



Singapore Healthcare
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HASSLE-FREE ACCESS TO EMERGENCY HAND SERVICE

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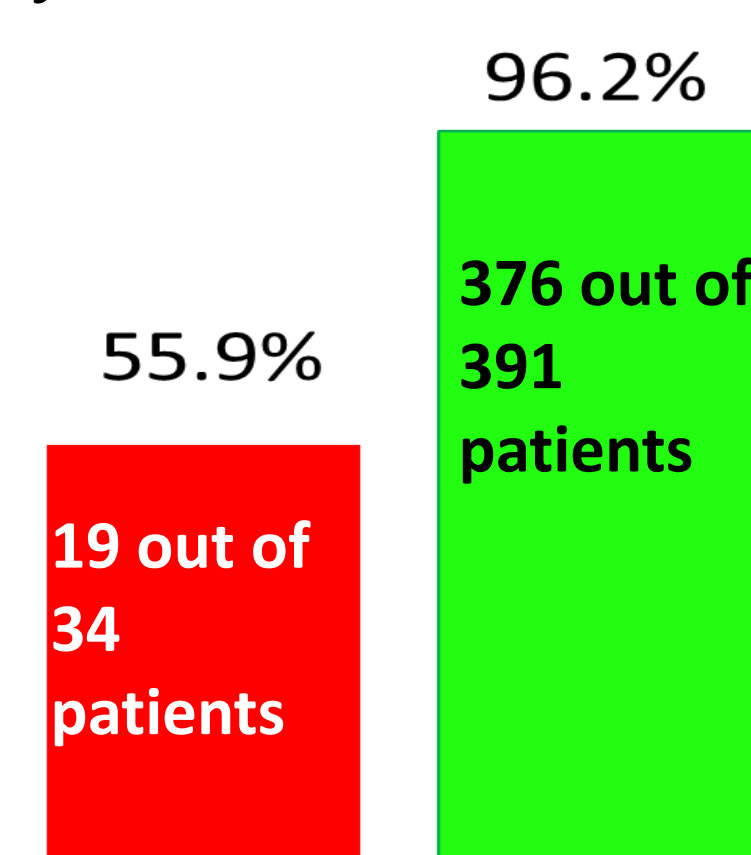
BACKGROUND

Access to emergency hand services has been sub-optimal.
From Jan to Apr 2018:

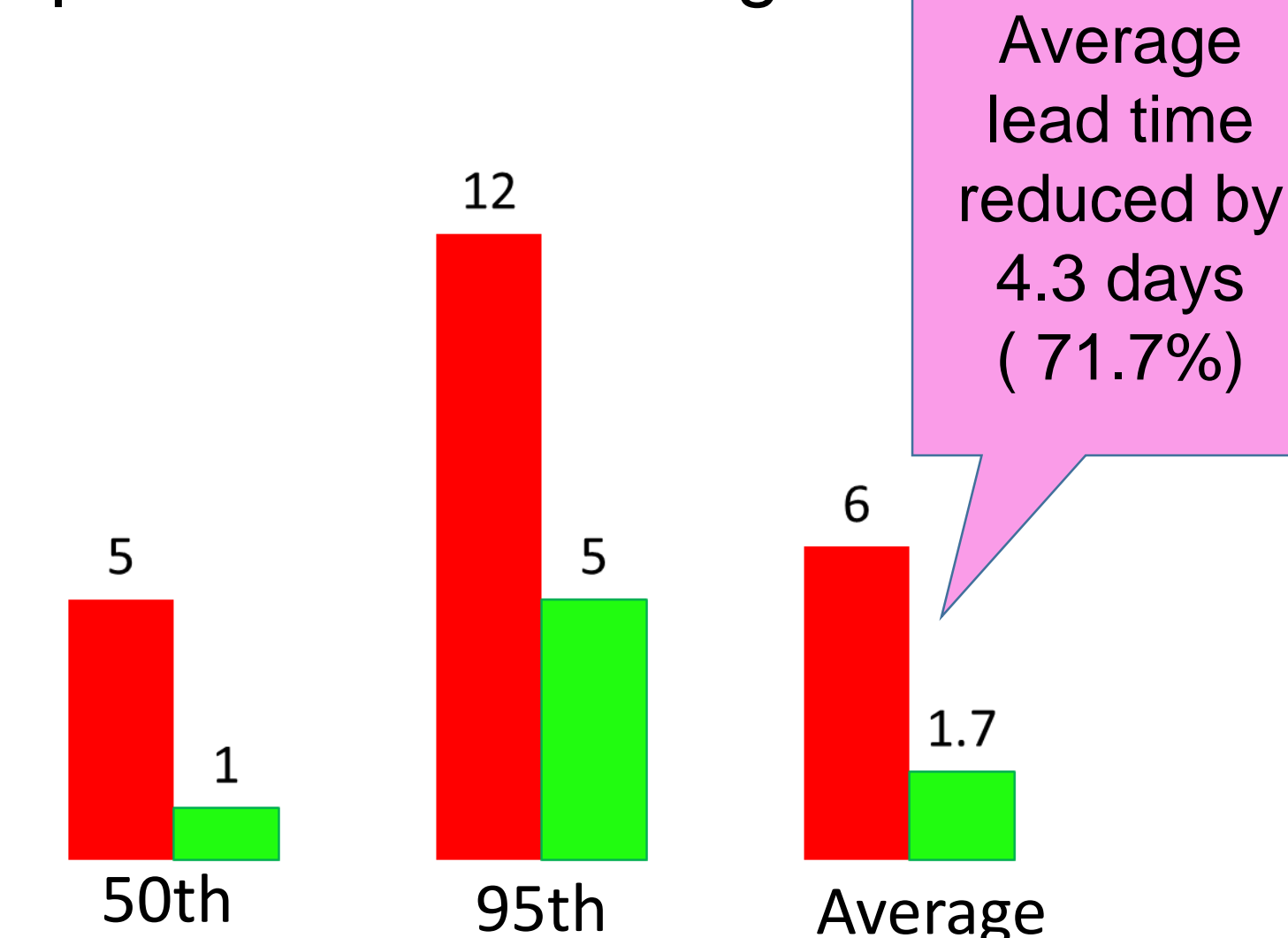
Number of A&E patients referred to Hand Clinic with urgent lead time (<5 days)	58
Number of patients lost to hand service follow-up	24/58 (41%)
Number who attended the Hand Clinic as First Visit (FV)	34/58 (59%)
Number seen within 5 days	19/34 (55.9%)
Number seen after 5 days	15/34 (44.1%)

RESULTS

% of patients requiring urgent Hand Clinic referral (<5 days) who were seen by Hand Clinic Doctor in 5 days



The lead time (in days) for urgent Hand Clinic referrals (<5 days) at 50th and 95th percentiles & average



Before implementation (Jan-Apr 2018)

After implementation (May-Dec 2018)

ANALYSIS OF ROOT CAUSES

Limited Hand Clinic slots preclude appointments within 5 days

Emergency Hand Services shared with Emergency General Orthopaedics

When the urgent Hand Clinic appointment could not be met, it impacts:

Patient Care

Patient's waiting time

Patient's satisfaction

AIM

Provide rapid access to specialised Hand care in Emergency setting

Achieve 95% compliance rate for urgent hand specialist assessment (within 5 days)

METHODOLOGY

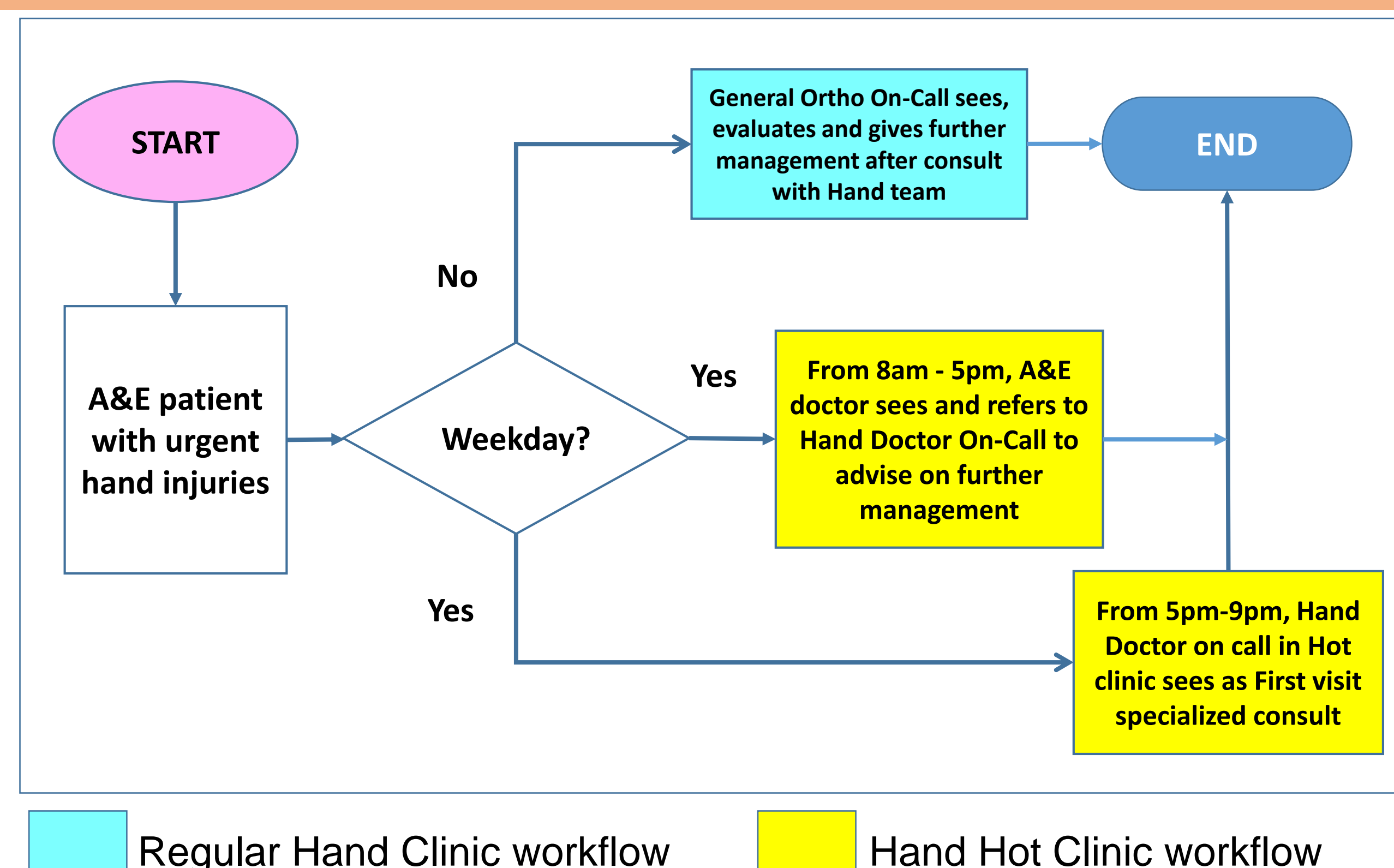
- Design and development of a prototype urgent hand service (**Hand Hot Clinic**) via a collaborative process between expert panel of Orthopaedic Hand Service and A&E Care Centre
- Key features of **Hand Hot Clinic**:

Located at A&E, Mondays-Fridays from 5pm-9pm

Hand doctor on call readily available to assess and manage urgent hand injuries

Specialized Hand consultation given to all hand injuries during Hot Clinic hours

SOLUTION: Hand Hot Clinic Workflow



PROJECT IMPACT

Indicator	Result	Impact
Compliance to lead time for urgent Hand Clinic referral (<5days)	<ul style="list-style-type: none">Compliance increased from 55.9% to 96.2%Hand Hot Clinic contributed to 81% of the compliance rate (303 cases out of 376 cases were seen at Hand Hot Clinic)	<ul style="list-style-type: none">Higher rate (96.2%) of timely care for patients who require urgent review by Hand Clinic Doctors
Overall lead time for the urgent Hand Clinic referral	<p>The reduction in time are:</p> <ul style="list-style-type: none">50th percentile: from 5 days to 1 day95th percentile: from 12 days to 5 daysAverage: from 6 days to 1.7 days	<ul style="list-style-type: none">Average lead time reduced by 4.3 days per patient, means shorter waiting time.



SUSTAINABILITY

This project has been well-received by patients and staff. It has now been integrated into Hand Surgery Service with formal allocation of manpower to sustain the Hand Hot Clinic in the weekdays. To further enhance the service and provide comprehensive coverage to urgent hand injuries, the Hand Hot Clinic will be extended to include weekends and will have a designated room in A&E.

CONCLUSION

Using a designed and developmental methodology, we were able to produce a rapid prototype emergency service for hand surgery. This has resulted in a viable expansion of our Hand Surgery Service following a successful field study with resultant significant improvement in delivery of care for emergency hand cases.