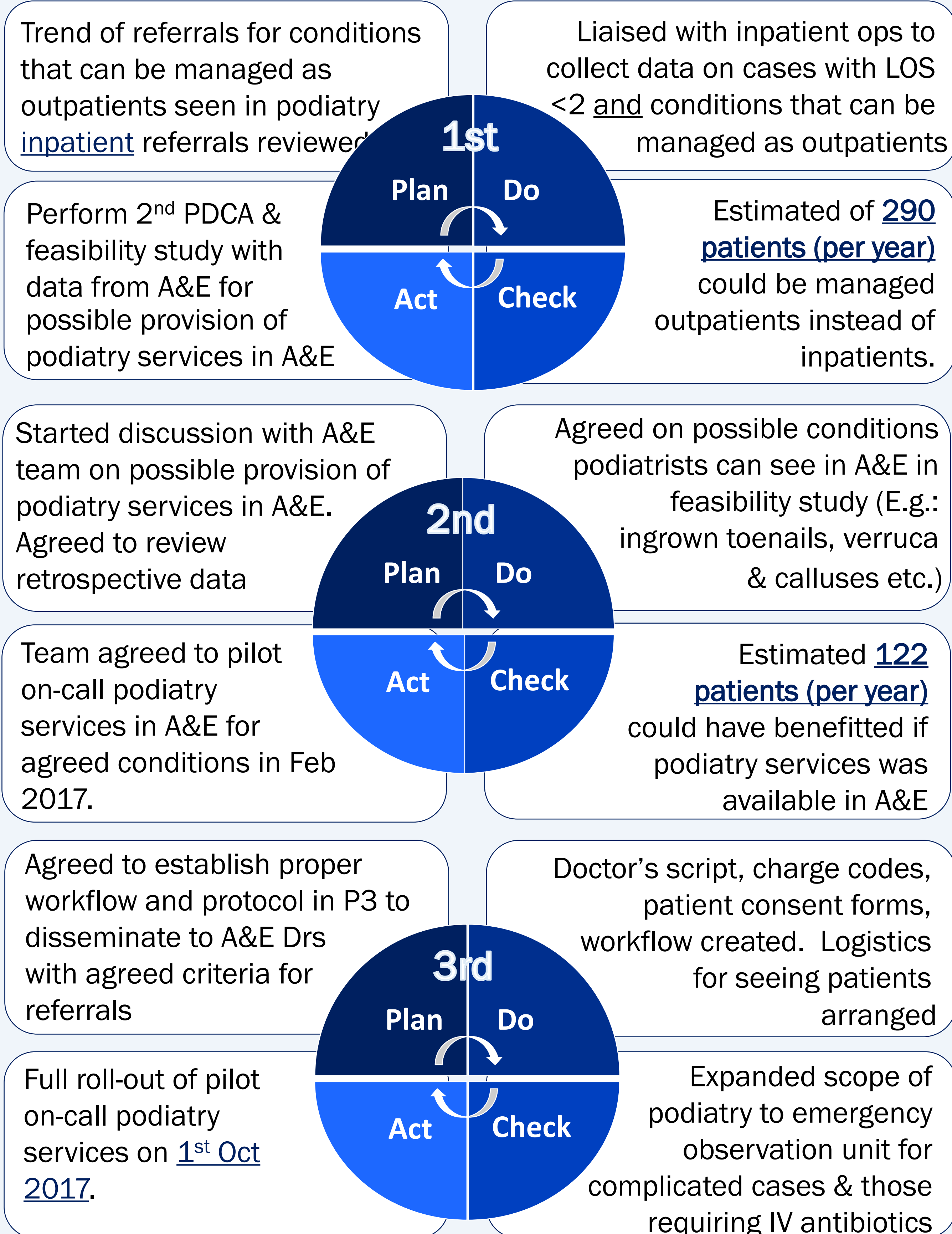


Background

Recently, there has been an increasing trend of Khoo Teck Puat Hospital (KTPH) inpatient referrals for podiatry services for conditions that may be managed in the outpatient setting. Additionally, these patients typically have a short length of stay (LOS). The benefits treatment in the inpatient setting may be negated by the laborious administrative processes in admitting and discharging patients. To prevent such scenarios, a targeted approach was employed to intervene upstream by providing podiatry input prior to decision for admission for such patients.

Aim: To enable patient to early access to podiatry services in KTPH A&E; to promote care by podiatrist in the KTPH outpatient setting rather than admission to inpatients.

Methodology

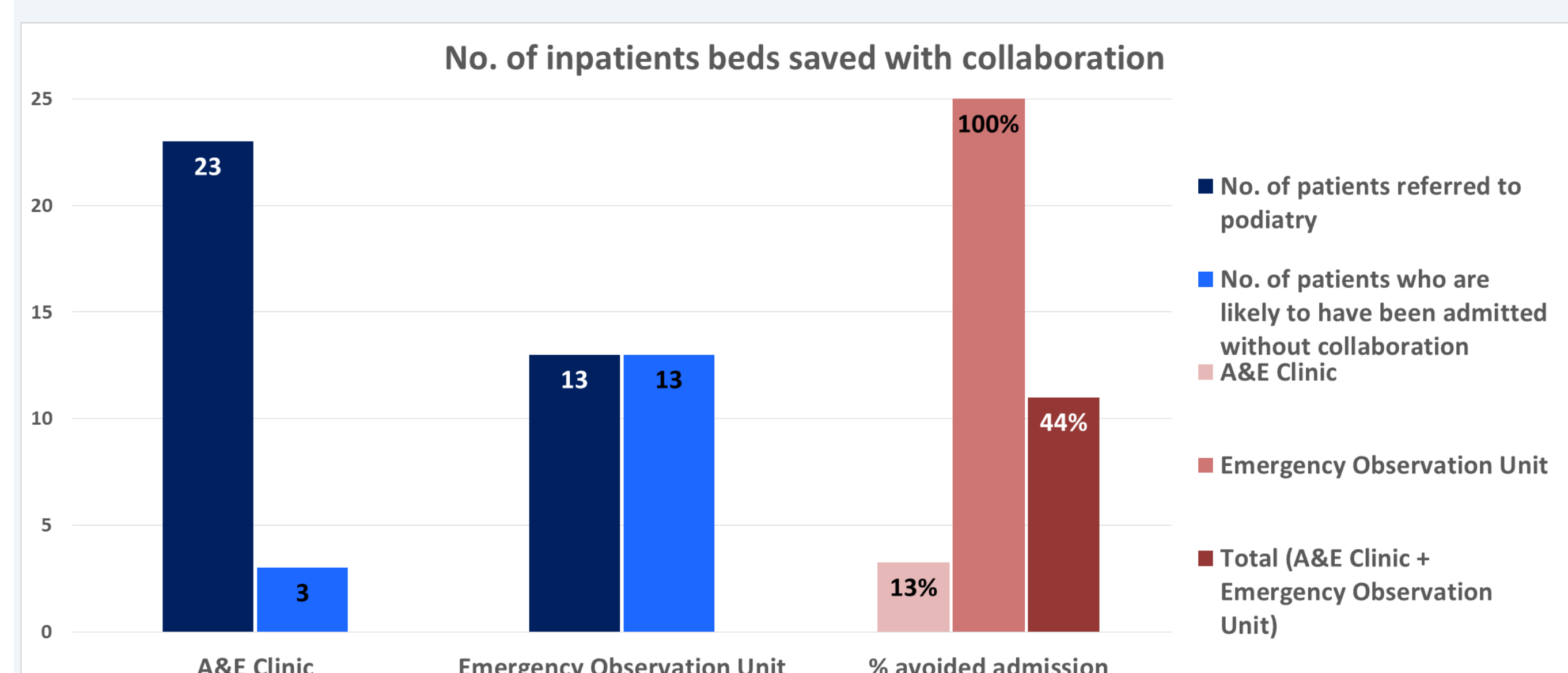


The team performed 3 PDCA cycles before the full roll-out of the initiative in A&E. Both teams have been fully briefed about the workflow & criteria for referral in both P3 (A&E Clinic) and EDTU (Emergency Observation Unit).



Results & Project Impact

Between Oct 17' to Oct 18', a total of 36 patients were referred to podiatrists. Chart below showed the number of patients (%) who have avoided admission due to this new collaboration.



	Result	Impact
Expedited podiatry services at A&E	<p><u>Before:</u> A&E → Ortho (4 weeks) Ortho → Pod (8 weeks) Total ≈ 12 weeks (84 days)</p> <p><u>After:</u> Immediate treatment</p>	<ul style="list-style-type: none"> Holistic care Immediate care plan Direct SOC apt Reduce cost Reduce waiting time
No. of inpatients bed saved	<p>16 patients x LOS 2 (assumption) = 32 bed days saved</p>	<p><u>Cheaper:</u> Each bed day = \$650 Annual savings = \$20,800</p>
Manpower savings	<p>65 mins spent per referral by Contact Centre, A&E PSA, SOC Dr, SOC PSA</p>	<p><u>Cheaper:</u> 23 P3 cases x 65mins ≈ 25 hrs per year ≈ 0.01 FTE ≈ \$650</p>
Reduced re-attendance to A&E Clinic	<p><u>0 cases</u> returned to ED within 1 month for the same diagnosis (0% vs 3.5%)</p>	<p><u>Safer:</u> Definite care plan for patients; reduce need to return to A&E</p>
Reduced re-admission to EDTU	<p><u>0 cases</u> returned to ED within 1 month for the same diagnosis in EDTU</p>	<p><u>Better:</u> Previously these patients would have been admitted for treatment</p>

Sustainability, follow-up & conclusion

This is the first documented successful collaboration between KTPH Podiatry and A&E Department in Singapore. Combination of appropriate expedited medical and podiatry management provides cost-effective, holistic care and definite plans for patients, without needing inpatient admission in most cases. Appropriate & direct outpatient appointments can also be arranged with input from both podiatrists and doctors after treatment in A&E. Bed-days have been saved due to avoidance of admissions and reduce re-attendance to A&E through immediate podiatry assessment and intervention at A&E. Through this collaborative effort, the team has helped delivered an annual savings of **\$21,450** and improved access of care for patients via this seamless service. There is a potential for greater savings to be attained with more referrals to this service.

Future goals to improve overall referral rates have also been made via roll-calls and department meetings. Additionally, there are vast opportunities for expansion of this collaboration to include patients who sustain acute injuries, chronic conditions & sports-related conditions who present at A&E.