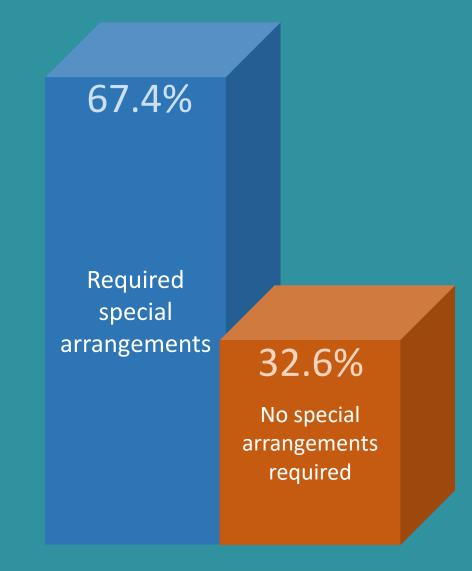




The one stop clinic was able to minimize the total number of days spent from initial consultation to follow up consultation (3 visits) via the usual route to a single day. Thus, expediting the window period required for diagnosis and treatment.



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.