



**Singapore Healthcare
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Superfast tract of transferring patient to BVH

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Introduction

Bed crisis has been a chronic issue in the in acute care hospital setting. The average bed occupancy rate (BOR) in SGH in 2017 was at 92%. In order to fully utilize the facilities and reduce the waiting time for patient in A&E, patients who are in stable condition but require a short period of continuation of care would be transferred to community hospital to help vacate the beds early. However, patients often would need to wait for an average of 14.3 days to be transferred to community hospital. While waiting for the transfer the patient would continue to occupy the acute hospital bed which in turn affect the waiting time for beds for new admissions hence worsening the bed crisis issue.

Aim of study

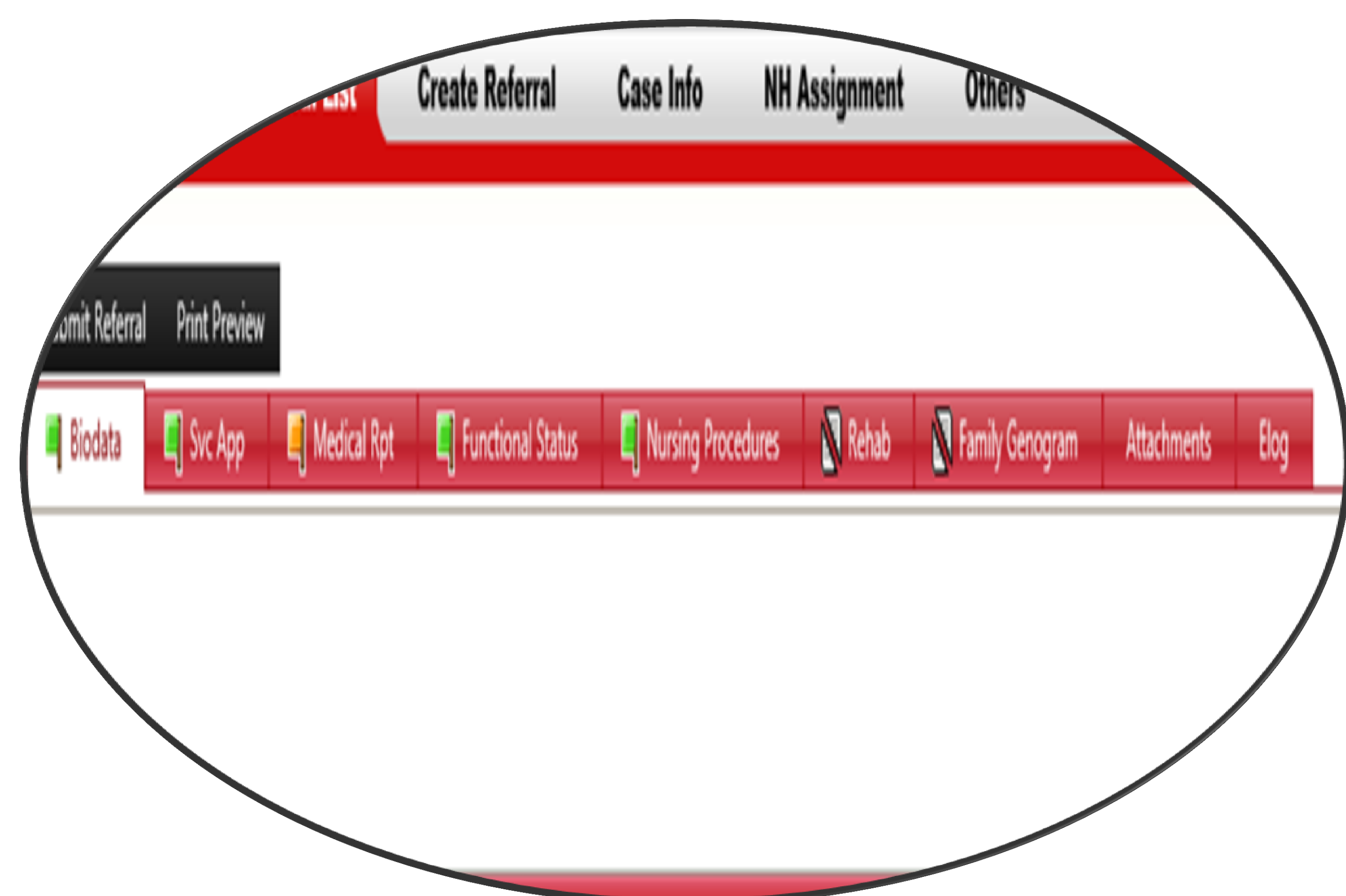
Our project aim to reduce the 50% of waiting time for inpatient being transferred to community hospital in 6 months

Method

A Cause and Effect diagram was used to identify factors contributing to delays in transferring patient to community hospital and a Pareto Chart was used to determine which root causes to target.

Various solutions were proposed and assessed using a prioritization matrix based on the criteria ease of implementation, effectiveness and impact.

Complexity of referring form in AIC system and waiting for other Allied Health providers (Occupational therapist and Physiotherapist) were identified as a root cause for delaying the referral.



Simplified Agency for Integrated Care (AIC) referring system was implemented with no Allied Health's inputs needed. The referring doctor only need to update patient's information in the Citrix system. Community Hospital doctor (FMCC) would review the patient from the system and indicated whether to accept the patient-in the AIC system.

Results

After implementing the interventions, the duration of time spent for the team to submit the referral in the AIC system has been reduced from 5 days to 1 day (table 1). Total waiting days for patient to be transferred to community hospital from the time the teams decided for community hospital to the date of transferred has also reduced from 9 days to 5 days.

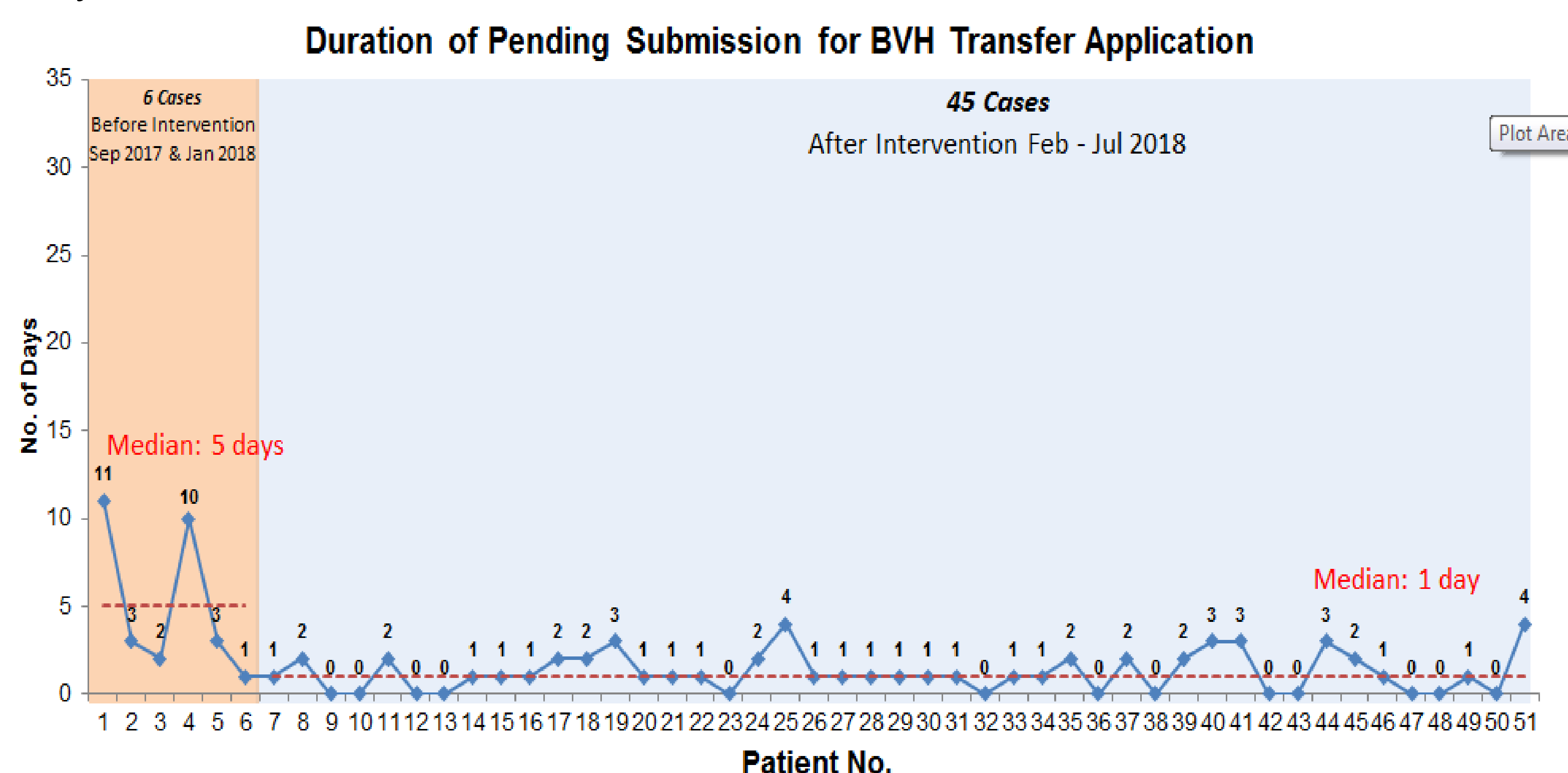


Table 1

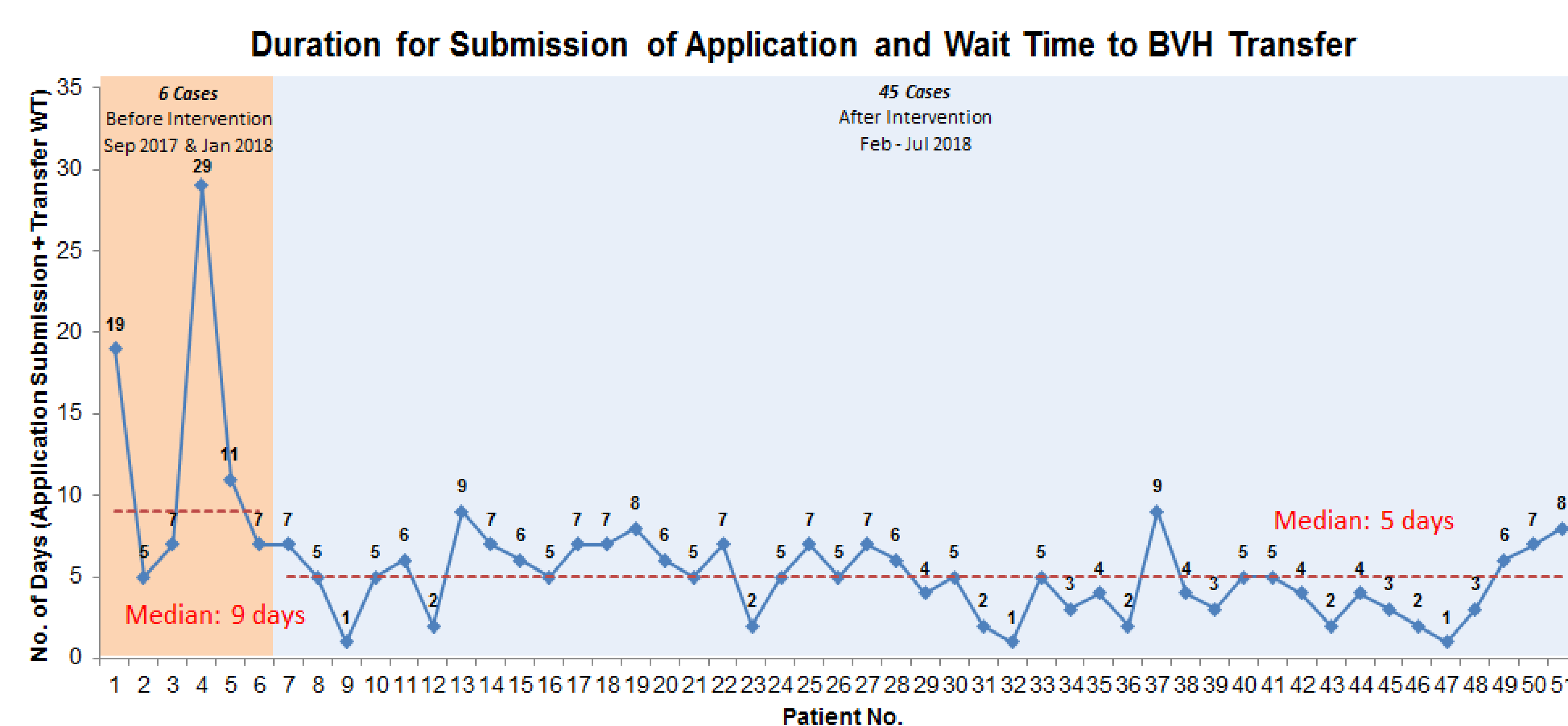


Table 2

Conclusion

The simplified process of AIC system can be used in all inpatient wards to facilitate a smooth transfer process. Early vacating of the inpatient beds would help to effectively plan and manage hospital beds to ensure high medical standard of commitments. It would also include reducing the bed wait time for patients in A&E and optimise the use of the medical facilities.